

Colorado Cross-Disability Coalition Consulting Services

Training

- New ADA Regulations Overview
- New ADA Regulations for Health-Care Providers
- Effective Communication*
- For policy makers
- For people with disabilities
- For front-line workers (call centers, case managers, customer service)
- ADA Regulations per Service Animals**
- Health Care Promotion for People with Disabilities
- Other: Advocacy, Medicaid, Community Organizing

** The ADA and other laws require that governments and businesses provide effective communication for people with any type of disability that impacts full comprehension, by utilizing sign language interpretation, large font formats, audio description, note taking, mediation, etc. Effective communication streamlines processes that involve multiple health providers and system steps, resulting in greater understanding, efficiency and less client animosity.*

*** New ADA regulations regarding service animals: differentiating service and companion animals; differentiating psychiatric service animal, emotional support animal and therapy animals.*

Keynote Speakers

Highly visible leaders in the disability community as keynote speakers for conference or events.

Consulting Services

- Culturally Competent Materials - design of materials relevant for people with disabilities such as check lists, one page fact sheets, etc.
- Document and Communication Testing of organizational materials to determine effectiveness and suitability for a wide range of disabilities. Final report includes recommended wording. (This process can also be used for focus group questions.)
- General Review of Documents without Testing including general opinion on the likely reception by the disability community.

Inclusive Meetings and Organizations

- Legal Consultation on an event, meeting or organizational process to determine legal obligations and best practice for including people with disabilities in a meaningful way.
- Organizational Inclusivity Assessment with recommendations on how to recruit and retain qualified people with disabilities for staff, board, or clientele.
- Recruitment of Qualified Individuals with Disabilities for specific positions on staff, committees and governing boards.

Policy Development

- Review of Existing Policies to determine compliance with disability civil rights law – such as a review of personnel policies. Report includes and differentiates between legal compliance and best practice.
- Draft of Organizational Policies on matters related to disability civil rights and best practices such as drafting an organizational policy on reasonable accommodation.

Accessibility Assessments

- Survey a Physical Site for Accessibility
- Review Site Plans for Accessibility
- Site Visit or “Secret Shopper” to Assess Compliance with Accessibility

Effective Communication Training and Consulting

What is Effective Communication?

Effective communication (EC) is the legal requirement to ensure that people with different types of disabilities, can access information. EC varies with the method of communication used by an individual with a disability and can involve auxiliary aids and/or services. The nature, length and complexity of the communication involved and the context in which the communication is taking place, will determine what auxiliary aids and services are required. In order to be effective, communication must be provided in accessible formats, in a timely manner and in a respectable way as to protect the privacy of the individual.

Why do I need to provide Effective Communication?

The Americans with Disabilities Act (ADA) has strengthened existing regulations (subtitle A of title II (42 U.S. C. 12131)), regarding Effective Communication as of March 15, 2011. It is the legal obligation of any public entity providing services, programs and activities, to provide effective communication for individuals with disabilities. This includes private companies who are in contract with public entities to serve clients. It is also sound business practice, improves quality of care, can prevent client complaints and possible legal action.

\$350 for two hours

\$200 for one hour introduction

The Colorado Cross-Disability Coalition can customize and provide other disability subject matter trainings upon request.

CCDC was founded in 1990 to implement the American’s with Disabilities Act (ADA) throughout Colorado. We are the leading disability civil rights organization in Colorado, staffed by people with disabilities and serving the cross-disability (all disabilities) community. CCDC provides advocacy services, legal programs and expertise in policy, legislation, training and consulting honed by years of research, statewide organizing and activism.