

# Planning for Inclusion: Indicators of an Inclusive Service and Volunteer Organization

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# What does INCLUSION mean to you?



# ACCESSIBILITY!

Sites, facilities, schools, work environments, services, programs and recreation venues that are easy to approach, enter, operate, participate in, and/or use *safely and with dignity* by a persons with wide variety of disabilities.

# ACCESSIBILITY MEANS:

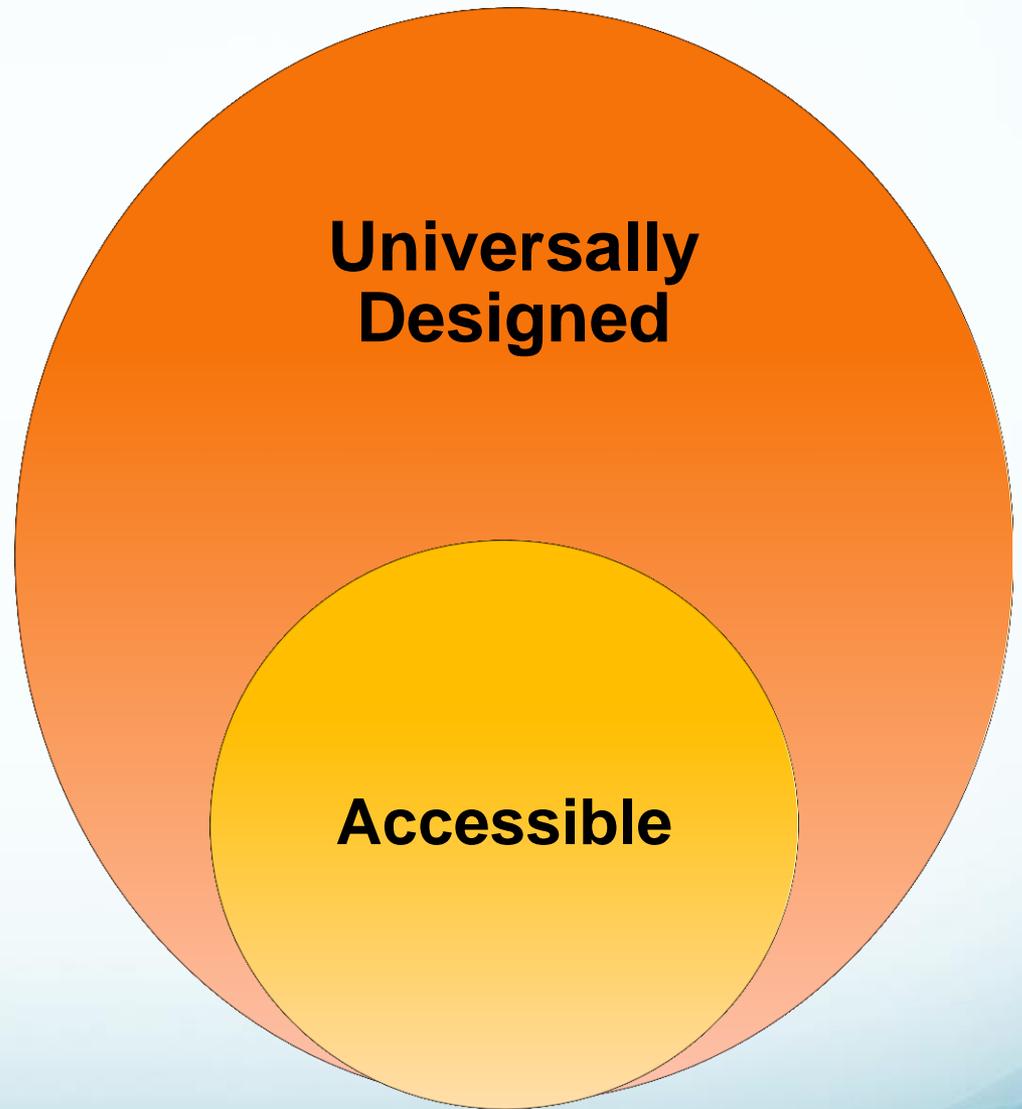
- accessible path to the building?
- accessible parking?
- a primary entrance accessible for everyone?
- accessible to move around?
- accessible restroom?
- accessible meeting, learning and conference spaces?
- doors either automatic, or able to be opened by pulling with average force?
- accessible emergency plan?



**Universally Designed  
products and  
environments are to be  
made usable by all people,  
to the greatest extent  
possible, without the need  
for adaptation or  
specialized design.**

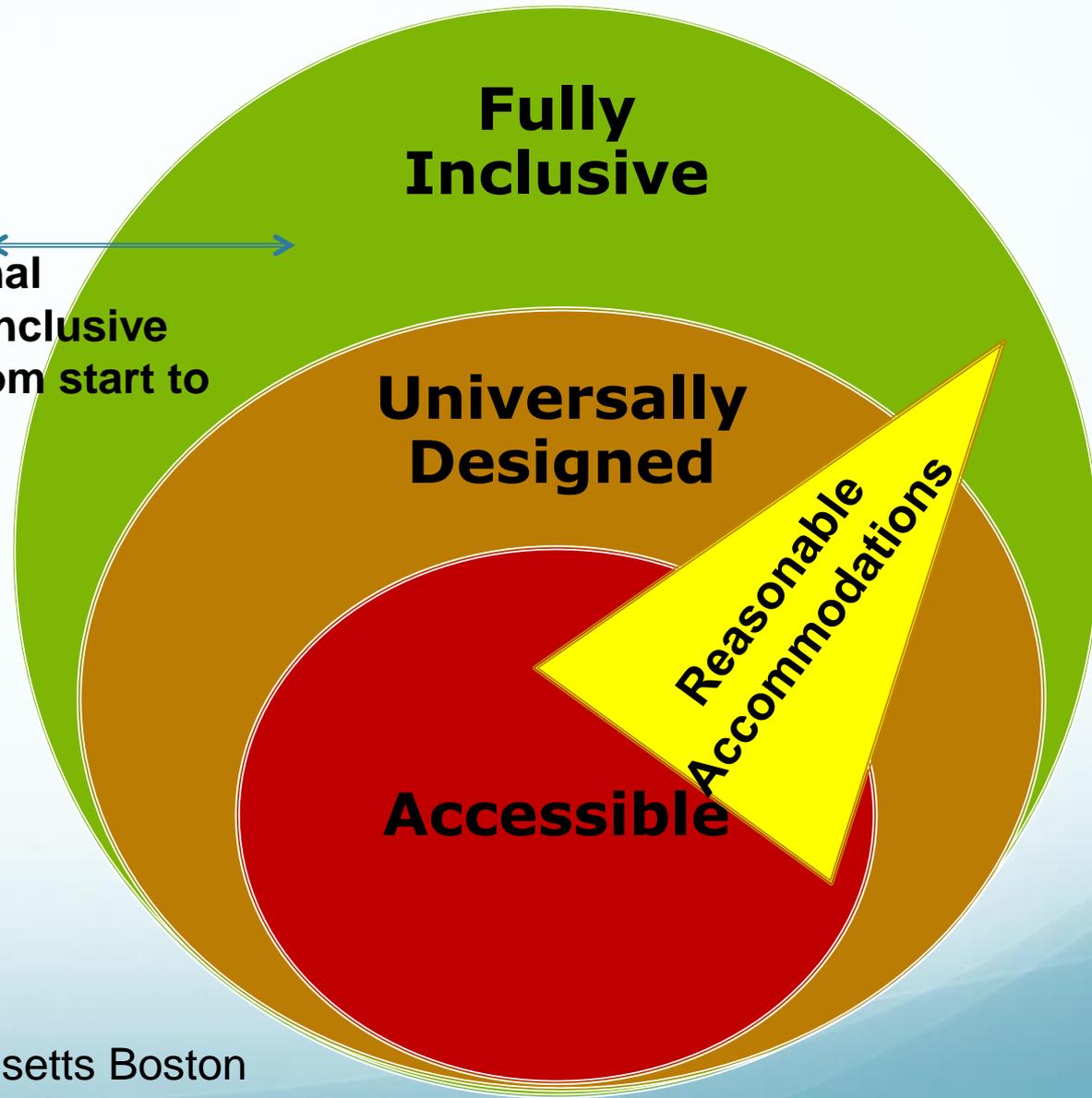
-Center for Universal Design  
at NC State

**Outcome = seamless use of  
the environment by all  
people, regardless of  
diversity or disability - a  
culture that includes and  
is welcoming to all  
everyone!**



# Different Environments and the Need for Reasonable Accommodations

**Our ULTIMATE Goal**  
**Seamless and Intentional**  
**Being Accessible and Inclusive**  
**in everything we do, from start to finish!**

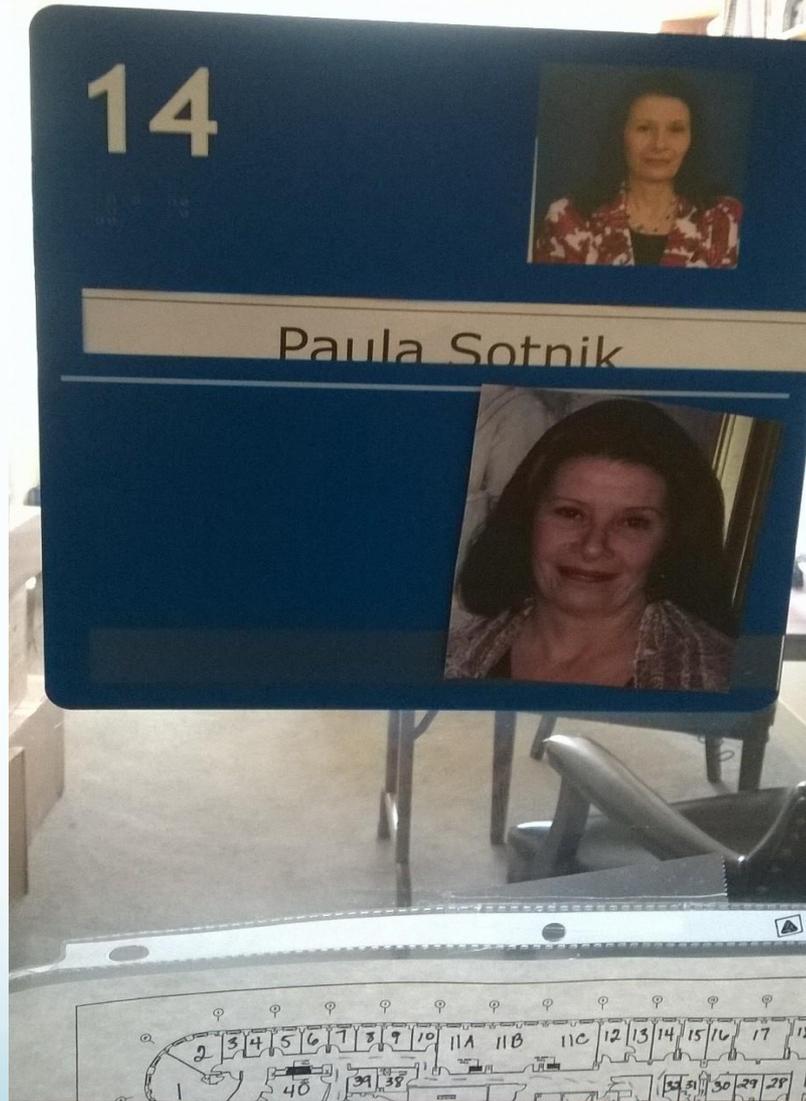


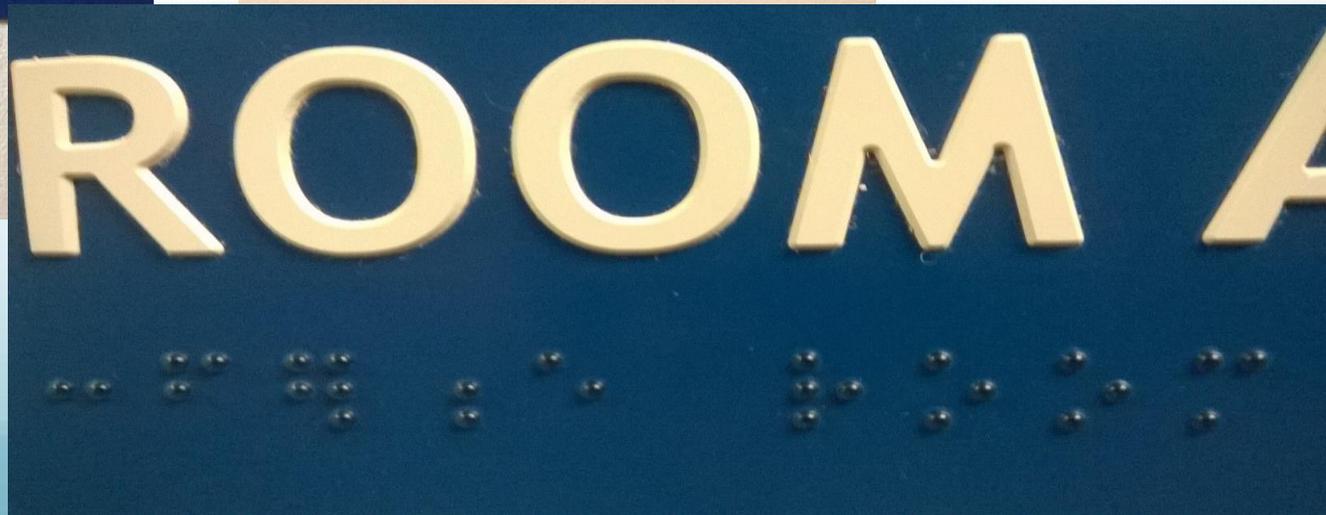
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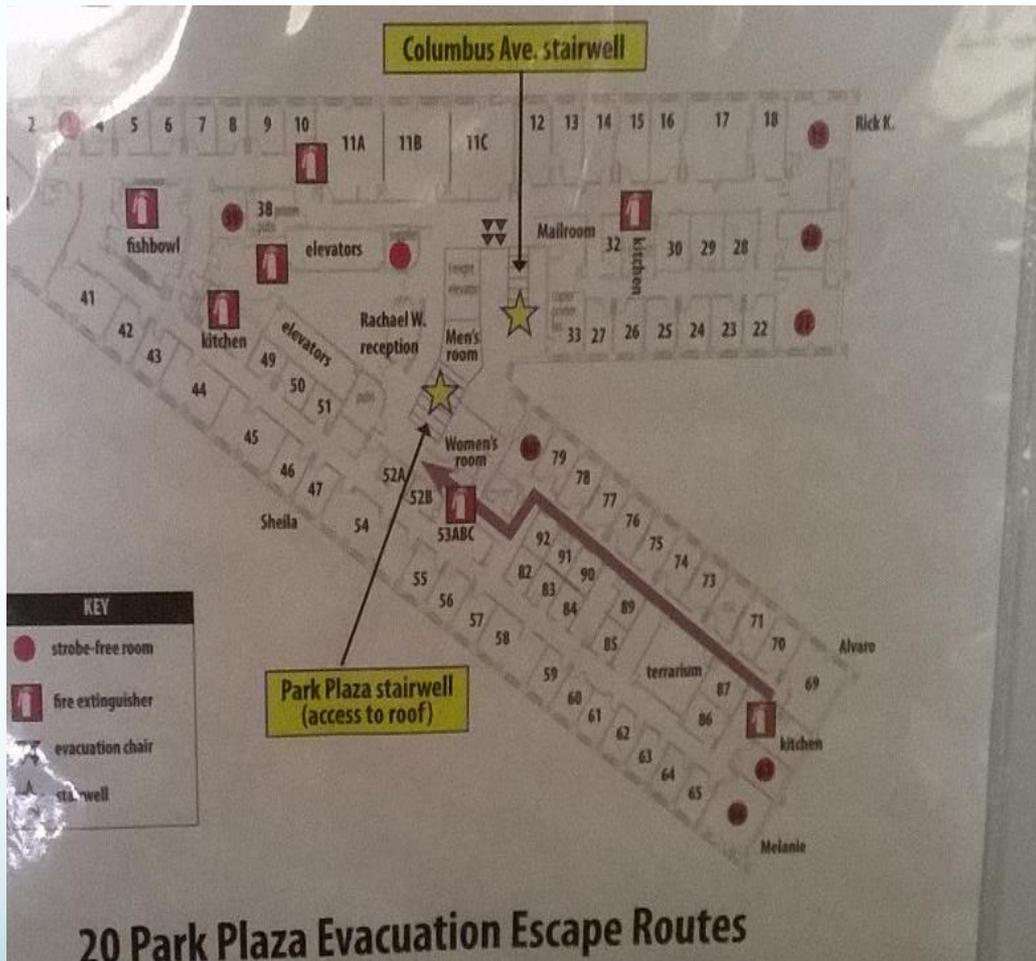
Let's look around ourselves...



[dreamstime.com](http://dreamstime.com)







# ICI Fragrance Free Policy

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In an effort to make our offices accessible for everyone, ICI has implemented a fragrance-free environment.

As you know, some of our staff, clients and families have sensitivities to fragrances that would result in adverse health issues. It is important that the Institute set an example by making the modifications necessary to make our work environment totally accessible. Efforts have been made to make the space physically accessible; this policy on a fragrance free environment is being implemented to further that effort. Compliance with this policy would mean that staff members refrain from the use of fragrances such as perfumes, after-shave lotions and colognes. Use of other strongly-scented products that may carry over into the workplace, such as scented lotions, hair care products and strongly scented laundry products should be minimized.

We realize that some staff members may have to make modifications to their personal habits. Your efforts to comply with the policy are appreciated by your coworkers and our clients. If you have questions or concerns, please speak to your supervisor or to any member of the Administration Committee.



**THE ROOM BEHIND  
THE DOOR IS A  
STROBE FREE ZONE.**

## STROBE-FREE ROOMS

- ◆ NOTE: Strobe lights are connected to the emergency alarm and are installed throughout the common areas of the building (including rest rooms). Strobe lights can trigger seizures in persons who have a pre-existing seizure disorder – trainees/visitors who are likely to be affected by this, may need to move to an alternative location while awaiting evacuation instructions.
- ◆ Locations without strobe lights are marked with a symbol (see below). Locations include: Room 3; Room 39; Room 35; Room 19; Room 20; and Room 21.



**THE ROOM BEHIND  
THE DOOR IS A  
STROBE FREE ZONE.**

June 2014

Again,  
what does INCLUSION mean to you?

And,  
where do you go from here?

# Indicators of Inclusive Service and Volunteer Organizations

- Self-assessment
  - Analyzing current practices
  - Identifying priority areas and key players
  - Creating an action plan
  - Implementing changes
  - Assessing new practices after implementation

# Indicators of Inclusive Service and Volunteer Organizations

1. Members and volunteers
2. Leadership and program and site staff
3. Policies, procedures, and key documents
4. Program monitoring and evaluation
5. Community partners
6. Administration and finance



# Members and Volunteers Indicators

- Information is presented in diverse ways to accommodate all learning styles.
- Marketing and organizational materials encourage people with disabilities to apply and offer the availability of accommodations.
- All service members and volunteers, regardless of disability, are routinely informed of the availability of reasonable accommodations to perform their service.

**Fully? To Some Extent? Not at this Time? Do Not Know?**

# Members and Volunteers

- Attracting, selecting and supporting members and volunteers of all abilities and backgrounds requires attention to many areas of organization and volunteer management.
- Indicators → Outreach and marketing, recruitment and selection, training and supervision, support and evaluation.

# Leadership, Program, and Site Staff Indicators

- Leadership and all levels of staff understand legal obligations to related to access and accommodations of programs – Section 504 & ADA
- Leadership and staff include disability related issues in emergency planning and response procedures.
- Leadership and staff can articulate the requirements to provide reasonable accommodations to both current and potential volunteers ad members with disabilities.

**Fully? To Some Extent? Not at this Time? Do Not Know?**

# Leadership and Program and Site Staff

- Decisions made by leadership affect members and volunteers.
- Awareness and knowledge of the legal and programmatic requirements and best practice around inclusion among all leadership and staff.
- Indicator → Practices and procedures that can ensure all play a role in creating a diverse pool of members, volunteers, and staff.

# Policies, Procedures, and Key Documents Indicators

- Organization has documented procedures and guidelines for handling requests for reasonable accommodations including modifications in policies, practices, or procedures.
- Recruitment policy and practice include: materials available in alternate formats; reasonable accommodation available upon request; and people with disabilities are encouraged to apply.
- A policy exists and practices demonstrate that disability-related info is stored in a way that ensures confidentiality.
- Fully? To Some Extent? Not at this Time? Do Not Know?

# Policies, Procedures, and Key Documents

- Written policies, procedures, and documents that staff and leadership understand → people with or without disabilities feel welcome, supported, and accommodated.
- Indicator → Those policies and procedures represent the practices that make this possible.

# Organization Monitoring and Evaluation Indicators

- The organization evaluates program and site accessibility.
- The effectiveness of reasonable accommodation policies and procedures are regularly evaluated and modified accordingly.
- Data is collected anonymously and confidentially regarding accommodations requested, provided and evaluated.

**Fully? To Some Extent? Not at this Time? Do Not Know?**

# Organization Monitoring and Evaluation

- Ongoing assessment with a diverse group for evaluating inclusion and accessibility efforts
- Indicator → Practices that result in regular feedback that represents all voices.

# Community Partners Indicators

- Organization consults with disability groups and associations about ways in which the organization can improve its outreach and services to people with disabilities.
- Organization stakeholders and strategic planning process include disability organizations and individuals with disabilities.

**Fully? To Some Extent? Not at this Time? Do Not Know?**

# Community Partners

- Mutually beneficial relationships with advocacy groups, organizations and associations → People with disabilities see service and volunteerism as an opportunity to benefit the community and themselves.
- Indicator → Activities and practices that are required for true partnerships to exist where both parties benefit from exposing people with disabilities to service and volunteerism.

# Administration and Finance Indicators

- All budgets include line items for reasonable accommodations.
- The Corporation for National and Community Services disability requirements, related to civic rights and equal opportunity are disseminated and reviewed by all staff and leadership.

Fully? To Some Extent? Not at this Time? Do Not Know?

# Administration and Finance

- Requirement for organizations that receive funding from the Corporation for National and Community Service = Adhering to certain regulations and guidance related to people with disabilities.
- Indicator → Administrative and financial practices that ensure compliance with these laws.

What are 2 -3 areas of your strengths?

“Fully” or “To Some Extent”

What 3 areas you want to improve in your organization?

“Not at This Time”

For those areas for which you selected “Do Not Know,” what information do you need to enhance your understanding?

# What can your organization do?

Tomorrow?

Next Week?

Next Month?

In a Year?



[schoolweb2dysart.org](http://schoolweb2dysart.org)

# Thank you for your participation!



# Resources:

National Service and Inclusion Project

[www.serviceandinclusion.org](http://www.serviceandinclusion.org)

Institute for Community Inclusion

[www.communityinclusion.org](http://www.communityinclusion.org)

Sotnik, P. Inclusive Spaces and Universal Designs. C2: Mission-Driven Workspace Design 2013 Building Opportunities.

Sotnik, P. (2014). How to include people with disability: Disability Awareness. Presented at Kathmandu, Nepal.