



Disability Matters Special Edition



Dear friends:

Welcome to the special Disability Matters Europe edition of The Wave.

Due to the circumstances surrounding the global pandemic of Covid-19, we held this most important event completely via live-stream. We did so, to reinforce Springboard's global commitment to the mainstreaming of people with disabilities in the European workforce, workplace and marketplace.

Due to the circumstances however, we spent time addressing the unique issues and impact of Covid on candidates, employees and customers with disabilities and the companies that employ and serve them. This included issues and impact of Covid on mental health, reasonable adjustments, the built environment, special needs parents, and more. Other presentations led to discussions of neurodiversity and intersectionality.

This event was a huge success thanks to the dedication and commitment to this most important work by all of our sponsors, presenters, honorees and of course, everyone who attended.

A very special thank you to our 2020 Host Sponsor, J.P. Morgan Chase & Co. Without your support from initial planning to our closing speaker, the conference would not have been possible.

We look forward to celebrating with you at our 2021 Disability Matters Europe Conference & Awards.

Wishing you all a year of health, happiness and all the success a year can bring.

Nadine O. Vogel
Springboard's CEO and friend

**2021
DISABILITY MATTERS
North America
Conference & Awards
Live-Stream
Tuesday-Thursday
April 28-29, 2021**

**2021
DISABILITY BRG
Summit Live-Stream
Tuesday,
April 27, 2021**

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BRONZE

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Presenting the Awards
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Chief Executive Officer
Springboard Global Enterprises, LLC

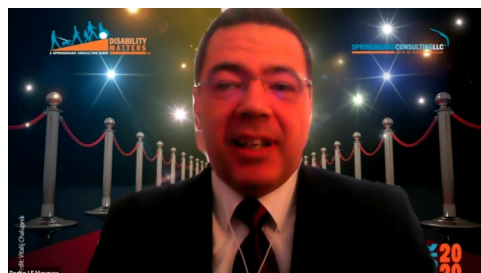
MARKETPLACE



Accepting the award
NEIL MILLIKEN
Global Head of Accessibility,
Atos UK Int. IT Servs Ltd



Accepting the award
PEDRO MARQUES
CMO and Global Sales Expansion,
TOMI WORLD



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HONOREES**

WORKFORCE



Accepting the award
AMANDA MCCALLA-LEACY
*Global Inclusion and Diversity Lead,
Accenture*



Accepting the award
RALF BRINKMANN
*President and General Manager Dow
D/A/CH, Central Europe, Italy, Israel and
Russia, Chairman of the Board,
Dow Germany*

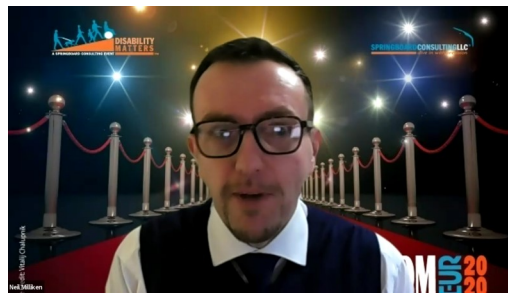


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Europe Conference & Awards Live-Stream
HONOREES**

WORKPLACE

Atos

Accepting the award
NEIL MILLIKEN
*Global Head of Accessibility,
Atos UK Int. IT Servs Ltd*



CBRE

Accepting the award
AMANDA CLACK
*Head of Strategic Advisory,
CBRE LTD*



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WORKPLACE

IBM UK LTD

Accepting the award

ALIX HORTON

*Managing Consultant. UKI People with
Disabilities Network Lead,
IBM*



Accepting the award

RUTH WEBSDALE

*GBS UKI Communications
Lead & Business Consultant*



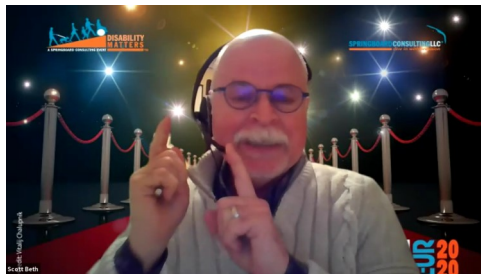
intuit.

Accepting the award

SCOTT BETH

*Chief Diversity & Inclusion Officer
Intuit*



Accepting the award

LOUISE SHELLEY

*UK Events MangerGlobal Lead for Abilities
Employee Resource Group
Intuit*



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HONOREES**

WORKPLACE



Accepting the award
JENNIFER OLMSTEAD
D & I Specialist
UBS



CONGRATULATIONS!

2020
Disability Matters Europe
Honorees



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TOMI is an interactive information and urban communication solution that provides information in the right place at the right time. TOMI's goal is to bring cities closer to people who live, work, or simply visit them. It is a user-friendly innovation that promotes activities and points of interest such as tourism, culture, local commerce, public services, among others. TOMI believes that cities should become smarter, more efficient, sustainable, and livable. So it is crucial to make them more accessible to all people, promoting inclusive cities.

TOMI was awarded as Honoree on the Disability Matters Europe 2020, due to all the work that the company has been developing around the disabilities, such as the project TOMI For All. TOMI's presentation during the event addressed the issue of anti-Covid-19 technologies and how they helped disable people through these challenging times. All the new features developed had in mind the accessible design approach making sure that all the information, alerts, prevention measures were accessible to disabled people. To see the video of TOMI, click [here](#) >> <https://youtu.be/pGpT4AuJmqY>.

Through the 9 years of existence, TOMI has developed several **new** technologies that provide a better quality to the citizens and the city itself. One of those many features that TOMI created is TOMI For All that allows every citizen to interact with TOMI regardless of their disabilities. For people with **physical disabilities or reduced mobility**, it is essential to make the content more visible and reachable, making the most important content in a lower place. When activating "Accessibility Mode" the menu collapses given more space for the content of its page. All the buttons and touchable areas were placed as low as possible and the images and texts were placed in the higher zone in order of less importance.

For the **citizens with visual impairment**, there were developed several adaptations to enable user customization and help people with reduced vision: make the text bigger and increase the contrast. To empower the experience of blind people, it has developed an innovative navigation mode that can be used autonomously by touching the screen and hearing the content. All the images have a caption and textual description, helping blind people to understand non-textual materials.

When **citizens with hearing impairments**, were developed dynamic videos in sign language for people with a hearing impairment that further explain how to use the equipment.

For **citizens with cognitive disabilities**, content such as news and events were optimized to be easier for everyone to understand, regardless of their cognitive abilities, always making sure that the content is written in clear and simple writing.

When the pandemic took the world by surprise, TOMI jumped into action and developed several technologies to help citizens and cities through this period. All the features were implemented in 6 weeks, beginning in March/ April 2020. When TOMI started the creation of these technologies, we also considered disabled people as the target. This way, TOMI is helping disabled people through this period of a pandemic. With Voice Activation & Interaction, people with visual impairment can still interact with TOMI, without touch, being able to use TOMI with their voices. Through computer vision technology, it is possible to detect the presence of humans on the street, warning people about hygiene and social distancing measures, using videos with sound, and this way can help all people with different impairments.

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TOMI displays multiple advice on hygiene as safety measures, using videos and images, such as messages to not touch TOMI and to practice social distancing and trustworthy information of Health Authorities, about Covid-19.

TOMI also displays advice on how to use public transportation in a safe way, and how to access public services at this time. TOMI is able to detect the presence of mask, and no mask, and when citizens are not using mask TOMI instantly alerts, by videos and images, to proceed to its use.

TOMI has partnered with Turismo de Portugal as a way to promote commercial establishments, in this most difficult time. On TOMI devices, the establishments that are accredited with the *Clean&Safe* labels are identified.

When the pandemic started, the first action was too disabled the interaction by touch with TOMI devices. This way, there was developed a new feature, TOMI Mobile Remote Control, that allows every citizen to interact with the equipment through a smartphone. The only requirement it's for users to read the QR Code displayed on TOMI devices using a smartphone and can interact with all the content (news, events, transportation, search modules, ...) and even take a photo/ gif.

TOMI developed a feature that, through a heat map, allows the detection of crowds per location. These reports are sent to the local authorities, and once in the local, they can provide special transportation for disabled people (physical or visual impairment). TOMI also has pedestrians counting providing key metrics for authorities, so when they can adapt their work to the areas with more volume.

TOMI has a vision for smart cities that access to information and inclusion should go hand in hand, and all these developments show that smart cities can be a marvelous opportunity to make society more inclusive.



Contacts: media@tomiworld.com / Pedro Marques / José Agostinho / Sara Pais

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Louise Shelley

UK Events Manager / Global Lead for Abilities Employee Resource Group, Intuit

I have been at Intuit for 7 years, and currently work as an events manager. Throughout my time I have worked in various roles, but the one that sparked my passion around mental health was as the company receptionist. My position meant colleagues would often stop by my desk to chat, leading to many of them sharing their worries and being very candid about their feelings.

It made me aware of the mental and emotional supported needed by the UK team, so I connected with our HR Business partner and looked at what training was out there and that's how I became involved.

Over the past two years, our UK team has been leading advances in mental health and emotional wellbeing. One of the most popular programs is the Mental Health First Aiders training where 16 Intuit employees have been certified to support their colleagues' mental well-being. One of our First Aiders reports: "I was put through a 2-day Mental Health 1st aid course which is paid for. This helped me understand how to try and help people that are having difficulties with their mental health, whether it be at work or in their personal life." He adds, "The training has given me more confidence when being asked for a "chat" and makes me feel like I can really support them at that time. I also think it has given colleagues the confidence and peace of mind to feel that they can reach out and know that there is a support network in work for them to talk."

Other programs include: "Beat Blue Monday", "Paws In work Puppy Therapy", office-wide de-stressing and mindfulness training, and professional therapy and coaching sessions with mental wellness professionals and nutrition specialists. These types of initiatives have been especially valuable during the COVID-19 pandemic, and has deepened the trust and support between our employees.

It has been this work that led me to the Intuit Abilities Employee Resource Group whose vision and purpose is "Promotes the individual contributions of employees, support those who have loved ones with disabilities, and educates all the employees about the abilities of and unique challenges faced by those touched with disability and be the employer of choice for people with disabilities"

After being the local UK lead for 2 years, I have now taken on the Global Leadership, something I am very excited about because Intuit has a rich history of investing in disability etiquette training, employee accessibility, and product accessibility for our customers, as well as supporting our communities through sponsoring non-profits and volunteering.

Other partnerships between teams within Intuit include autism awareness and hiring outreach, which started in Intuit Bangalore and extended to the United States. Also, the team in Boise, Idaho, has created a thriving accessibility culture and a popular workshop program initiated by a central team visit.

We also ensure our products are accessible by having centralized accessibility teams with local representatives at each site.

It was such a honor to be an Honoree, and speak live at the event, I really got some great learnings from my fellow panelists.

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Adrian Hyyrylainen-Trett

Global & UK Relationship & Membership Development Manager, enei (Employers Network for Equality & Inclusion)

Intersectionality

Race, Politics, Disability, LGBTQA+, and other Impactful Issues and Opportunities

It was my pleasure to join Nadine Vogel, CEO of Springboard Consulting LLP and her team to be a part of Disability Matters Europe 2020 conference, late last year where my focus was to enjoy an hour long discussion with Nadine, on the topic of intersectionality and how that affects race, disability and LGBT+ intersections along with the intervening political overlay across its impact and opportunities.

As an openly HIV+ positive politician (see <https://global.oup.com/academic/product/the-children-of-harvey-milk-9780190460952?cc=gb&lang=en&>) coming out about your sexuality and invisible disability was always going to be a challenge but in the current climate regarding inclusion on both American and British soils it is increasingly important that the discussion around protected characteristics must be a more collaborative and intersectional approach rather than a multiple list of siloes organisations whereby "one characteristic supreme approach" needs to be squashed.

Disability Matters has always provided a platform where all these issues are brought together (a very important and consistent message) which is why I over the past three years, have collaborated with the organisation extensively to provide an authentic and genuine account of the challenges of multiple identities and intersectional challenges political candidates face when standing for parliament and the inevitable accusations and prejudices that are faced.

The ironic issue is that the general public are always calling for honest, genuine politicians, having lived a "real life" with all the issues any person can experience, and yet when candidates with genuine authenticity have experienced drug addiction, been involved in the porn industry, or openly talked about the battle of overcoming mental health issues and put themselves in to the public eye, surprise, surprise! the public then become all judgmental and wouldn't want Members of Parliament or Senators like that to be elected with the attacks by right wing newspapers.

That's why the openness and transparency for which Nadine and I delved into the barriers of people from multiple identities face when trying to succeed as a public figure. No matter how honest you can be, you always find somebody even with your own community who wants to try and take you down, or these days it is known as a "twitter pile on" because sadly jealousy and not wanting someone else to succeed all too often prevail.

As an ethnically white man, (though with multiple diverse genetic origins), I have no concept what it is like to experience racial discrimination, but what I can acknowledge is that "white privilege" exists and whatever other identifiable factor I possess that anti-racism training should be mandatory, and the rejection of conscious inclusion training ironically by both American, and British governments recently needs to be reversed immediately and made mandatory for all workforces to acknowledge and learn why those micro aggressions are wrong, and be educated. There is nothing bad to admit you didn't know or that you're wrong, as long as you learn from the experience and that's why enforcing this intersectional approach bringing together all the parts to make a whole, rather than syphoning off each one against each other in a

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scramble to be at the top needs to be brought to a halt immediately within the belonging, inclusion and intersectionality world.

I can't recommend highly enough the collaborative approach for which Nadine and her team bring to the inclusion and intersectionality space which is why I look forward to further collaboration in 2021 both for disability matters USA and disability matters Europe.

By Adrian Hyyrylainen-Trett

<https://www.enei.org.uk/about-us/the-enei-team/>



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Karen Boath

Director Family Services, SNAP (Special Needs and Parents)

Karen Boath, Executive Director of SNAP (Special Needs And Parents) talks to Springboard Consulting's Special Edition newsletter about why she agreed to speak at the latest Disability Matters Conference and the charity's commitment to help families with children and young people who have any special need or disability.

"When Nadine Vogel made contact with me a few months ago I was interested to hear the work she has been doing across the world supporting families who have children with disabilities and her drive to make the workplace more inclusive for all. She told me about the Disability Matters Europe Conference 2020 and asked me to take part. I immediately agreed and began preparing. I was asked to talk about the impact of COVID on the parents I worked with who were trying to hold down jobs and continue caring for their children with disabilities as well as running a home. I was hearing on a daily basis how COVID was impacting on the families we are working with. I really enjoyed being part of the conference and it was wonderful to speak with others who are as passionate about making changes in the world around disability. It was a privilege to be asked to speak at the Disability Matters Europe 2020 Conference this year.

"SNAP's support evolves over time, alongside each family. Often this is simply because as the child grows up, the challenges that they and their parents face changes. We work closely with families to ensure that the advice and information we provide is helping them to address these issues and enables them to confidently make choices for, and with, their child or young person.

"Ultimately we aim to empower families to help themselves. All of the support we provide, be that an activity session for their child, a helpline telephone call during a low moment, or just borrowing a book from our specialist library; SNAP is there to support parents and carers find the tools and knowledge they need to ensure they can give the best possible help to their whole family. Our ethos is to support children with additional needs to fulfil their potential and live their best lives.

"I have been working with children with special needs now for 20 years and I have been at SNAP for 15 years. I can honestly say about 9 years ago things were pretty good for lots of our families where support was concerned. Unfortunately it is not the same now and we are constantly talking to families who are unable to access the support they need.

"I attend a clinic every week with the local paediatrician and we meet families when their children are first being assessed for Autism Spectrum Disorder. When the family receive the diagnosis they are immediately discharged unless the child has other needs which require medication. That is when SNAP steps in – we can help them work it all out and make sense of the new world they have been thrown into.

"I do unfortunately hear things on a daily basis that are heart-breaking, families whose children are seriously ill and have life limiting conditions – who never know what each day will bring. Some parents spend months at a time in hospital with their children who are too ill to be home.

"The SNAP Centre offers a safe and non-judgemental environment for anyone visiting and from its base in Brentwood, Essex. No formal diagnosis or professional referral is necessary to access our SNAP services, available to



Special Needs And Parents
Registered Charity No. 1077787

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families of children and young people aged 0 to 25. Facilities at the centre include a training room, a multi-purpose activity hall with interactive wall, multi-sensory room, specialist library, counselling rooms and a specially adapted IT suite.

“We have continued to deliver the best possible help to our 2,700 families during the pandemic. Since March 2020 SNAP’s Family Support Advisers have continued to provide an essential listening ear and offer help and advice to parents and carers.

“Both parents and children are understandably struggling during the current exceptional circumstances and the challenges they face are varied. Many of our families are at high risk or vulnerable to COVID due to a range of existing conditions as well as immune deficiencies.

“These families are dealing with extended periods of self-isolation and are having to deal with the practicalities and worries around this. Most are facing mental health difficulties or feeling isolated. The easing of our first lockdown saw many of our children struggling with the anxiety and fear of being around family members or going out themselves.

“We researched and produced a Coronavirus Family Guide to help families and we continue to actively check in on our more vulnerable families to offer them advice and ensure they are coping ok.

“The SNAP Team quickly became adept with using Zoom and we adapted our activities sessions online where possible. We launched virtual sessions for our Drama Club, Yoga for Young People, Music Therapy and our Sensorise session which is for families with children with more profound and complex special needs.

“Our experienced counsellors continued to support the families they were working with either on the phone or via Zoom appointments.

“We also launched Facebook music sessions that go out ‘live’ every Friday morning. This session sees SNAP’s resident Music Therapist play song requests from families. It enabled SNAP to reach out to a lot of isolated families and these sessions certainly give us all an opportunity to feel like we’re together again.

“SNAP also organises a unique and diverse calendar of Specialist Talks and events for parents and professionals and we have also been delivering these online.

“To further meet the needs of all our families we continually update and share information online via our comprehensive directory of around 1,300 useful contacts and SNAP’s Information Network which updates parents and carers with new relevant information.

“I am hugely proud that we were also still able to deliver our annual SIBS4FUN summer scheme especially for children whose brothers and sisters have special needs. This is a chance for them to meet and connect with other children their own age growing up in similar situations. We were able to run this in August as a mixture of outdoor activities around the centre and online.

“Since SNAP’s humble beginnings back in 1994 when eight mums came together around a kitchen table to form a support group as they were concerned about the lack of provision for children with special needs in their local area, SNAP has now helped more than 5,000 families in those 26 years. I am honoured to be part of a team who strive to deliver first-class services to allow our families to become resilient in the face of so many obstacles that everyday life throws at them.”

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Email: info@snapcharity.org

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Website: www.snapcharity.org

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Mark Rintoul

Associate, Rogers Stirk Harbour + Partners

Hammersmith & Fulham Town Hall and Civic Campus

Rogers Stirk Harbour and Partners (RSHP) were commissioned in 2017 to design and redevelop the Hammersmith & Fulham Town Hall and Civic Campus, (HFCC). It is a project that epitomises the practice's approach to inclusive design, as there was – and still is – extensive stakeholder engagement throughout each stage and residents are consulted through a range of methods.

Our scheme is a mixed-use development, including a contemporary intervention to the existing Grade II-listed Town Hall building. It will create a welcoming, open and accessible community hub with flexible office and start-up workspaces and 204 residential dwellings, offering 52% shared ownership and social rent homes for local people. All the architecture and materials will be of the same quality regardless of tenure, and every aspect of the project will use cutting-edge sustainable technology in its design. The scheme will also provide homework space for young people, a new cinema and orchestra performance space, a public roof-top bar and café, public art gallery, and a new public square which will connect to the riverside.

This 'ruthlessly inclusive' zero-harm scheme at the heart of Hammersmith's community will breathe new life into the King Street area and reinvent the concept of the Town Hall to make it exciting and relevant for the people it serves.

Collective co-production (working together) has helped to embed principles of best practice inclusive design into this project. Co-production means local disabled residents are collaborating with decision makers to actively identify, evaluate policy, service delivery and inform design that affect disabled people's lives and the barriers they face.

As part of a drive to improve services and accessibility for all communities in the built environment, Hammersmith & Fulham Council set up the Disabled People's Commission in 2016. A report published by the Commission in 2017, called 'Nothing About Disabled People without Disabled People: Working together to transform services in Hammersmith & Fulham' has played a pivotal role. One of the council priorities is "doing things with residents, not to them" and a local Disabled Residents' Team has been working closely with RSHP and the design team throughout the entire duration of the project to ensure minimum standards are exceeded and best practice is implemented. For example, accessibility issues were raised before plans were submitted and robust, time and cost-effective solutions found early in the process.

This innovative community engagement through the Town Hall Commission and Disabled People's Commission, led to HFCC gaining planning and listed building consent by unanimous vote at committee with no public objections.

This co-production has been an extremely beneficial collaboration since the disabled residents' first-hand experience informed the design and allowed us to overcome some challenges. This level of community engagement is truly pioneering and one RSHP fully endorse.

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In fact, Hammersmith & Fulham Town Hall and Civic Campus has been identified as an exemplar case study for Co-production. In 2020, it won the New London Architecture (NLA) People's Choice Award. This award, run in association with the Mayor of London, celebrates projects that create a sustainable, civilised and egalitarian city. It has also been highly commended by the Planning Awards for its extensive stakeholder engagement, demonstrating the community focus of the scheme.

It has been an absolute privilege to be the project lead on such an important and significant Civic project. Through early community engagement we have managed to put inclusive design at the very top of the design agenda where it belongs.

Of course, none of this would have been possible without the vision of the client. Nor without the continual co-production with the Disabled Residents' Team. Nor without the championing of good design by the Town Hall Commission, a group of knowledgeable Stakeholders formed by the Leader of Council, Steve Cowan, specifically for this project. As we always say, the best projects are built with a committed client and they are a key part of the design team.

The Hammersmith & Fulham Civic Campus will complete in April 2022 with access for all.

Mark Rintoul, Associate, Rogers Stirk Harbour + Partners (RSHP)

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2020 DISABILITY MATTERS
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SPEAKERS (In order of appearance)



NADINE VOGEL
*Chief Executive Officer,
Springboard Consulting, LLC*



SHAHROKH MOINIAN
*Head of EMEA Wholesale Payments,
J.P. Morgan Chase & Co.*



ROBIN CHRISTOPHERSON, MBE
*Head of Digital Inclusion,
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ALISA LAPOLT
*Mental Health Policy Consultant,
Topsail Public Affairs*

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SPEAKERS (In order of appearance)

MARK RINTOUL
*Associate,
Rogers Stirk Harbour + Partners*



KAREN BOATH
*Director Family Services,
SNAP (Special Needs and Parents)*



SIMON POWER
*Cisco Special Children's Network Lead,
Cisco*



JAAP BRESSERS
*Keynote Speaker, Bestselling Author,
and owner of a positive social media platform, Jaap Bressers*



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SPEAKERS (In order of appearance)



JO WATSON
*Director, Inclusion & Belonging,
Intel Corporation*



PEDRO MARQUES
*CMO and Global Sales Expansion,
TOMI WORLD*



NEIL MILLIKEN
*Global Head of Accessibility,
Atos UK Int. IT Servs Ltd*



LEE CORLESS
*GT Communities & Inclusion Global Lead,
J.P. Morgan Chase & Co.*

2020 DISABILITY MATTERS
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SPEAKERS (In order of appearance)

JOHN CHAFFIN
Operations Transformation,
J.P. Morgan Chase & Co.



REBECCA CURTIS
Executive & Experienced Recruiter,
J.P. Morgan Chase & Co.



KYM FRANCIS
Project Manager- Core Post Trade Technology,
J.P. Morgan Chase & Co.



BRIDGETTE PRESTON
Senior Vice President, Regulatory Compliance,
HSBC Bank USA N.A.



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SPEAKERS (In order of appearance)



RALF BRINKMANN
*President and General Manager Dow D/A/CH, Central Europe,
Italy, Israel and Russia, Chairman of the Board,
Dow Germany*



AMANDA MCCALLA-LEACY
*Global Inclusion and Diversity Lead,
Accenture*



ADRIAN HYYRYLAINEN-TRETT
*Global & UK Relationship & Membership Development Manager,
enei (Employers Network for Equality & Inclusion)*



DANNY CRATES
*Paralympic Gold Medalist,
Danny Crates Ltd.*

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SPEAKERS (In order of appearance)

PHIL WOLFENDEN
Vice President, Customer Success, EMEA,
Cisco



SCOTT BETH
Chief Diversity & Inclusion Officer,
Intuit



AMANDA CLACK
Head of Strategic Advisory,
CBRE Ltd



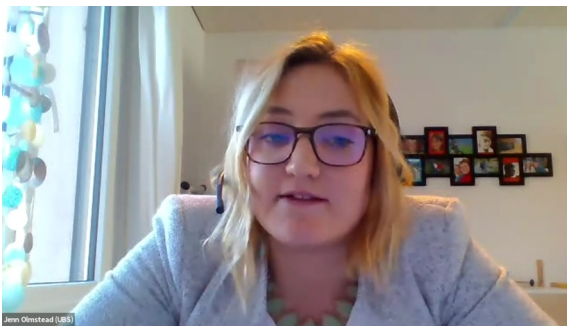
Alix Horton
Managing Consultant. UKI
People with Disabilities Network Lead,
IBM



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JENNIFER OLMSTEAD
*D & I Specialist,
UBS*



LOUISE SHELLEY
*UK Events Manger /
Global Lead for Abilities Employee Resource Group,
Intuit*

SEE THE PLAYBACK

https://consultspringboard.com/events-2020_dm_europe/#videos

2020 DISABILITY CONNECT FORUM North America



How Novant Health is creating an inclusive environment for all, even during a year of crises

Going into March 2020, none of us could have imagined what the year would hold. The words pandemic and containment were slowly entering the news cycle. A national health crisis was about to upend our daily worlds and take a permanent place in

global headlines for months to come.

COVID-19 forced us into a fierce battle against its global spread. As our front-line healthcare professionals across the Novant Health system worked to care for our patients and communities, we saw another element that impacted our well-being arise in May 2020.

The United States grappled with the death of George Floyd, and it brought conversations regarding systemic racism and equity to the forefront. Novant Health's longstanding commitment to a diverse, inclusive and equitable culture is based on caring for, knowing and understanding each other and our community members. This incident magnified the important work of embedding diversity, inclusion and equity that we had already embarked upon, and we were one of the first organizations to respond to the crisis.

In 2020, Novant Health took a stand against systemic racism and any other form of social injustices. Social injustices combined with the COVID-19 pandemic significantly impacted our team members and the communities in which they live. We created Zoom chats with our Chief Diversity, Inclusion and Equity Officer for team members to have a safe and open space to share their feelings and thoughts about topics related to diversity, inclusion and equity, and the impact of COVID-19 on their lives. Carl S. Armato, Novant Health president and CEO, also hosted weekly calls with our senior leaders to provide COVID-19 updates for all team members and information on resources to help them cope emotionally, physically and financially.

During a time of pandemic, social injustice and uncertainty, we remain steadfast in our mission. Novant Health exists to improve the health of the communities that we serve, one person at a time. Our commitment to diversity, inclusion and equity plays a key role in our success. That's true for how we responded to the crises of 2020, as well as how we conduct business and care for our communities every day. It's also why we are proud to be the presenting sponsor for the Disability Connect Forum — a conference that is also focused on addressing how the events of 2020 have impacted individuals, workplaces and society at large.

Amid the crises of 2020, we are very proud to share that Novant Health was named as one of the "Best Places to Work for Disability Inclusion" by Disability:IN and the American Association of People with Disabilities in July. This recognition comes on the 30th anniversary of the Americans with Disabilities Act.

"This recognition demonstrates how we're living out our core value of diversity and inclusion at Novant Health," said Tanya S. Blackmon, EVP and chief diversity, inclusion and equity officer. "We are committed to creating an inclusive environment for all patients and team members, including those with disabilities."

Novant Health scored an 80% on the 2020 survey. Top-scoring businesses — those scoring 80% or higher — are recognized as "Best Places to Work for Disability Inclusion."

Here are a few ways Novant Health creates an inclusive environment for individuals with disabilities:

- After realizing masks create communication challenges during the pandemic for patients who are deaf or hard-of-hearing, we ordered 5,000 clear masks for team members to wear when delivering care.
- We created the persons with abilities business resource group to help us understand the needs of

2020 DISABILITY CONNECT FORUM North America

persons with disabilities in our workforce, patient population and the communities we serve.

- We made sure communication aid kits and interpreter services are available at our acute care facilities and clinics to help patients with special communications needs.
- We partner with the Amputee Coalition to provide peer support and education for patients.
- We recruit individuals with disabilities to be a part of the Novant Health team.
- Through a partnership with Project SEARCH, Novant Health Brunswick Medical Center will offer an internship experience for students ages 18 to 21 with developmental disabilities. Novant Health UVA Health System Prince William Center has also supported training and hiring interns through the program.
- Last year, we launched a pilot program to provide volunteer opportunities to teens and adults with disabilities.

At Novant Health, we recognize that our actions will continue to bring our mission, vision and values to life — and our commitment to diversity, inclusion and equity will help us do this. We are proud of our calling and look forward to all that we'll accomplish together in the days ahead.

Novant Health is a four-state integrated network of physician clinics, outpatient centers and hospitals that delivers a seamless and convenient healthcare experience to our communities. The Novant Health network consists of more than 1,600 physicians and over 29,000 team members that provide care at nearly 700 locations, including 15 medical centers and hundreds of outpatient facilities and physician clinics. Headquartered in Winston-Salem, North Carolina, Novant Health is committed to making healthcare remarkable for patients and communities, serving more than 5 million patients annually.

Novant Health
Office of Diversity, Inclusion & Equity
200 Hawthorne Lane
Charlotte, NC 28204



CHIEF DIVERSITY OFFICERS FOR DISABILITY INCLUSION™

Chief Diversity Officers (CDOs) for Disability Inclusion™ intends to assemble the business community to progress the mainstreaming of people with disabilities in the workforce, workplace and marketplace. It creates a blueprint for a set of actions the undersigned companies will take to foster an accessible and safe environment for individuals with disabilities; whether visible or not, and to ensure individuals with disabilities feel welcomed, are treated fairly and equitably, and feel comfortable disclosing their disabilities with or without a need for an accommodation.

The signatories serve as the diversity leaders of their companies and are dedicated to working with other company leaders and colleagues to execute the following pledge at their workplaces.

As diversity leaders of some of the largest corporations in the United States, we are role-models; it is important that we ensure candidates, employees, and customers with disabilities, as well as those caring for dependents with disabilities, are fully and appropriately included in everything we do from the workplace to the marketplace. Understanding that this segment is the largest and fastest growing minority in the world, making this commitment a business imperative.

Beyond compliance, there are a myriad of issues that must be addressed to successfully engage, employ and retain this large, loyal segment of the world's population. What this requires is commitment, conversation and collaboration, which will lead to action. Although we are passionate about this work, passion without action will not yield the desired results. Therefore, we will:

1. Create and maintain a culture of trust where employees feel comfortable to disclose their disability and request accommodations as needed.
2. Implement and expand education on disability etiquette and awareness to help our employees become comfortable communicating, engaging, and working side-by-side individuals with all types of disabilities; providing them with the tools to do so in an appropriate manner.
3. Help other companies start, grow, and/or enhance their current disability inclusion strategies by sharing successes and learnings at a special closed-door, invitation-only, CDO session held annually following Springboard's Disability Matters North America Conference.
4. Be accountable to our peers by tracking our company-specific progress and sharing regular updates on invitation only quarterly conference calls.
5. Call on our CDO colleagues across Corporate America to join us on this most important journey.

For our companies, this commitment means good, productive and profitable business; for our employees and customers with disabilities, this commitment means the world.

To take the pledge, contact us at info@consultspringboard.com and in the subject-line state, "**I AM TAKING THE PLEDGE!**"

**WE HAVE TAKEN THE PLEDGE
WILL YOU?**

To hear what our members have to say, please visit >> <https://vimeo.com/363611093>



THE SPRINGBOARD CONSULTING LEARNING INSTITUTE

The Springboard Consulting Learning Institute trains Corporate America's cross-functional, cross-industry leaders to develop their skills in the mainstreaming of individuals with disabilities in the global workforce, workplace and marketplace.

Depending on the topic, classes are taught utilizing a variety of learning modalities including lecture, facilitated dialogue, small group exercises, role-play, and hands-on experience. SCLI courses are not based on theory, but rather practical applications.

Competence breeds confidence. The SCLI delivers disability-related programming that new and experienced leaders alike need in today's ever-changing business environment. SCLI courses provide personal and professional development while ensuring business success and sustainability for your team, your department and your company; why, because Our instructors are themselves experienced professionals who understand your unique corporate challenges. And, SCLI offers custom, company-specific training programs to meet individual needs.



WeLOVE
UNITY ~ SUPPORT ~ LOVE

WeLOVE™ is a new online platform built on unity, support and love for anyone impacted by disability of any type and impacted in any way. **WeLOVE™** is for those who have a disability, are a family member, ally, friend, and can be for anyone who either has something to say, or seeks information and guidance.

Unlike other online platforms, **WeLOVE™** addresses any and every topic one can imagine. There are over 70 pre-populated categories, but anyone can add any topic at any time.

Also, **WeLOVE™** is a safe environment for sharing; it is completely private, members only. Members are rewarded with gifts for referring others to join the community.

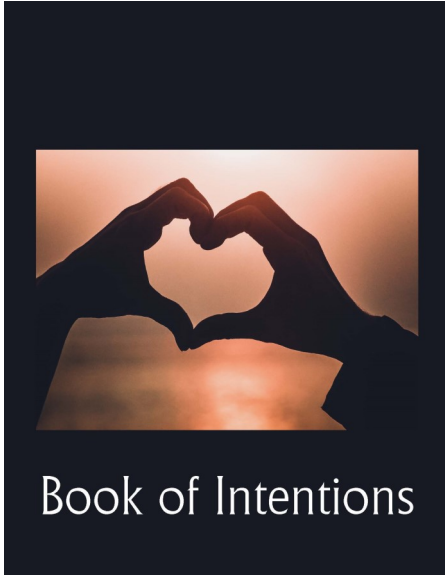
All this for less than **\$12 USD/per year** (\$1 per month).

We need to show the world that we have a voice and an important one at that. And yes, **WeLOVE™** is global. Join today and help us grow our Community.

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Should you have questions, please contact ivette@consultspringboard.com



SPRINGBOARD PRODUCTIONS

Springboard Productions™

A division of Springboard Global Enterprises,
information, guidance, and storytelling relative to individuals with disabilities,
their colleagues, friends, and families.



TELEVISION

Inclusion at Work: This show will explore the practices of companies and professionals who are successfully building an inclusive culture for persons with disabilities. The shows' Host, Nadine Vogel, will ask important and probing questions learning about today's best and next practices and how to make inclusion work for individuals with disabilities. The show will be filmed, edited and produced by individuals with disabilities.

Hosted by Springboard's CEO, Nadine Vogel, Inclusion at Work will be distributed through Bloomberg TV, the leading business channel viewed in more than 310 million homes worldwide. The series will air on Saturdays along with the David Rubenstein Show, Bloomberg Daybreak in America, Bloomberg Big Decisions, Bloomberg Studio 1.0, and Bloomberg Technology, among others. In addition, content from the shows will be distributed through a variety of other media forms to maximize impact. These include podcasts which will air on Apple iTunes; Google; Soundcloud and the No Limits' podcast channel; a dedicated You Tube channel and a variety of other social media.

The Nosh: Hosted by Nadine Vogel, an expert in mainstreaming disability and related issues in the global workforce, workplace, and marketplace will address important issues impacting the world of disability, intersectionality, and overall diversity. Persons interviewed are company executives and subject matter experts sharing their insights, experiences, perspectives, and best practices on helping employers, suppliers, and others realize that this work is not only a profitable and productive strategic advantage, but a business imperative. The show aims to disrupt the way we think about disability and inclusion; clearly showing the difference between interest, intention, and impact.



SPRINGBOARD PRODUCTIONS

Talk & Tea with G & Me: Fun, candid, informative and engaging conversations between a mom and her adult daughter who has disabilities. Practical tips, life lessons, challenges, and celebrations; Nadine and Gretchen will address their individual and interconnected journey. They will touch-upon topics such as: education, employment, dining out, fashion, travel, dating, medical, and more. On occasion you will also hear from guest-speakers and their journeys as either someone with a disability, a parent, grandparent or sibling, a professional subject matter expert, or as an ally. This show will represent different experiences and perspectives, always leaving the viewer educated, empowered, and inspired.

PODCAST

The Reboot Genie: In fiction, a Reboot signifies a new start to an established fictional world, re-creating characters, plotlines, etc. In business, it's been described as a way to rebrand a product or service. In the digital space, a reboot allows a computer to restart and get back to working normally or improved, if an upgrade was involved. A human's reboot is not as simple. It is hard. It is complex. But it can be incredibly rewarding, almost magical. Nadine Vogel is The Reboot Genie. In this podcast she will reflect on life events, hers, and yours, to help you reimagine and reset your mind, body or spirit, turning impossible into possible, resignation into results.

Disabled Lives Matter: Disabled Lives Matter is more than just a Podcast, it's a global movement. Each week we will interview individuals who have disabilities to hear how they positively contribute to, and impact society. We will also learn about their experiences... the good, the bad, and the ugly, in terms of business, government, and society at large. Issues such as bias, discrimination, inequality, governmental impact, and more will be explored. As a movement, Disabled Lives Matter wants to not only provide information, but correct rampant disinformation and bias. As this podcast and subsequent movement grows, so will its impact on process, practice, and more importantly, outcomes. We want our listeners to step-up and step-out to be a force for change when it comes to how people with disabilities are treated, portrayed, and valued.

It's a wrap!

UPCOMING 2021 LIVE-STREAM EVENT



The image shows a woman with dark hair, wearing a dark patterned blazer, standing in front of a large laptop screen. She has her hands raised in a welcoming gesture. The laptop screen displays promotional text for two events. On the left side of the screen, there are two logos: the top one for 'DISABILITY MATTERS' with silhouettes of people with disabilities and the text 'A SPRINGBOARD CONSULTING EVENT', and the bottom one for 'The Disability BRG Leadership Summit' with an orange and blue circular graphic and the text 'A SPRINGBOARD CONSULTING EVENT'.

JOIN ME
NADINE VOGEL
CEO Springboard Global Enterprises
for the
15th ANNIVERSARY
of the
DISABILITY MATTERS
North America Conference & Awards
and the 9th Annual
DISABILITY BRG LEADERSHIP SUMMIT

Both are being held via Live-Stream
Tuesday - Thursday, April 27 - 29, 2021

TO LEARN MORE
<https://consultspringboard.com/>

THANK YOU FOR YOUR CONTINUED SUPPORT

A note of thanks to all who have contributed to “The Wave” Newsletter.
And to those who have subscribed and continue to read and support the newsletter
and Springboard throughout the last 15-years.
We could not have come this far without you.

THANK YOU!



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