

ALL ACCESS FOR PEOPLE WITH DISABILITIES

Host: Jackie Umbles

Public Affairs| Department of Procurement Services





WELCOME

The Department of Procurement Services is committed to Communications and Outreach, which is key to keeping citizens informed of bid opportunities, new programs, and innovations.

Also, ensure that you download a copy of our most recent **Consolidated Buying Plan**. This is a 15-month forecast including hundreds of upcoming opportunities for 12 city agencies.

We encourage you to visit our website, www.chicago.gov/DPS and click on the letter icon, and sign-up for our **Email Newsletter: DPS Alerts** full of news that you can use.

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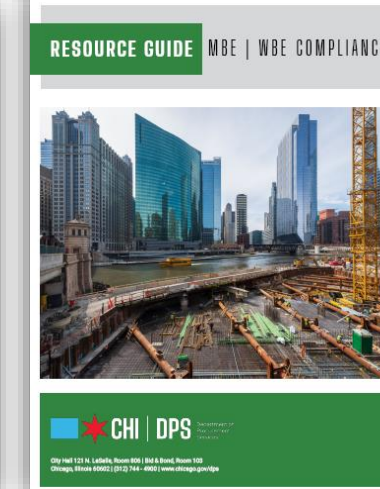
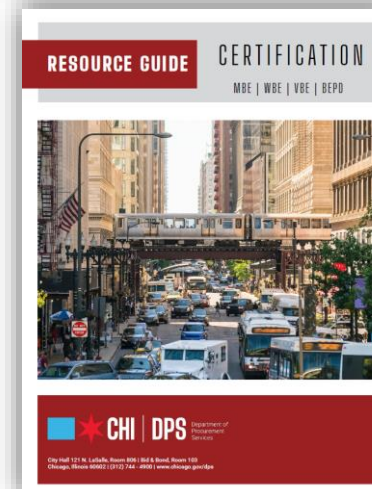
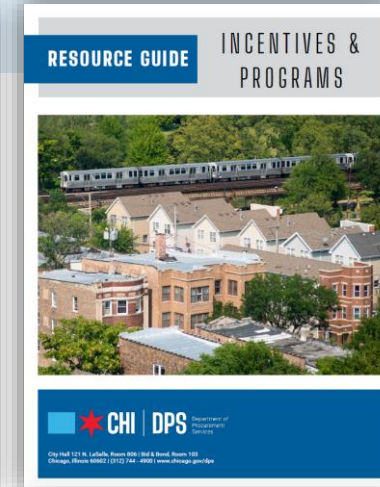
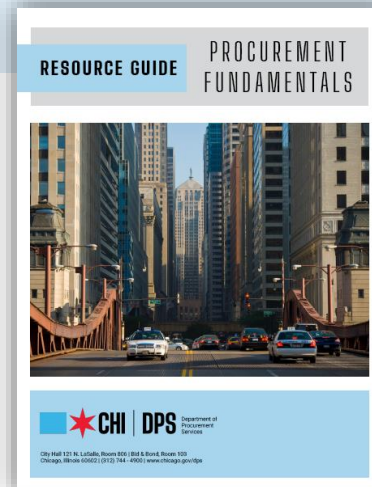
RESOURCE GUIDES

DPS has published a four-volume set of Resource Guides, expanding on the guiding principle of transparency.

The Resource Guides were divided into key areas of the procurement process:

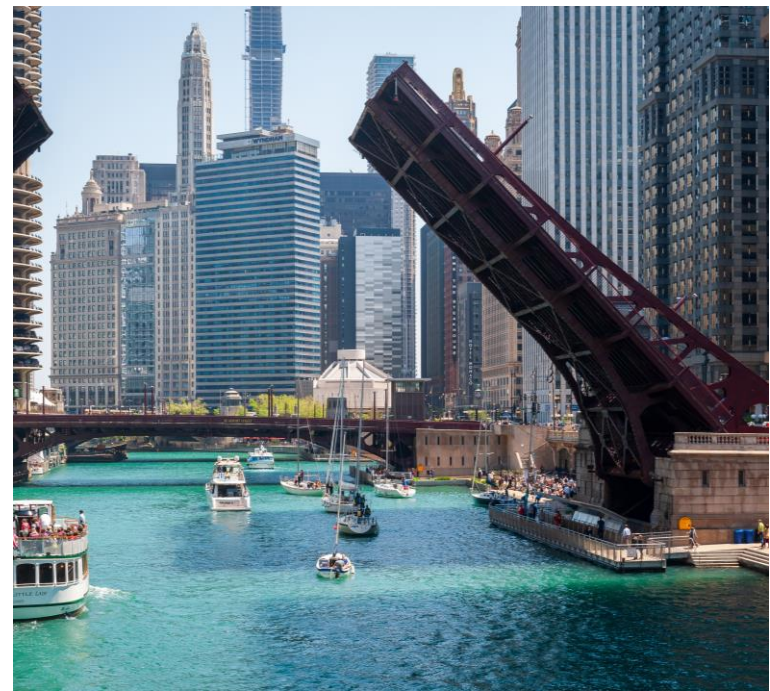
- Contract Administration
- Incentives and Programs
- Certification
- Compliance

Download now at www.chicago.gov/dpsguides



- Everyone is muted upon entry for the presentation portion of the workshop
- We ask that you hold your questions until the end of the presentation. You can use the chat feature to type out your question and the speaker will answer the questions at the end of the presentation.
- To Send a Question: Use only the Q & A panel to ask your question. Do not use the chat panel
 - Use the **Q&A** panel on the right side of your screen.
 - In the Send to or To drop-down list, select the recipient of the message.
 - Enter your message in the chat text box, then press Enter on your keyboard.

Note: If you join a meeting, session, or event in progress, you can see only the **Q&A** that participants send after you join.



All Access for People with Disabilities

Department of
Procurement Services
5.30.2024



Agenda

- Introduction to MOPD
- Disability and Accessibility
- ADA & Public Accommodations
- Effective Communication
- Business Owners with Disabilities
- Q & A

Introduction to MOPD



Mission & Vision

MISSION: The Mayor's Office for People with Disabilities (MOPD) strives to ensure full participation and equal opportunities in all aspects of life for people with disabilities. We advocate for and directly support programs that improve quality of life and open pathways for innovation and partnership. With a goal of inspiring positive change in Chicago, we ensure that the rights of the disability community are equitably represented in all individual, cross City services, initiatives, and policies.

VISION: Make Chicago the most accessible and inclusive city in the world.



MOPD Programs and Services



- Accessibility Compliance Unit
- Career Center
- Communication Access Team
- Disability Resource Unit
 - Independent Living Program
- Gun and Community Violence Project
- HomeMod
- Public Policy
- Training
- Substance Use Prevention Program for the Deaf or hard of hearing (SUPPD)



Disability and Accessibility

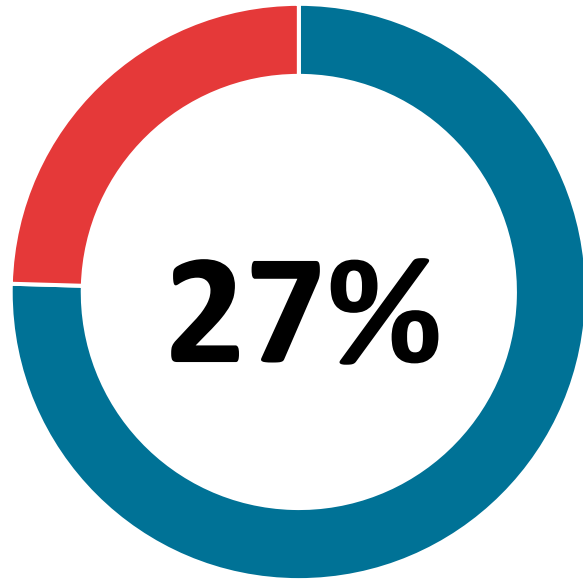




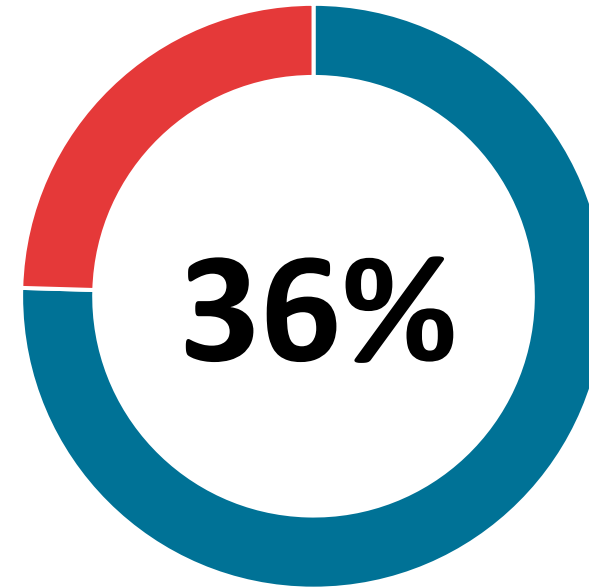
“The ADA defines disability as a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment.”

Americans with Disabilities Act of 1990 [ADA], Pub. L. No. 101-336, 104 Stat. 328 (1990)

Disability in the United States

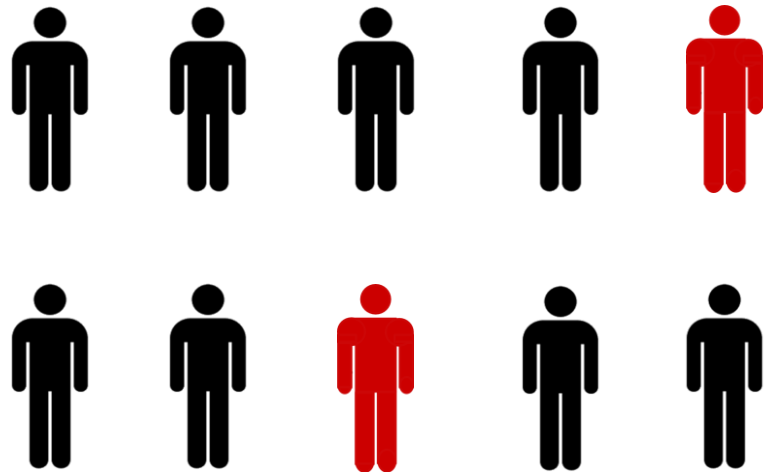


adults in the United States (61 million people) report living with at least one disability

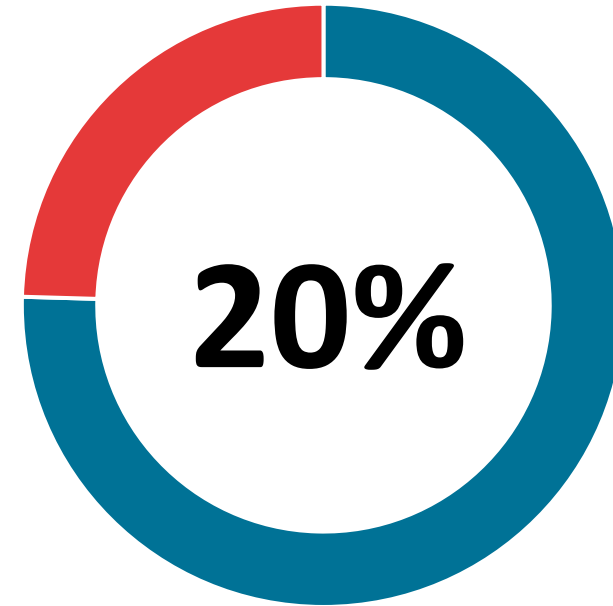


adults age 65+ report having at least one disability

Disability in the United States



Alt text: Eight stick figures are black and two are red to show that 2 out of 10 individuals report having an invisible disability



adults in the United States report living with at least one invisible disability



Words Matter



Say this...	Avoid this...
Disability, accessible, inclusive	Handicap, Special needs, Differently abled
Intellectual, developmental, or cognitive disability; Neurodiverse	Mental retardation or mentally challenged
Deaf, hard of hearing	Hearing impaired, deaf-mute, deaf and dumb
Service animal, Guide dog	Seeing eye dogs

What is Accessibility?



Accessibility refers to the design of products, devices, services, vehicles, or environments to be available and usable by everyone – however they encounter it

Why does accessibility matter?

- It's the law under the Americans with Disabilities Act (ADA)
- It benefits everyone
- It ensures that all people, regardless of their ability, can interact with the information or services you provide and participate in the activities that you organize

Three Types of Accessibility:



1. Physical
2. Digital
3. Communication

Ask Yourself...



- Below are some questions to consider when thinking about **physical** accessibility
 - How are people able to enter/exit the space?
 - Once in the space, are they able to navigate the space without barriers?
 - Can they utilize all features, including water fountains, bathrooms, etc.?
 - Are all individuals able to access the furniture in the space, such as tables, countertops, seating, etc.?
 - Is there flexibility in how the space can be used?

Physical Access



Physical Access Examples

- Audible pedestrian signals
- Automatic door openers
- Curb cuts and curb ramps
- Lowered counter tops
- Platform lifts
- Pool lifts and lifts on buses
- Ramps
- Tactile pavement

Ask Yourself...



- Below are some questions to consider when thinking about **communication** accessibility
 - What **written** information is there?
 - What **auditory** information is there?
 - How are staff or individuals in the space prepared to communicate with individuals?
 - Are there backup systems that can be used if technology is not working? (e.g., a whiteboard?)

Communication Access



Communication Access Examples

- ASL interpreters
- Assistive listening devices
- Audio descriptions
- Augmentative and alternative communication devices
- Captioning
- Large print materials
- Video relay services
- Whiteboards

ADA & Public Accommodations



The Five Titles of the ADA

Title I: Employment

Title II: State/Local Government

Title III: Public Accommodations

Title IV: Telecommunications

Title V: Retaliation, other provisions

Title III: Public Accommodations



- Title III prohibits discrimination against people with disabilities by places of public accommodation and commercial facilities
 - **Public accommodation:** Privately owned businesses that effect commerce and fit into 12 categories
 - This includes places or establishments of:
 1. Lodging
 2. Food & drink
 3. Exhibition or entertainment
 4. Public gathering
 5. Sales or rental
 6. Service
 7. Public transportation terminals, depots, and stations
 8. Public display or collection
 9. Recreation
 10. Education
 11. Social service center
 12. Exercise or recreation

Title III: Public Accommodations



- Public accommodations are required to make reasonable modifications to their policies, practices, and procedures in order to make their goods and services available to people with disabilities.
- This can be implemented through:
 - Modifying programs or practices
 - Making available auxiliary aids and services
 - Removing architectural barriers
 - "Grandfather provisions" often found in local building codes do not exempt businesses from their obligation under the ADA

Title III: Public Accommodations



Barrier Removal

- Assess your current practices and facility
 - Physical barriers
 - Communication barriers
- Train staff on disability
- Have a process & point-person for requesting accommodations

Effective Communication



Meet: Awkward Bob



Take Aways: Providing Assistance



- **Never assume** an individual with a disability requires assistance
 - Ask, “Would you like any help?” if it looks like they might need assistance
- **Allow the individual to tell you specifically** what they need assistance with, or how you can best help them
- **Never touch someone** unless they specifically ask you to physically assist them in that way

Individuals who are Blind or Low Vision



- **Introduce yourself**– This way they learn who you are, your role, and can identify your voice when you are speaking
- **Wayfinding:** Allow an individual to hold onto your elbow and provide verbal directions as you help someone navigate
- **Materials in writing:** Be prepared to have materials in an alternative format, including large print (18-24, sans serif), electronic format compatible with a screen reader (avoid PDF documents), and braille
- Additionally, you may need to **read materials out loud** or **assist with completing paper or electronic forms**

Service Animals



- Recognized by the ADA, service animals help someone with a disability perform a task directly related to their disability
- Allowed in all City of Chicago facilities and public spaces
- If the need for a service animal is not readily apparent, the U.S. Department of Justice says these two questions are permitted to be asked:
 1. Is the dog a service animal required because of a disability?
 2. What work or task has the dog been trained to perform?
- Do not pet or touch a service animal while they are working
- Service animals are different from emotional support animals, which are not covered under the ADA

Service Animals: Answering FAQ's



- If the service animal is not under the handler's control, you may request that the handler leave with the dog and return without it
- Control means:
 - A service animal needs to be leashed or harnessed if they are in public
 - Exceptions would be if that interferes with the service animal's task
 - A dog should not bark more than once in quiet spaces (unless provoked)
- Access to services cannot be denied to the individual, and they need to be served if they return without the service animal
- Could be beneficial to have a removal policy and fill out an incident report - just like you'd ask a person to leave your facility!

Individuals who are Deaf or Hard of Hearing

- A Deaf individual may let you know how they prefer to communicate – such as by **writing notes, speaking, lipreading, or using sign language**
- Not all people with hearing loss can read lips (only 30-35% of the English language is visible on the lips)
- Make sure the person can see your face and mouth when communicating
 - This allows them to be able to see your face and facial expressions

How to Use an ASL Interpreter



- Look at the person who is Deaf, not the ASL interpreter
- Avoid referring to person who is Deaf in third person - don't do "tell her that..." and instead talk normally to the individual who is Deaf
- For presentations, programs, or large events:
 - Provide the ASL interpreter with materials in advance
 - Ensure that seating is reserved for Deaf persons and their guests, with line of sight view of the ASL interpreter and the speaker
- For meetings longer than an hour, and/or involves complex terminology, hire a team of 2 ASL interpreters for accuracy and effectiveness

Individuals with Mobility Disabilities



- Do not touch a person OR their assistive device (e.g., wheelchair) without permission. It's part of their personal space.
- Communicate directly with the person who asked for directions and not with the person who is with them
- When communicating with someone in a wheelchair for an extended period of time, position yourself so you are at eye level
- People who use wheelchairs and other mobility devices are experts on their abilities and how to use them – trust that they know best

Communicating with Someone Who is Neurodiverse

- **Neurodiversity** is the idea that there is variance in how people think, behave, and interact
 - The term "neurodiverse" can include people with Autism, cognitive, developmental or intellectual disabilities, ADHD, and more
- Speak and write in **plain language**
 - This means that your message is easily understood the first time someone reads it
 - Use **symbols or pictures** to aid in meaning
 - Consider using **social stories** to explain directions
- **Pause between information** to allow time to processing as needed
- **Be mindful of sensory input**, such as light, noise, crowds, and spaces

Business Owners with Disabilities



BEPD



Business Enterprise Owned & Operated by People with Disabilities (BEPD)

- Certification to help stimulate the use of small businesses owned and operated by persons with disabilities
- Eligible businesses include:
 - For-profit corporation that is 51% or more owned and operated by one or more persons with disabilities
 - Non-profit that employs people with disabilities, pays at least minimum wage and whose management and daily business operations are controlled by one or more persons with disabilities and they directly or indirectly serve persons with disabilities
 - A person with a disability who is contracting with the City as a sole proprietorship or individually
- No cost
- Located within these Illinois counties: Cook, DuPage, Kane, Will, Lake, or McHenry

BEPD



Business Enterprise Owned & Operated by People with Disabilities (BEPD)

- Companies interested in applying for BEPD certification must meet the definition of "disabled" as outlined in Section 2-92-586 (2)
 - (i) With respect to any individual:
 - (A) a physical or mental impairment that substantially limits one or more of the major life activities of that individual, such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance or work skills in terms of employability;
 - (B) a record of such an impairment; or
 - (C) being regarded as having such an impairment; or
 - (ii) With respect to a veteran, a disability incurred in the line of duty in the active military, naval, or air service as described in 38 U.S.C. 101(16) and determined to be a 10 percent or more disability by the United States Department of Veterans Affairs or the United States Department of Defense.

BEPD – MOPD's role



- Companies interested in applying for certification as a BEPD must first show proof of disability by completing the Schedule G Affidavit and accompanying physician's statement
- MOPD reviews the schedule G forms and the doctor's narrative to verify that the individual has a disability
 - Schedule G goes back to Dept of Procurement with approval

Career Center– MOPD's role

- The Career Center can provide resources to individuals with disabilities who are interested in starting their own business



Questions?



Connect With Us!

Phone: 312.744.7050

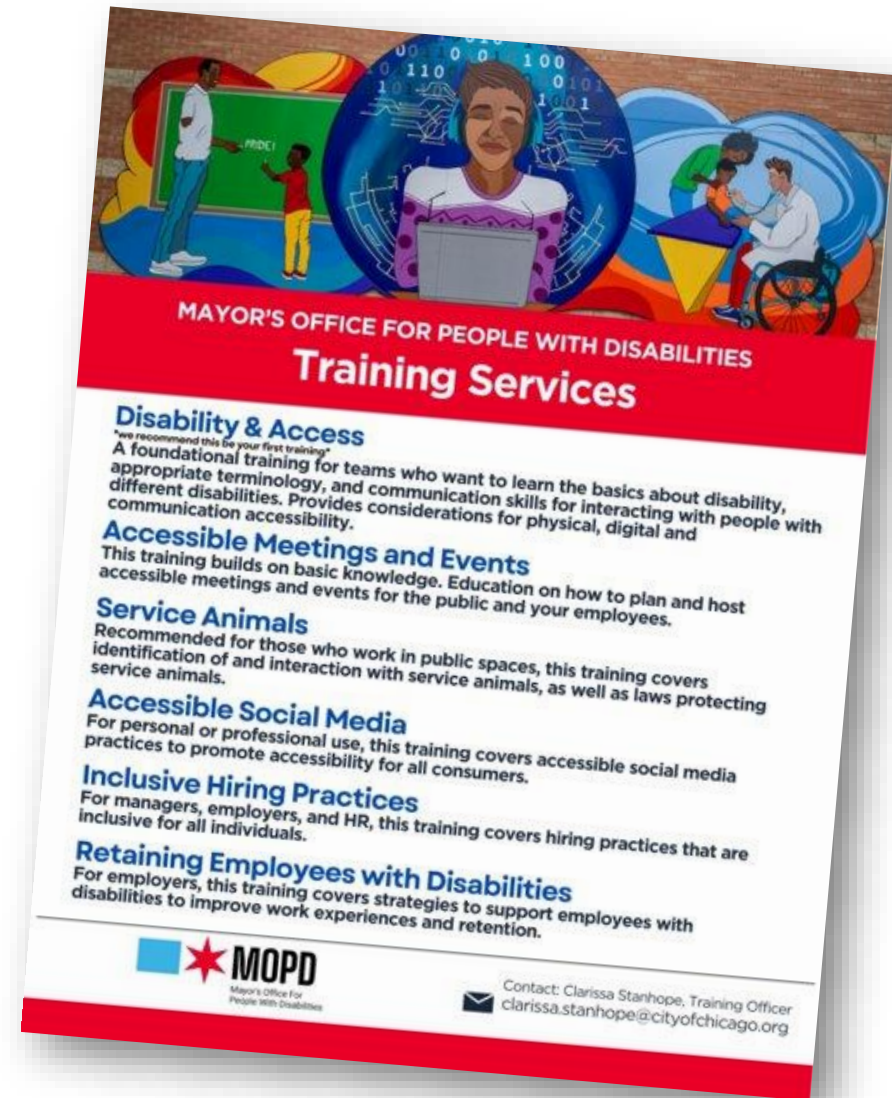
Add us on Socials!

@MOPDChicago



Clare Stanhope, MOPD Training Officer

Clarissa.Stanhope@cityofchicago.org



MAYOR'S OFFICE FOR PEOPLE WITH DISABILITIES
Training Services

Disability & Access
"we recommend this be your first training"
A foundational training for teams who want to learn the basics about disability, appropriate terminology, and communication skills for interacting with people with different disabilities. Provides considerations for physical, digital and communication accessibility.


Accessible Meetings and Events
This training builds on basic knowledge. Education on how to plan and host accessible meetings and events for the public and your employees.

Service Animals
Recommended for those who work in public spaces, this training covers identification of and interaction with service animals, as well as laws protecting service animals.

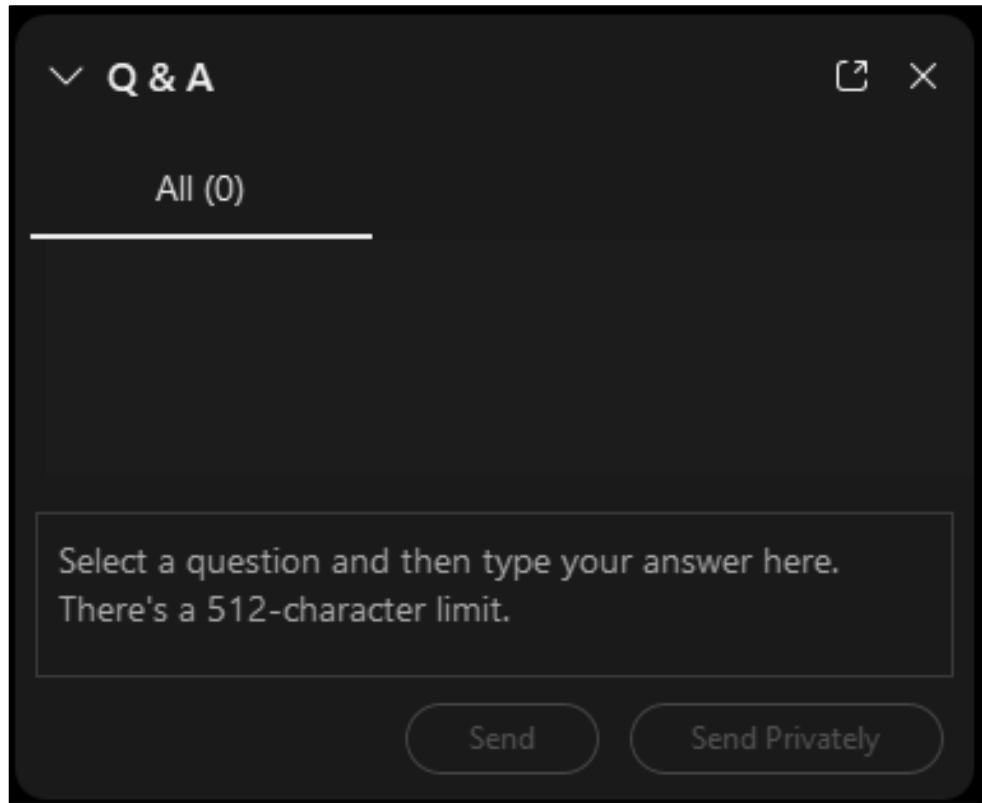
Accessible Social Media
For personal or professional use, this training covers accessible social media practices to promote accessibility for all consumers.

Inclusive Hiring Practices
For managers, employers, and HR, this training covers hiring practices that are inclusive for all individuals.

Retaining Employees with Disabilities
For employers, this training covers strategies to support employees with disabilities to improve work experiences and retention.

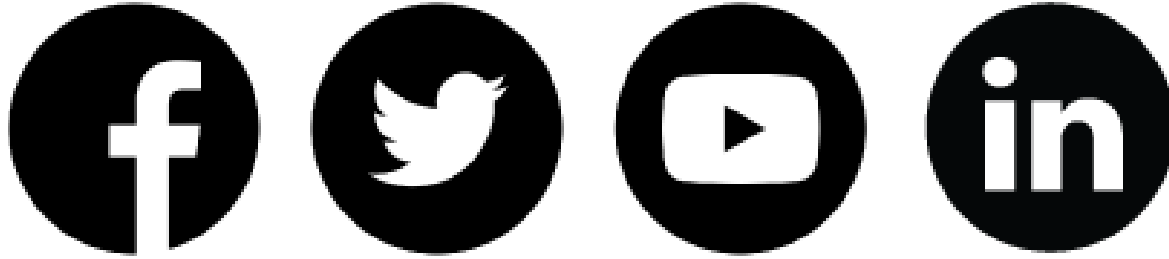
 **MOPD**
Mayor's Office For People With Disabilities

Contact: Clarissa Stanhope, Training Officer
clarissa.stanhope@cityofchicago.org



QUESTIONS?

Do you have a question? Please use the WebEx Q&A feature as shown.



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