



Accessibility Tagline Statements & Accommodation Requests

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Accessibility Features

This PowerPoint includes:

- High color contrast
- Large font size
- Screen reader accessible
- Images with alt text

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About Me

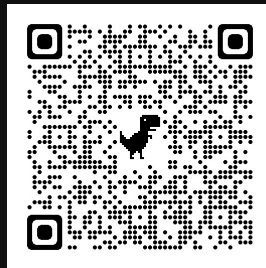
- ADA Coordinator at UW-Madison
- These are my views

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Anonymous Questions and Comments

- Access this [anonymous question Google Doc](#) using Incognito mode to ask questions or make comments without sharing your identity:



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Objectives

- Learn about accessibility tagline statements and their implementation
- Recognize an accommodation request
- Understand the interactive process
- Discuss affirmative local and state government reasonable accommodation obligations

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What is an Accessibility Tagline Statement?

- Affirmation of an entity's commitment to providing access to its programs, services, and activities.
- Informs individuals how to request an accommodation.
 - Whom to contact
 - How to contact them
 - By when to make contact

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Where are Accessibility Statements Used?

- Websites
- Billing statements/documents
- Scheduling programs
- Event announcements (emails, fliers, documents)

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Sample Accessibility Statements

- [Entity] is committed to creating an inclusive and accessible event. If you need a reasonable accommodation, please contact [name/phone/email]. All requests must be made by [date]. We will attempt to implement late requests but cannot guarantee they will be met.
- [Entity] values inclusion and access for all participants and is pleased to provide reasonable accommodations for this event. Please contact [name/phone/email] to make an accommodation request. Requests must be submitted by [date].

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More Sample Accessibility Statements

- This event is wheelchair accessible. To request a reasonable accommodation or discuss your accessibility needs, contact [name and email/phone number].
- American sign language and captioning are provided for this event. If you require a reasonable accommodation, contact [name and email/phone number].

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Sample Alternative Document Format Statements

- This document and all publications or handouts are available in alternative formats upon request by contacting [name and phone/email].
- A large print version is available upon request. Contact [name and phone/email].

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Guide to Handling an Accommodation Request

- No magic words – rely on your Accessibility Tagline Statement
- “Nexus”: medical condition or disability is creating a barrier
- Train your staff on recognizing when someone is requesting a reasonable accommodation

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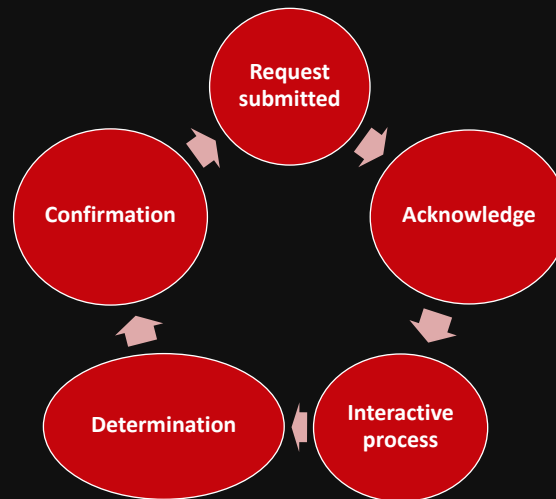
Steps in Detail

- **Request received** through accessibility statement or other contact
- **Acknowledge** the request as soon as possible and ask for clarification if necessary
- Engage the “**interactive process**” if uncertain if request is needed or reasonable
- **Review** and **determine** if request is reasonable. If unreasonable, offer alternatives.
- **Confirm** the accommodation and its implementation to the requester.

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A Visual of the Process



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The Interactive Process

- An informal conversation to gather more information
- Questions to ask:
 - What is the disability and the nature of its impact?
 - What are the barriers of the event's design or service that are directly related to the disability?
 - What accommodations do you need to have access to this event?
 - What are accommodations you have received in the past for a similar event?
- Document, document, document
- Maintain confidentiality

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Medical Documentation

- Never request medical documentation if the disability is obvious or apparent
- Limit scope to the condition for which an accommodation is needed
- Refrain from a burdensome process (“disability tax”)

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Denying an accommodation

- Fundamental **alteration**
 - Changes the nature (design) of the program
 - Lowers a program standard
- Undue **administrative or financial** burden
 - Difficult to provide
 - Difficult to implement
 - Significantly disruptive
 - Costly (must consider entire organization’s budget)
- **Direct threat**
- Provide a reason and grievance process information

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“Inconvenience”

- Inconvenience is not a viable defense for denying an accommodation
 - Holding a microphone
 - Turning on Zoom
 - Filling out a form
 - Making space for an assistive device
- Reasonable accommodations are “affirmative”
 - We have to do more to ensure equal access

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Accommodation Implementation

- Confirm with any agencies that will be providing the accommodation
- Inform staff/volunteers about the accommodation for seamless access

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Accessible Design



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Resources

- [Guide to Handling an Accommodation Request](#)
- [Accessibility@UW-Madison](#)

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References

- [ADA.gov](https://www.ada.gov)
- [The ADA: Title II Technical Assistance Manual](#)