

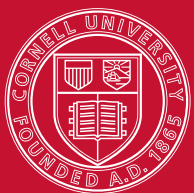
Welcome to the DBTAC-Northeast ADA Trainer Network at Cornell University! We provide high quality disability and ADA training programs to meet the needs of your organization and employees.

Our society is changing. Unemployment is increasing, our population is aging, and our communities and schools are becoming more diverse. These changes will encourage us to broaden our definition of diversity to include the large population of talented people with disabilities. Many organizations are unsure of how best to include people with disabilities. As a result, the DBTAC-Northeast ADA Center offers a series of interactive trainings designed for employers, business leaders, employees, disability professionals and people with disabilities. All trainings are led by Cornell University's trained facilitators.

Programs

- 1: Disability Awareness: Understanding the Americans with Disabilities Act
- 2: Getting Hired and Moving Ahead in a Job when Working with a Disability
- 3: Tapping into Talent
- 4: Serving Customers with Disabilities
- 5: About Hidden Disabilities
- 6: Reaching Individuals with Disabilities: Accessibility in Federal, State, or Municipal Entities
- 7: Reaching Individuals with Disabilities: Accessibility in Private or Commercial Business
- 8: Accessible Technology in the Workplace
- 9: Accessible Web Sites: Everyone Benefits!

Call us toll-free:
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The DBTAC- Northeast ADA Center provides training and technical assistance on the Americans with Disabilities Act in New York, New Jersey, Puerto Rico, and the U.S. Virgin Islands. This center is funded by a grant from the U.S. Department of Education through the National Institute for Disability and Rehabilitation Research (NIDRR) grant number H133A060088.



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ADA Trainer Network

PROGRAM

1



Disability Awareness: Understanding the Americans with Disabilities Act Communicating Respectfully and Effectively with People with Disabilities

The ADA has created unprecedented opportunities for people with disabilities to become part of their communities. However, many people without disabilities are not familiar with how to interact with people with disabilities. This training provides an overview of best practices in interacting with people with disabilities in respectful and meaningful ways. It will also introduce the Americans with Disabilities Act and the impact it and other disability rights laws have on our culture. This participatory training will provide opportunities for discussion and questions about a broad range of disability topics

Modules Include:

- Let's "Talk": The Many Faces of Disability
- The Impact of Social Paradigms of Disability and Disability Legislation
- Disability in America: Trends and Resources
- Interacting with People with Disabilities - Best Practices
- The Basics: Empathy vs. Sympathy

PROGRAM

2



Getting Hired and Moving Ahead in a Job when Working with a Disability

People with disabilities are unemployed or underemployed at astonishingly high rates. In 2005, the employment rate for working-age people with disabilities was 37.7%, as compared to 79.7% for those without disabilities. Sadly, the employment rate for people with disabilities continues to decrease. This training is designed to provide valuable information on supporting people with disabilities to obtain and excel in employment. This seven-module training is filled with interactive activities and case stories that will challenge what you know about disability rights, laws, and employment rights.

Modules Include:

- Success Stories
- Your Concerns and Dilemmas
- The ADA and Employment: An Overview
- Navigating the Hiring Process
- About Reasonable Accommodations
- Talking to Employers: Requesting a Reasonable Accommodation or Disclosing a Disability
- Closing: About Your Concerns and Dilemmas

PROGRAM

3



Tapping into Talent: Best Practices in Hiring, Accommodating and Retaining People with Disabilities

In the coming years, there will be 10 million more jobs to fill than there are people to fill them. Employer hiring practices will move from merely maintaining a skilled workforce to active recruiting and training of new employees, often from non-traditional sources. Employers will be challenged to ensure loyalty in their workforce and the younger generation of workers will change jobs more frequently than the older workers they are replacing. In this atmosphere, people with disabilities will become a valuable resource for employers. This seven-module program will provide an overview of the benefits of hiring people with disabilities.

Modules Include:

- Hiring: It's About Ability
- Your Concerns and Dilemmas
- Preparing for the Workforce of Tomorrow: Upcoming Trends
- The ADA & Employment: An Overview
- About Hiring
- About Reasonable Accommodation
- Closing: Your Concerns and Dilemmas



Serving Customers with Disabilities:

Reaching Out & Expanding Your Market

People with disabilities compose a large portion of the customer base in the United States. Businesses are willing and eager to serve people in this market, but may not be aware of how best to reach out to people with disabilities. This program provides information on market trends, effective communication, and an overview of selected groups of people with disabilities that patronize businesses. This six-module training provides group exercises and activities to create an active learning environment and an opportunity to look at ways to outreach to potential customers with disabilities.

Modules include:

- **Serving Customers with Disabilities: Your Own Concerns, Questions, and Challenges**
- **Making the Case: Why Does Being Disability Friendly Matter?**
- **In Their Shoes: Seeing your Business/ Agency from Another Vantage Point**
- **Empathy not Sympathy: Communicating with Customers who have Disabilities**
- **Serving Customers with Different Types of Disabilities**
- **Closing: Bringing it all Together**



About Hidden Disabilities:

The Legal, Practical, and Human Side of Non-obvious Disabilities

People with hidden disabilities, such as psychiatric or learning disabilities, occupy a unique position in society. Although they have disabilities that are protected under the ADA, they often encounter disbelief about their disabilities. They face many challenges when working with a disability. They must decide whether to disclose their disability in the workplace, they often deal with misperceptions about their disabilities, and they must also address issues of "fairness" when accommodated in the workplace. This five-module session will explore society's view of people with hidden disabilities. It will also explore issues around defining disability, disclosure, and confidentiality in the workplace.

Modules Include:

- **Our Legacy: Views of Disability in America**
- **The ADA: Hidden Disabilities and Disclosure**
- **Disclosing a Hidden Disability: Best Practices**
- **About Hidden Disabilities**
- **Bringing it all Together: Case Studies of People with Hidden Disabilities**



Reaching Individuals with Disabilities:

Accessibility in Federal, State or Municipal Entities

Participation in state and local government is a right and privilege of American citizens. However, it was not until the passage of the Americans with Disabilities Act, specifically Title II, that people with disabilities were ensured the right to access government and state services and activities. This training will provide an overview of this important title of the ADA. The program will also review accessibility requirements in public facilities and provide information on basic reasonable modifications to programs, services, and activities provided by state and local governments. Case study examples will allow participants to test their knowledge of Title II of the ADA.

Modules Include:

- **Disability Social Paradigms and Disability Rights Laws**
- **Disability Data Trends**
- **Communicating with People with Disabilities**
- **Status of Self-Evaluation and Transition Plans**
- **Accessibility in Public Facilities**
- **Reasonable Modification: Nuts and Bolts**



Reaching Individuals with Disabilities:

Accessibility in Private or Commercial Business

People with disabilities represent a large group of customers for the hospitality industry. It is estimated, they spend billions of dollars annually on travel expenses and dining out. Before the passage of Title III of the ADA, many people with disabilities were denied access to these social opportunities because they could not enter inaccessible hotels or restaurants, or use public transportation. This training program will introduce the concepts of accessibility to private business owners and provide information on compliance, accessibility, and the concept of undue hardship. It will also provide an overview of best practices in serving customers with disabilities.

Modules Include:

- **Perceptions and Misperceptions about Title III of the ADA**
- **Overview of Title III of the ADA**
- **Increasing Your Customer Base**
- **Serving People with Disabilities**
- **Accessibility to Private Facilities**



Accessible Technology in the Workplace

For many people with disabilities, assistive technology provides access to employment by allowing them to easily interface with information technology on the job. Assistive technology also facilitates many tasks that may have been difficult or impossible for a person with a disability to perform in its absence. This four-module training provides a basic overview of the types of assistive technology currently in use by individuals with disabilities to gain access to or improve productivity with information technology. It will also review the essential considerations when implementing assistive technology in the business world.

Modules Include:

- **Accessible Technology and our Changing Workforce**
- **Technology as a Reasonable Accommodation**
- **Assessing Assistive Technology Needs**
- **Assistive Technology for Computer and Print Access**



Accessible Web Sites: Everyone Benefits!

The internet offers unprecedented opportunities for independence for people with disabilities. From banking to shopping, to making travel arrangements, to researching information, the internet is a valuable tool. However, if web content is not designed to be accessible, it poses significant barriers for many people with disabilities. This six-module training program discusses barriers to web page accessibility, legislation affecting web accessibility and factors to consider when making the business case for web accessibility.

Modules Include:

- **The User's Perspective**
- **Evaluating Your Web Site from the User's Perspective**
- **Who Benefits from Web Accessibility?**
- **Making the Business Case for Web Accessibility**
- **The Law, Standards, and Guidelines**
- **Case History and the Law**