

ACCESSIBILITY

Definition	Effectively and immediately providing services to all survivors and co-survivors of sexual violence, including meeting the needs of people with disabilities and people who are Deaf or hard of hearing, as well as by recognizing and fulfilling various physical, mental, economic, and language needs
Goal	To ensure equitable and accessible service provision to all survivors and co-survivors who seek services, including those with disabilities.
Minimum Qualifications	<ul style="list-style-type: none"> • Adherence to all applicable laws and regulations set forth by the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act • Creating a physical environment that is welcoming of all individuals, and that promotes ease of access to, and independence and autonomy within, the Program's facility • Flexibility of staff members and volunteers in accommodating unique survivor needs, such as utilizing assistive communication methods, allowing for the presence of service animals, etc. • Understanding of, and partnerships with, community resources to meet unique needs of individual survivors that the Program is not equipped to meet (i.e. case management, housing, transportation, mental health, substance abuse, and medication services, etc.) • Ensuring interpretation services are available • Staff and program leadership are trained every 24 months on: <ul style="list-style-type: none"> ◦ How to provide accessible services to persons with disabilities ◦ The rights of persons with disabilities ◦ Accessibility and what is required of them under the ADA (Physical, Attitudinal, and Programmatic) • Utilizing accessible hiring practices • Following the resources and information provided in the presentations found at www.oaesv.org/AccessibilityfromEquitology

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Program Checklist for Accessibility

1. Staffing

- All staff members and volunteers receive training and continuing education including, but not limited to, the following:
 - Barriers created by lack of access for survivors with disabilities
 - Barriers created by lack of access for survivors who are Deaf or hard of hearing
 - Barriers created by lack of access for survivors with limited English proficiency
 - Ableism and audism as forms of oppression
 - The Program has an equal opportunity employment policy that includes nondiscriminatory practices regarding the hiring of people with disabilities, as well as the inclusion of board members and volunteers with disabilities

2. Policies

- All program facilities are accessible, including:
 - Handicap-accessible parking
 - Ground-level entrance(s) with ramps (if stairs/steps are present)
 - Elevator access for offices above or below the ground floor, or full provision of services on the ground floor
 - Restrooms that are wheelchair-accessible
 - Adequate space in waiting areas and offices for wheelchairs, assistive devices, and service animals
 - Signage that clearly indicates emergency exits, restrooms, and other areas of Emergency alarm systems that are both visible and audible
- The Program provides interpreting services for all Core Services offered, and for all other interactions to every extent possible for survivors who are Deaf/hard of hearing and survivors who speak a language other than English, including:
 - Existing contracts with Qualified Interpreters with experience interpreting in this type of environment
 - Adequate funding in the Program's budget to pay for interpreters and translation services
- The Program ensures that interpreting services are available to survivors in hospitals and courts, which are entities that are legally required to provide these services free of charge
- The Program provides materials that fulfill the needs of visually impaired survivors and of survivors with cognitive disabilities

- The Program selects accessible areas and venues when conducting community awareness and outreach activities
- The Program maintains accurate demographic data about accessibility needs in the community served and develops a protocol for learning about emerging or underserved populations with disabilities in the community
- The program has an accessibility statement on all publications and its website
- The program notifies clients of its commitment to accessibility through the accessibility statement and asking if clients need accommodations
- The program does not deny services based on disability or accessibility needs, and the availability of services (and non-denial of services) is regularly communicated to survivors with varying abilities
- The Program follows ADA specifications on physical accessibility based on the age of the building in which program services are provided
- Meeting rooms accommodate wheelchairs, service animals, those with sensory disabilities, etc.
- The Program has established collaborative partnerships with organizations in the community that provide services to individuals with disabilities, including but not limited to:
 - Assistive technology and device providers
 - Developmental Disabilities agencies
 - Qualified sign language interpreting services for Deaf/hard of hearing
 - Qualified Interpreting services for languages other than English
 - Qualified translation services
- The program has policies regarding accessible and equitable employee policies (hiring, PTO, time off, etc.)

3. Evaluation

- The Program collects data on and provides a report of the number of survivors served requiring accessibility accommodations on a regular basis, per program and funding policy
- Satisfaction surveys are completed with all people served, when possible, with adaptations as needed (visually impaired, e.g.)
- The Program reviews satisfaction surveys on a regular basis (at least quarterly) and adjusts as needed
- The Program regularly assesses its accessibility and adjusts as needed (at least annually); this may be accomplished by consulting with accessibility professionals