

**Inclusive Services  
Conversation**

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# **Independent Living Centers**

**The Independent Living movement in the 1970's led to the creation of the Centers for Independent Living (CILs). Inspired by the civil rights movement's nonviolent civil disobedience, disability activists fought, and continue to fight, for the right to live independently in the community.**

# **Independent Living Centers**

**Also known as Independent Living Centers, the CILs are nonprofit organizations that are run by people with disabilities, and provide services for people with disabilities. Many are federally funded, while others are funded by their states.**

# **Independent Living Centers**

**The term "independent living center" (ILC) means a consumer-controlled, community-based, cross-disability, nonresidential private nonprofit agency that is designed and operated within a local community by individuals with disabilities and provides an array of independent living services.**

# **Independent Living Centers**

**At a minimum, 51% of our staff are persons with disabilities and 51% of the Board of Directors are persons with disabilities.**

**This means that ILCs are very grassroots because issues that affect people with disabilities also affect the staff of ILCs.**

# The State of Wisconsin has 8 Independent Living Centers



# Independence First



**We offer  
Independent Living  
Services and  
Programs for people  
with disabilities  
throughout  
Milwaukee, Ozaukee,  
Washington and  
Waukesha counties**

# **Who are People with Disabilities?**

- **Mothers, fathers, brothers, sisters, daughters, employees, employers.**
- **1 out of 5 people have disabilities.**
- **56.7 million people or 19% of the US population have disabilities.**
- **85% of people with disabilities acquire their disability.**
- **Every 10 minutes, 498 Americans become individuals with disabilities.**



# **Attitudinal Barriers**

**The major barriers to achievement by people with disabilities in our society continue to be attitudinal barriers, stereotypical thinking, and assumptions about what people can and can't do.**

# **What we are here to do**

- **Recognize exclusion**
- **Learn from diversity**
- **Solve for one extend to many**

**- From Microsoft's Inclusive Design Manual**

# **First things first**

- **Obligations and Compliance**

# The Americans with Disabilities Act

- ADA was passed into law in 1990
- Prohibits discrimination on basis of disability
- Amended in 2008 by Congress to reverse a series of Supreme Court decisions that narrowed ADA as well as an narrow interpretation by EEOC
  - Changes focus from if the person technically has a disability to if the covered entity has discriminated (whether or not the person actually has a disability)

# Findings and Purposes

Physical or mental disabilities in no way diminish a person's right to fully participate in all aspects of society, yet many people with physical or mental disabilities have been precluded from doing so because of discrimination; others who have a record of a disability or are regarded as having a disability also have been subjected to discrimination.

Individuals with disabilities continually encounter various forms of discrimination including outright intentional exclusion, the discriminatory effects of architectural, transportation, and communication barriers, **over protective rules and policies**, failure to make modifications to existing facilities and practices, **exclusionary qualification standards and criteria**, segregation, and **relegation to lesser services, programs, activities, benefits, jobs, or other opportunities**.

# **Title I - Employment**

- Applies to employers that have 15 or more employees, including state/local governments, employment agencies, and labor unions.
- Employers must provide people with disabilities an equal opportunity to benefit from the employment-related opportunities available to others. This includes things like recruitment, hiring, promotions, training, pay, and social activities.

# **Title II – State and Local Government Services**

- State and local governments must provide people with disabilities an equal opportunity to benefit from all of their programs, services, and activities.
  - E.g. public education, transportation, recreation, healthcare, social services, courts, voting, emergency services, town meetings.

# **Title III – Businesses that are open to the public**

- Businesses and nonprofits must provide people with disabilities an equal opportunity to access the goods or services that they offer.
  - E.g. Restaurants, hotels, retail stores, movie theaters, private schools, doctor's offices and hospitals, day care centers, gyms, organizations offering courses or examinations.
  - E.g. Privately owned transit, taxis, inter-city and charter buses, hotel shuttles, airport shuttles



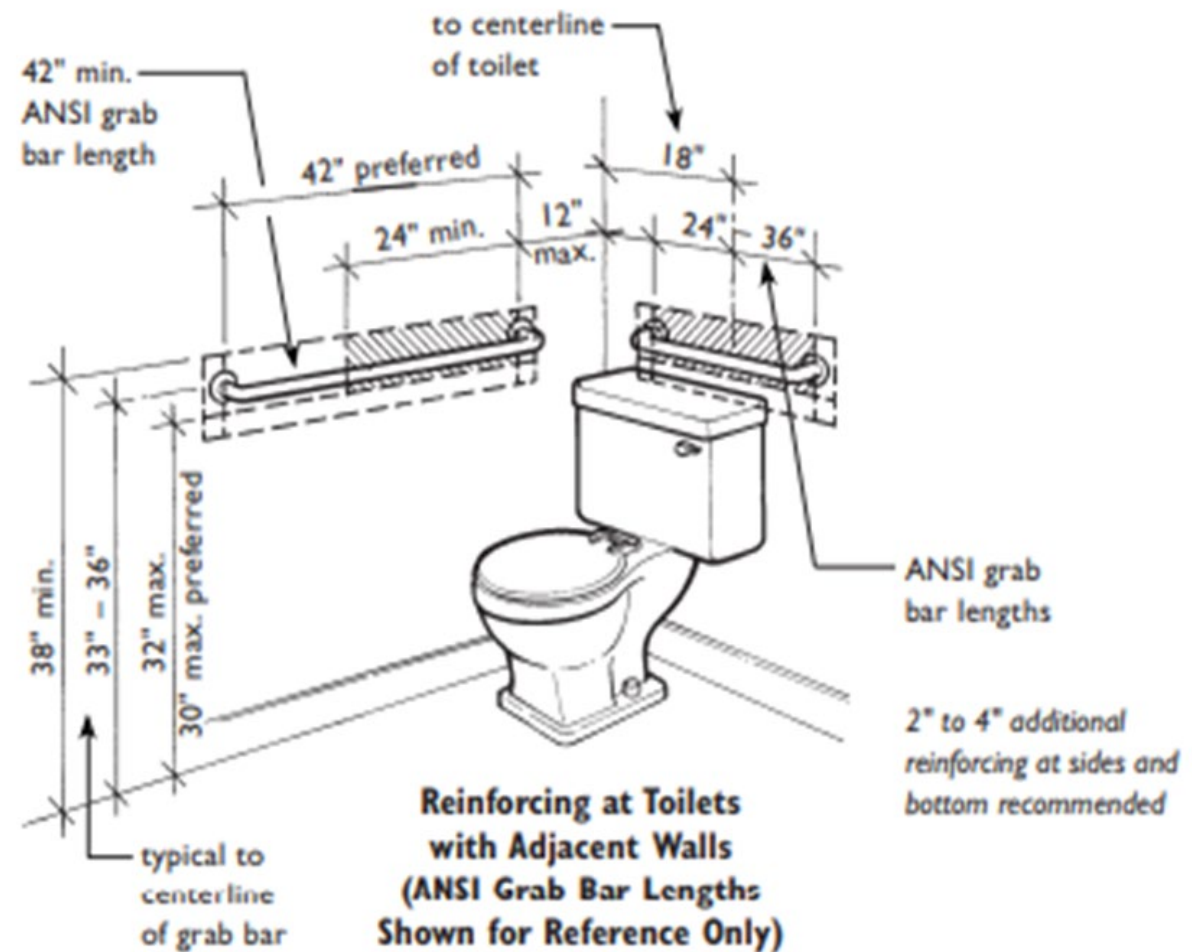
# **Title IV – Telecommunications**

- Telephone and telecommunications companies must provide services to allow callers with hearing and speech disabilities to communicate.

# **Title V – Important Requirements (Implementation)**

- Prohibiting retaliation against a person who has asserted their rights under the ADA
- Stating that a person with a disability is not required to accept an aid or accommodation if they do not want to
- Authorizing courts to award attorneys' fees to the winning party in a lawsuit under the ADA
- Directing certain federal agencies to issue guidance explaining the law

# Checklists




# **Disability & Design**


- **Most design standards for accessibility are done with a “stereotypical person” in mind that does not take into account the wide variety of people and functional ability.**
- **This is why there has been a move toward better design standards such as Universal Design, that are better able to accommodate a wider range of abilities and is more adaptable.**


# Universal Design

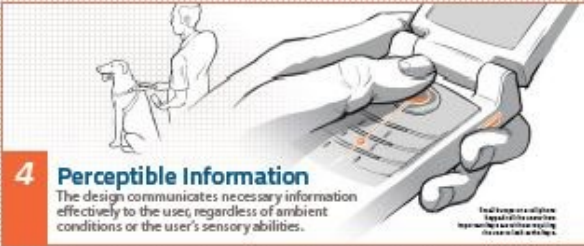
## The Principles of Universal Design

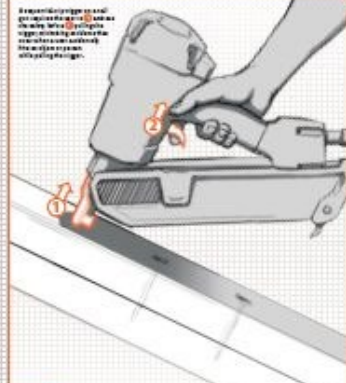
The design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.


- 1 Equitable Use**  
The design is useful and marketable to people with diverse abilities.  



General design serves a common set of people, usually professionals.
- 2 Flexibility in Use**  
The design accommodates a wide range of individual preferences and abilities.  


Design allows users to customize the design to their own preferences and abilities.
- 3 Simple and Intuitive Use**  
Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or education level.  



Delivering information and operating systems with an explicit design is not always the best solution.
- 4 Perceptible Information**  
The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.  



Visual design is not always the best solution for conveying information to all users.
- 5 Tolerance for Error**  
The design minimizes hazards and the adverse consequences of accidental or unintended actions.  


Prevention of errors is not always the best solution for conveying information to all users.
- 6 Low Physical Effort**  
The design can be used efficiently and comfortably and with a minimum of fatigue.  


Design allows users to customize the design to their own preferences and abilities.
- 7 Size and Space for Approach and Use**  
Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.  


Design allows users to customize the design to their own preferences and abilities.

 Center for Universal Design  
at NC State



# **Signifiers**

**Signifiers are any perceivable indicator that communicates an appropriate behavior or what can be expected. Normally this applies more to design or operations, but it (the signifier) can also apply to normative or cultural expectations.**

# **Enculturation**

**The process whereby individuals learn their group's culture, through experience, observation, and instruction.**

# **Mission, vision, goals, expectations**

**Clear definitions are essential (e.g. EDI...and A!)**

**Need to be relevant and measurable (feedback possible and evaluated)**



# **Accommodations**

**Any change to the application or hiring process, to the job, to the way the job is done, or the work environment that allows a person with a disability who is qualified for the job to perform the essential functions of that job and enjoy equal employment opportunities.**

**Accommodations are considered “reasonable” if they do not create an undue hardship or a direct threat.**

**Processes need to be CLEAR and KNOWN.**

# Perspective



**Putting it all together**

# Processes and practices

**What is this?**

Egg Allergy  
Fish Allergy  
Gluten Free  
Lactose Intolerant  
Milk Allergy  
Nut Allergy  
Peanut Allergy  
Pork Free  
Sesame Allergy  
Shellfish Allergy  
Soy Allergy  
Tree Nut Allergy  
Vegan  
Vegetarian  
Wheat Allergy  
None  
Other

**What else belongs here?**

# **Takeaways**

- 1. Mission, vision, policies, principles, practices, processes and procedures need to be clearly defined and articulated**
- 2. Measurability is crucial**
- 3. Compliance with accessibility and disability standards must be maintained**
- 4. Clear expectations are established and shared**
- 5. Training will most likely be required**
- 6. Innovation and creativity should be fostered (change the model)**

**Discussion!**

