the wave

A NEWSLETTER OF SPRINGBOARD CONSULTING

DISABILITY MATTERS
A SPRINGBOARD CONSULTING EVENT ™

Dear Wave Readers:

I welcome you to the 2013 year-end issue of The Wave. 2013 has been an amazing year of growth for Springboard thanks to each and every one of you who have made a professional and in many cases, personal commitment to the mainstreaming of people with disabilities. 2013 was also a year of firsts for Springboard from our first Disability Matters Asia-Pacific event, hosted by Cisco and held in Bangalore, India to our first regional disability summits hosted by 3M in Minneapolis, MN and Brown Forman in Louisville, KY. As we look to 2014, we are eager with anticipation and excitement about many more company firsts such as our Disability Connect event, the first of its kind for LGBT and Disability E(B)RG members, leaders and sponsors to come together as communities in common. Disability Connect will be hosted by Genentech in San Francisco in February. There's also the 2014 Disability Matters Asia-Pacific conference which will be held for the very first time in Japan, hosted by AXA Japan in Tokyo in June. And to start the year off right, in January we are launching our Q & A Café, a quarterly, virtual information/networking event offered free of charge.

I am truly thankful for all my blessings and excited about the opportunities yet to come. It is my sincere wish that you, your families, co-workers and friends have had an equally amazing year and can look forward to a 2014 full of health, happiness and success. In closing, I would like to share my global holiday spirit by saying in English, "Happy Holidays" or in Japanese, "Tanoshii kurisumasu wo", in French, "Joyeuses Fêtes", in Spanish, "Feliz Fiestas", in Mandarin, "Jie Ri Yu Kuai", in Portuguese, "Boas Festas", in German, "Forhe Feiertage", in Italian, "Buone Feste", in South African, "Ii holide eximnandi", and in Hawaiian, "Hau'oli Lanui".

Your friend and Springboard's CEO,

Nadine

2014 Disability Matters Events

US - San Antonio, TX
April 8-10th, 2014
EU — Coming Soon
Asia-Pac — Coming Soon

2014 NA Disability ERG Summit
San Antonio, TX
April 8th

2014 Disability Connect
San Francisco, CA
February 25th, 2014

INSIDE THIS ISSUE:

The ADA Inquirer:

Jana Burke, Manager, ADA Services, Springboard Consulting, LLC

A Workforce Equal to the Task

October 2013 marks another observation of National Disability Employment Awareness Month (NDEAM). This year's theme, "Because We Are EQUAL to the Task" acknowledges that individuals with disabilities have the education, training, experience, and desire to be successful contributors to the workplace.

As we celebrate the contributions of employees with disabilities, it's also important to gear up for compliance with the latest regulatory changes out of the Office of Federal Contract Compliance Programs (OFCCP). On August 27, 2013, OFCCP announced the Final Rule that makes changes to the regulations implementing Section 503 of the Rehabilitation Act of 1973, as amended at 41 CFR Part 60-741. Section 503 prohibits federal contractors and subcontractors from discriminating against employees and applicants with disabilities and also requires these employers to take affirmative action to recruit hire, promote, and retain these individuals.

A few highlights of the Final Rule to keep in mind:

- The Final Rule establishes a nationwide 7% utilization goal for qualified individuals with disabilities. It's important for employers to note that failure to meet this goal is not a violation of the regulation and will not lead to fines, penalties, or sanctions.
- The Final Rule requires that contractors document and annually update documentation regarding the employment of individuals with disabilities within their firms.
- The Final Rule requires contractors to invite applicants to self-identify as individuals with disabilities in both the pre-offer and post-offer phases of the application process. The rule also requires that employers invite employees to self-identify on an ongoing basis – every five years.
- The Final Rule requires that prime contractors use specific language in subcontracts regarding equal employment opportunity.
- The Final Rule reminds contractors that OFCCP has access to employer documents for purposes of compliance checks or focused reviews.
- The Final Rule revises the definition of disability and certain nondiscrimination provisions of regulations to address requirements of the ADA Amendments Act of 2008.

The Final Rule was published in the Federal Register on September 24, 2013 and becomes effective March 24, 2014. Employers can get ready for the effective date now by implementing several disability-related strategies:

- Now is the time to review your firm's policies to ensure they convey a commitment to a disability inclusive workplace culture. Begin making the required changes to your policy

The ADA Inquirer - Continued
Jana Burke, Manager, ADA Services, Springboard Consulting, LLC

     language outlined in the Final Rule.

- Start training your supervisors on the new regulatory requirements. Managers and supervisors are your firm's closest connection to your employees so bring them up to speed quickly with comprehensive disability compliance training.
- Use the observation of NDEAM to highlight your firm's disability compliance success in your various social media platforms. Post a success story to your Facebook page or Tweet about your observance of NDEAM.
- Participate in Disability Mentoring Day and host youth with disabilities in your Firm's hands-on programs, job shadowing, and ongoing mentoring programs. For more information about hosting these events, visit [The American Association of People with Disabilities](#).

Firms can continue to promote positive employment outcomes for people with disabilities by building in activities that promote a disability inclusive workplace. Early activities to celebrate NDEAM and meet new compliance responsibilities under the Final Rule making changes to the regulations implementing Section 503 can help position your firm be on the cutting edge of disability law compliance. Contact Springboard Consulting now to discuss how we can assist with those plans.

The Travel Spot:
Scott Rains—The Rolling Rains Report

New DOT Rules Make Flying Easier for Passengers with Disabilities

WASHINGTON - U.S. Transportation Secretary Anthony Foxx today announced that the U.S. Department of Transportation (DOT), in its ongoing effort to ensure equal access to air transportation for all travelers, is requiring airline websites and automated airport kiosks to be accessible to passengers with disabilities. In addition, DOT will allow airlines to choose between stowing wheelchairs in a cabin compartment on new aircraft or strapping them to a row of seats, an option that will ensure that two manual, folding wheelchairs can be transported at a time.

The new rules are part of DOT's continuing implementation of the Air Carrier Access Act of 1986.

"All air travelers should be treated fairly when they fly, regardless of any disabilities they may have," said Secretary Foxx. "These new rules build on our past work in ensuring that our air transportation system is accessible for everyone, while balancing both airlines' and passengers' need for flexibility."

Under the new websites-and-kiosks rule, covered airlines are required within two years to make pages of their websites that contain core travel information and services accessible to persons with disabilities, and to make all of their web pages accessible within three years. Websites are required to meet the standards for accessibility contained in the widely accepted Website Content Accessibility Guidelines (WCAG). The requirement applies to U.S. and foreign airlines with websites marketing air transportation to U.S. consumers for travel within, to or from the United States.

The rule also requires ticket agents to disclose and offer web-based discount fares to customers unable to use their sites due to a disability starting within 180 days after the rule's effective date. Airlines are already required to provide equivalent service for consumers who are unable to use inaccessible websites. Under the new rule, airlines must also offer equivalent service to passengers with disabilities who are unable to use their websites even if the websites meet the WCAG accessibility standards.

In addition, any automated kiosks installed at U.S. airports for services -- such as printing boarding passes and baggage tags --must be accessible to passengers with disabilities until at least 25 percent of all kiosks at each airport location are accessible. Even if no new kiosks are installed, 25 percent of kiosks at each airport location must be accessible within 10 years. The standards for accessible kiosks are based on those set by the U.S. Department of Justice for ATM and fare machines in its 2010 Americans with Disabilities Act rule as well as the Section

The Travel Spot—Continued
Scott Rains—The Rolling Rains Report

508 standards for self-contained closed products, such as copiers.

DOT's wheelchair rule provides airlines with more flexibility because it permits airlines to transport passenger wheelchairs by strapping them across a row of seats using a strap kit that complies with applicable safety standards, in addition to stowing them in a closet or similar compartment. In 2008, DOT issued a rule prohibiting airlines from using the seat-strapping method on new aircraft as an alternative to stowing the manual wheelchair in a closet or similar compartment. In that same rule, DOT allowed the use of a seat-strapping method on existing aircraft. Based on a fuller evaluation of the costs and benefits, DOT has now revised its position to also allow the use of seat-strapping on new aircraft subject to certain conditions. For example, if an airline chooses to use the seat-strapping method to stow a wheelchair, it must transport two wheelchairs in the cabin if requested unless stowing the second wheelchair would displace other passengers.

If an airline chooses to use a closet to stow a wheelchair, then it will still be required to stow only one wheelchair in the cabin. However, in this case it must install a sign or placard prominently on the closet indicating that a wheelchair and other assistive devices are to be stowed in this area with priority over other items brought onto the aircraft by other passengers or crew, including crew luggage.

The rule on accessible websites and kiosks is available on the Internet at www.regulations.gov, docket DOT-OST-2011-0177. In addition to accepting public comments on the web and kiosk rule through this website, the Department partnered with Cornell University's eRulemaking Initiative (CeRI), Regulation Room, designed to improve the public's ability to understand and participate in the rulemaking process. A goal of the CeRI team is to make Regulation Room as accessible to as many users as possible. This partnership supports President Obama's open-government initiative. The final rule on wheelchairs is available at the same website at docket DOT-OST-2011-0098.

DOT 92-13

Breaking Physical Barriers:
Ingrid M. Kanics,—Springboard Consulting, LLC

How Universal Design Creates a Sense of Security

In the previous newsletter we focused on how Equitable Use and Flexibility in Usecould expand the opportunities to meet everyone's needs within a building or work area design.

In this installment we will focus on three of the principles that often create a sense of security for those who engage in the environment. These include the next three principles; Simple & Intuitive, Perceptible Information and Tolerance for Error.

Principle Three: Simple and Intuitive Use

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level

GUIDELINES

- Eliminate unnecessary complexity.
- Be consistent with user expectations and intuition.
- Accommodate a wide range of literacy and language skills.
- Arrange information consistent with its importance.
- Provide effective prompting and feedback during and after task completion.

This principle is really about creating spaces that are easy for everyone to use and understand. This means having clearly defined pathways throughout a building or work areas that make it easy for staff and visitors to travel from area to area. In some cases this might include color-code regions to define specific work areas or floors of a building. For example, some older buildings may have multiple additions; they might use colored pathways in the flooring or on the walls to guide visitors through the complex maze of halls that connect the different areas of the building.

How successful the traveler will be navigating the building is often based on how intuitive the colored choices are to the person. For example, a red pathway might be used to help a hospital visitor find the cardiac area of the hospital. So, when updating an existing space or designing new space think about the color palette in these areas and how the colors connect with what happens in that space. Is there a color and/or texture element that symbolizes what happens in the space that can be used to help identify this area in a simple and intuitive way?

Breaking Physical Barriers:

Ingrid M. Kanics,—Springboard Consulting, LLC

The use of common symbols can also be a simple and intuitive way to identify a space. Recently, I flew through the Jacksonville International Airport in Florida which has a perfect example of the simple and intuitive use of symbols to identify spaces. The symbols used at the entry to the restrooms can be understood regardless of the language the person might speak. With one look they know exactly where they need to go to use the restroom! These restrooms also provide a great example of the principle of perceptible information.
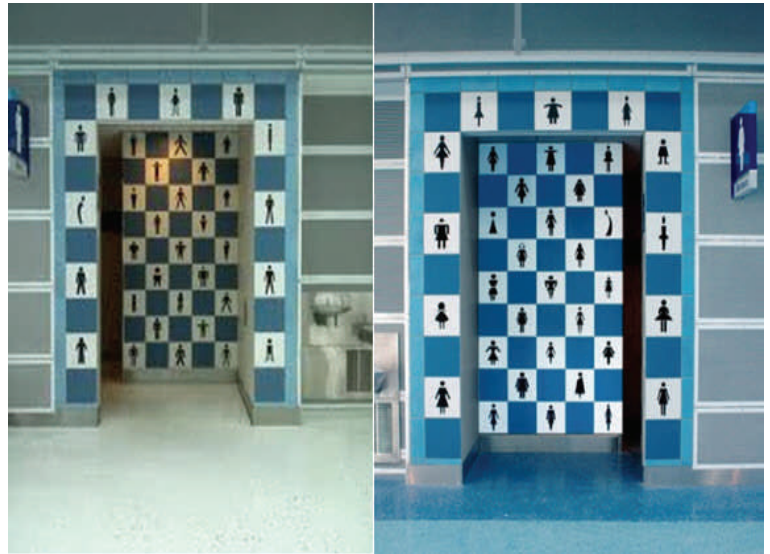
Actually, these two principles are very interconnected.

Principle Four: Perceptible Information

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

GUIDELINES
- Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.
- Provide adequate contrast between essential information and its surroundings.
- Maximize "legibility" of essential information.
- Differentiate elements in ways that can be described (i.e., make it easy to give instructions or directions).
- Provide compatibility with a variety of techniques or devices used by people with sensory limitations.

Signage within a building can make or break the visitor's experience. Again, is the signage simple and intuitive? Is it easy to see and understand? Does it have good contrast and font size? Lighthouse International (see resources at the end of this piece) has some great resources that can be use specifically to look at color contrast, font-type and print size. All of these components play into increasing or decreasing perceptible information for the visitor. An element that often gets missed in signage is the finish of the sign or painted message. The recommend finish is a flat finish so that glare is reduced when viewed from different angles (as opposed to high gloss signage which is often used).
Another component to consider when creating signage is the tactile element. Braille and tactile letters really increase the readability for visitors with very limited vision, when combined

Breaking Physical Barriers:
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with good contrast the sign will work for all visitors.

Some facilities have provided tactile maps of their building for visitors to explore. These are often found at museums and parks but some businesses are now including these in their buildings.

For example, in the UK a company called TacMap is creating tactile maps based on floor plans and common symbols which enable the visitor to understand the layout of the building. They can be in a book format or created for permanent placement in the building to mark key building features like elevators, restrooms and emergency exits.

Both of these principles are tied into a key concept of function within an environment known as Wayfinding. Wayfinding is defined as "all of the ways in which people orient themselves in physical space and navigate from place to place within that space." When people know where they are within a building and how to move from space to space they feel more secure and function more efficiently within the environment.

The final principle we will explore is also tied into feeling secure within an environment. The simplest explanation of this principle is that the environment/ work space is designed to minimize injuries to those who use the environment.

Principle Five: Tolerance for Error

The design minimizes hazards and the adverse consequences of accidental or unintended actions.

GUIDELINES
- Arrange elements to minimize hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded.
- Provide warnings of hazards and errors.
- Provide fail safe features.
- Discourage unconscious action in tasks that require vigilance.

This principle is connected with safety standards in design as well as policies and procedures that are developed to provide safe interactions within the company. At times these are connected with building code requirements, for example the use of Ground Fault Circuit-Interrupter (GFCI) outlets near water sources. Other times it might be the result of an acci-

Breaking Physical Barriers:

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dent onsite, for example the installation of a safety mirror at a corner in a hall with a blind spot.

They can also be strategies to reduce repetitive use injuries to workers or injuries that result from moving heavy objects. The overall goal of this principle is to create a work environment that minimizes all the anticipated hazards that might be present in the daily operations of the organization.

Ultimately, when these three principles are executed successfully in a design the result is an environment that is convenient and often enjoyable for workers and visitors alike!

References & Resources

The Principles of Universal Design are from The Center for Universal Design (1997). *The Principles of Universal Design, Version 2.0.* Raleigh, NC: North Carolina State University. Compiled by advocates of universal design, listed in alphabetical order: Bettye Rose Connell, Mike Jones, Ron Mace, Jim Mueller, AbirMullick, Elaine Ostroff, Jon Sanford, Ed Steinfeld, Molly Story, & Gregg Vanderheiden.
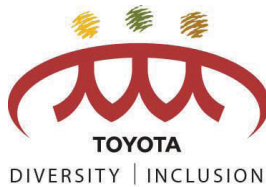
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TacMap, http://www.tacmap.co.uk/

Disability Matters North America
Awards Banquet & Conference 2014

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A Note from the Springboard Team:

As always, we hope everyone has enjoyed this edition of "**The WAVE**".

We have officially hit the Winter season here in the northeastern part of the U.S. Where we bundle up against the cool crisp days and snuggle down in early cold nights.

In our own secret ways, we are looking forward to the days ahead of shopping and spending quality time with all of our friends and families. But when you take a moment from all of the holiday flurries, settle in with your copy of "**The WAVE**".

We at Springboard Consulting, all wish you and yours a glorious Holiday Season and an Amazing New Year!

As always, please help us spread the word…tell everyone you know to visit our website and sign-up for the newsletter-http://www.consultspringboard.com/newsletter/ .

Again, we thank you for your support and for subscribing to …

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Until Next Time...