

# Are you ADA compliant with your guests?

Presentation Outline and Talking Points

Julian Olivas, Texas Tech University

- I. Introduction & Defining the ADA
    - a. Basic Purpose
    - b. Defining Persons with Disabilities
  - II. Titles of the ADA
    - a. Employment
    - b. Public Entities (we will focus on this area)
    - c. Privately Operated Public Accommodations
    - d. Telecommunications
  - III. Access to Information
    - a. Hearing/Speech Impaired – provisions should be made (see example 1)
      - i. Sign language interpreter
        - 1. A qualified interpreter is one "who is able to interpret effectively, accurately and impartially, both receptively and expressively, using any necessary specialized vocabulary." An individual does not have to be certified in order to meet this standard (ADA III 4.3200).
      - ii. Participation in Telecommunications Relay Service
    - b. Print Materials – Schedules, agenda, view books etc
  - IV. Transportation
    - a. Adequate timing should be allowed to board and find a seat
    - b. Common wheelchairs should be supported
      - i. Securement system must be used to secure wheelchair while in transport
      - ii. Cannot deny service on a basis of difficulty to secure wheelchairs
  - V. Mobility Aids
    - a. Do you provide a wheelchair upon request? Discussion
      - i. Texas Tech Activity Release Form for guest use of office wheelchair and for transportation in University vehicles (see example 2).
    - b. Service animals must be allowed to accompany guests
    - c. Guests must be allowed to travel with life support including:
      - i. Respirators
      - ii. Portable Oxygen
        - 1. Can only deny if violates laws concerning transport of hazardous materials
    - d. Cannot charge additional fees due to any of above
- VI. Services must be provided regardless of liability concerns, insurance coverage conditions or rates
- VII. Refusal of Services – can be refused, conditions or suspended if an individual engages in:
  - a. Violence
  - b. Seriously Disruptive or Illegal Conduct
  - c. Behavior that offends, annoys or inconveniences other passengers is not “seriously disruptive”
- VIII. Tips for Disability Awareness (from TTU Student Disability Services)
  - a. Language
    - i. People with disabilities are people first. The correct wording is to state the person first and then the disability; thus, you would say "the person who is visually impaired" rather than "the blind man/women." This places the emphasis upon the person, not the disability.

- ii. Do not use the word handicapped.
  - iii. Avoid labeling individuals as victims.
  - iv. Avoid terms such as wheelchair bound.
  - v. Use the correct terminology for the specific disability.
  - vi. Avoid stereotyping persons with disabilities.
- b. Confidentiality Strategies
- i. Always speak to a guest privately about their disability or accommodation(s). Avoid allowing others to hear these conversations. This includes conversations regarding accommodations, related to the disability, etc.
  - ii. When in doubt as to what to do to protect the guest's right to confidentially ask them how they would prefer something to be handled or call your disability office.

**NOTES:**