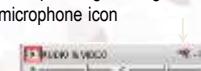

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- Please make sure your computer speakers are turned on or your headphones are plugged in
- Control the audio broadcast via the AUDIO & VIDEO panel
- If you have sound quality problems, please go through the Audio Wizard by selecting the microphone icon



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1-857-232-0476

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- MOBILE Users (iPhone, iPad, or Android device – including Kindle Fire HD)

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**Closed Captioning is not visible via the Mobile App and limited accessibility for screen reader/Voiceover users

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Captioning

Real-time captioning is provided; open the window by selecting the "cc" icon in the Audio & Video panel

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Questions

- This session is pre-recorded so we are unable to take any questions.
- Should you have questions, contact your regional ADA Center at 1-800-949-4232.
- Or visit the ADA National Network website at ADATA.org.

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Customizing Your View

- Resize the Whiteboard where the Presentation slides are shown to make it smaller or larger by choosing from the drop down menu located above and to the left of the whiteboard. The default is “fit page”

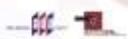
7



Customize Your View continued

- Resize/Reposition the Chat, Participant and Audio & Video panels by “detaching” and using your mouse to reposition or “stretch/shrink”. Each panel may be detached using the icon in the upper right corner of each panel

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Technical Assistance

If you experience technical difficulties

- Use the Chat panel to send a message to the Mid-Atlantic ADA Center
- E-mail ADAtesting@transcen.org
- Call 301-217-0124

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Archive

- This webinar is being recorded and can be accessed within a few weeks
- You will receive an email with information on accessing the archive

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Certificate of Participation

- Please consult the reminder email you received about this session for instructions on obtaining a certificate of participation for this webinar.
- **You will need to listen for the continuing education code which will be announced at the conclusion of this session.**
- Requests for continuing education credits must be received no later than 48 hours after the webinar broadcast.

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ADA Coordinators: Roles & Responsibilities will begin at 2 pm ET

Audio and Visual are provided through the on-line webinar system. This session is closed captioned. Individuals may also listen via telephone by dialing 1-857-232-0476 Access Code: 368564 This is not a toll-free number.

About Your Hosts...

- TransCen, Inc.
 - Improving lives of people with disabilities through meaningful work and community inclusion
- Mid-Atlantic ADA Center, a project of TransCen, Inc.
 - Funded by National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR), Administration for Community Living, U.S. Department of Health and Human Services



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ADA COORDINATORS: Roles & Responsibilities



Mid-Atlantic ADA Center
Webinar

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"With today's signing of the landmark Americans with Disabilities Act, every man, woman and child with a disability can now pass through once-closed doors into a bright new era of equality, independence and freedom."

- President George H.W. Bush, 1990

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Primary Roles of an ADA Coordinator

- 1) Ensure that all citizens in community and members of your workforce have an opportunity to participate in the programs, activities and services offered in a full and meaningful way.
- 2) Ensure that ADA violations do not occur OR are remedied if they do.
- 3) Serve as primary point of contact for ADA compliance, for both your employer and for members of the community.

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Some Important Questions

- Where do you fit in the hierarchy?
 - ❖ Do you report directly to the Mayor or Town Manager?
 - ❖ Do you report to the Human Resources Director?
 - ❖ Do you report to a mid-level administrator?
 - ❖ Do you report to anyone?

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More Important Questions

- Do you have a job description? Did your predecessor?
- Whose ear do you have?
 - ❖ Consider other departments as well as management.
- Whose ear do you need?
 - ❖ Same as above.

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Basic Principles

- ❖ Equal opportunity
- ❖ Integration
- ❖ Inclusion in planning



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Integration Mandate

- Must give priority to methods that provide services, programs, and activities in the most integrated setting appropriate.



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What Does the Law Say We Have to Do?

General Rules



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Sec. 202 [42 U.S.C. 12132] DISCRIMINATION

Subject to the provisions of this title, no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity.

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§ 35.130(a) General prohibitions against discrimination

No qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity.

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Administrative Requirements

{35.107 Designation of responsible employee and adoption of grievance procedures.

1. (a) Designation of responsible employee. A public entity that *employs 50 or more persons* shall designate at least one employee to coordinate its efforts to comply with and carry out its responsibilities under this part, including any investigation of any complaint communicated to it alleging its noncompliance with this part or alleging any actions that would be prohibited by this part.

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Administrative Requirements

The public entity *shall make available* to all interested individuals the name, office address, and telephone number of the employee or employees designated pursuant to this paragraph.

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Administrative Requirements: Grievance Procedure

(b) Complaint procedure. A public entity that *employs 50 or more persons* shall adopt and publish grievance procedures providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by this part.

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Where Does it Say That???

■ A. Statute: 42 United States Code § 12101 et seq.

- ❖ Enacted by Congress - the law itself;
- ❖ States broad principles of the law;
- ❖ Charges enforcement agencies with developing implementing regulations;
- ❖ Outlines purpose of the law and cites Congressional findings justifying the need for the law.

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Where Does it Say That???

■ B. 28 CFR Part 35 (Implementing Regulations)

- ❖ Provides specific rules for compliance with the law;
- ❖ Outlines more specific enforcement provisions;
- ❖ "Operating manual."

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Where Does it Say That???

■ C. Technical Assistance Manuals

- ❖ Provides guidance in carrying out compliance responsibilities;
- ❖ Non-legal, written in practical, example-driven manner;
- ❖ Not enforceable, but courts have historically given deference to agency's interpretations contained in the manuals.

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Questions to Ask (and Answer)

- Understand your agency's programs, activities and services:
 - What are they?
 - What are they intended to do?
 - Why are they carried out or delivered in the manner they are?
 - What is the underlying purpose of them?
 - What, if any, eligibility requirements exist for each program? Are they necessary?
- Assess institutional commitment - does one exist? Can it be built?

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More Questions to Ask

- Know who has responsibility for what. What are YOUR responsibilities? Who has responsibilities for program access, policy, and facilities issues? EEO?
- Do we have an ADA Coordinator?
- Do we have an ADA grievance procedure? If not, do we have *any* grievance procedures?

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Where Do I Go From Here?

- Understand the requirements of the ADA. Don't be afraid to ask and use resources. There are NO stupid questions.
- Never, ever be afraid to say "I don't know" to anyone. Always promise to get back to them. And then get back to them.
- Set realistic, achievable timeframes for all your activities. Don't set yourself up for failure.

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Where Do I Go From Here?

- Respond to inquiries, complaints, or compliments (they will come!) in a timely manner - even if you don't know what the answer is. Outline realistic, clear, and measurable steps, including time lines, in your grievance procedure and adhere to them.
- Don't EVER be afraid to ask questions or say you don't know the answer or to ask questions. Nobody knows the answer to every question!

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Where Do I Go From Here?

- Develop your own support network. Developing relationships is important:
 - ❖ Develop relationships with other ADA Coordinators. Chances are they have experienced what you are dealing with and have some good suggestions. You don't have to feel alone.
 - ❖ Reach out and develop relationship with the disability community in your area. They can identify priorities, help to develop a realistic compliance plan, and provide other valuable input.

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Where Do I Go From Here?

- ❖ Contact and develop relationships with designated Federal agencies — they can be a great source of information.
- ❖ CALL US! Keep DOJ and the ADA Network phone numbers with you at all times.
- ❖ You can do this!

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Resources

Regulations, appendices, standards, and technical assistance materials are available at DOJ's ADA web site at www.ada.gov.

For answers to specific questions, DOJ toll-free confidential ADA information line:

800-514-0301 (Voice)
800-514-0383 (TTY)

Mid-Atlantic ADA Center:

800-949-4232 (Voice/TTY)
www.adata.org

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Contact Us

- ADA questions
 - ADA National Network
 - 1-800-949-4232 V/TTY
 - ADAta.org
- Questions about this webinar
 - TransCen, Inc.
 - 301-424-2002
 - TransCen.org
 - Mid-Atlantic ADA Center
 - 1-800-949-4232 V/TTY (DC, DE, MD, PA, VA, WV)
 - 301-217-0124 local
 - ADAinfo.org

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