SLATIN GROUP

Accessible Travel**NYC**

Accessibility Blueprint

Session 2: What is Accessibility ?

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What is Accessibility ?

Accessibility is being able to independently - with or without accommodation - enter physical, digital and social spaces and participate fully in life.

Accommodation = assistance, support and intervention.

Accessibility is a Design Driver

- Accessibility should drive design.

- Compliance is the floor, not the ceiling.

- Accessibility is not an afterthought or obstacle.

3 Foundations of Accessibility

- **Physical/Environmental:** public spaces controlled by government or business

- **Digital:** websites; apps; media, e-learning and meetings

- **Social**: human interaction; customer service; social settings

Social Accessibility: Elements of Service

- Observe > Ask > Listen > Respond > Follow Through

- Always ask
- Don't apologize
- Always speak directly to the disabled person instead of companion
- Don't touch people or their assistive devices and service animals
- Don't stare
- Don't be afraid

Change language, change thinking

- Ableist or Ageist language devalues people with disabilities.

- Wheelchair user vs. Wheelchair Bound

- Person with a disability or disabled person vs. differently abled or handicapped.

- Normal language: Walk. Run. Sit. Stand. See. Watch. Listen. Hear.

- Words on the way out: retarded, crazy, stupid, lame, dumb

Thank you!

We like questions, ask away.

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