

117 – Accessibility Study Questions

1. What are some of the disability demographic trends and how many people in the world have a disability of some kind?
2. What four environments do we interact with that may disable people more or less?
3. What guiding principles or basic concept(s) do disability rights laws – such as the United Nations Convention on the Rights of People with Disabilities (CRPD) - across the world have in common?
4. Who is responsible for ensuring compliance with accessibility laws? The venue? The licensee? A governmental agency? The community?
5. Before you leap into providing accommodations, what should you do first?
6. What accommodations might a venue or presenter make to provide effective communication for a deaf or hard of hearing person?
7. What kind of information do you want to provide when creating person centered or customized experiences?
8. When you train staff to interact with people with disabilities what should you tell them to stay focused? The person? The persons disability? What the person needs?
9. What are some trends in accessibility that you can apply?
- 10.(bonus) Under the American with Disabilities Act what is the definition of a service animal?

Reflective Questions

1. How can today's facility management meet their legal obligations prohibiting discrimination on the basis of disability and implement internal/external cultures that are inclusive of audiences with disabilities?
2. After this session, discuss how you will train your event staff in more effective ways to accommodate people with disabilities.
3. How can your current approach to providing excellent customer service also include people with disabilities?