

ADA SPECIAL EVENTS TRAINING

Provided by:
CITY OF OAKLAND
ADA PROGRAMS DIVISION

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AGENDA

- I. ADA Overview
- II. Disability Etiquette
- III. Policy Basics
- IV. Physical Access
- V. Communications Access
- VI. Providing Disability Assistance
- VII. Contracts and Agreements

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I. ADA OVERVIEW

'It took the Civil Rights Act of 1964 to make plain this nation's opposition to racism, sexism and discrimination based on a person's age and the Americans with Disabilities Act of 1990 to set the record straight as to where we stand on discrimination based on disability'

--Senator Lowell Weicker, Jr.

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ADA OVERVIEW

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of the City of Oakland, or be subjected to discrimination by the City.

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ADA BASIC PRINCIPLES

- Equal opportunity
- Integration
- No discriminatory eligibility criteria
- No surcharges
- Case-by-case assessment
- Program access and accommodation
- Effective communication
- Physical access



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II. DISABILITY ETIQUETTE

- Terminology
- Offering Assistance
- Physical Contact
- Talk to Me!
- Don't Make Assumptions
- Respond Graciously to Requests

See handout

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III. SPECIAL EVENTS POLICY BASICS

What's a Special Event?

Special events include, but are not limited to, indoor and outdoor concerts, plays, festivals, fairs, town hall meetings, luncheons, and ceremonies that are open to the public, whether held on city property or at other sites.



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POLICY BASICS

What's covered?

- City special events.
- City sponsorship of other events.
- City facilities rental programs.
- Professional services contracts and other agreements for the delivery of special events programs, activities, and services to the public.

Refer to Policy, page 1, section II
FAQ, page 2 for staff responsibilities

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POLICY BASICS

Are there any general exceptions?

- All covered special events must comply with the policy.

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IV. PHYSICAL ACCESS

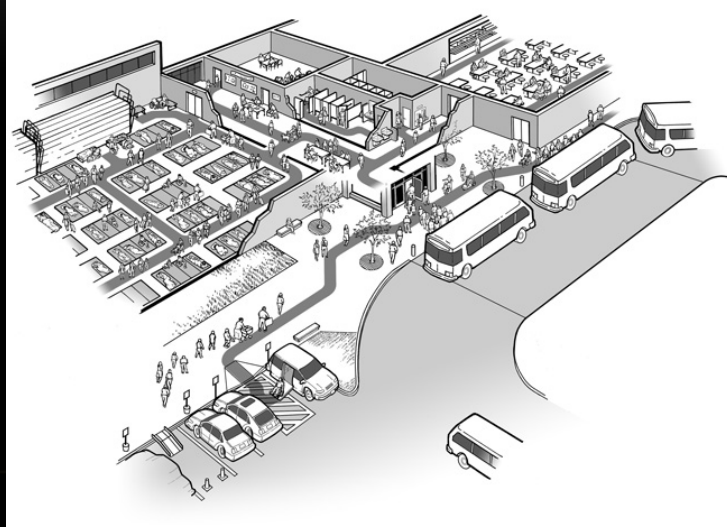
- Accessible route to all primary program areas
- Clear path of travel to all accessible features
- Parking
- Entry
- Restrooms
- Signage
- Wheelchair seating
- Other special seating



Refer to policy page 1, Section III
See handout

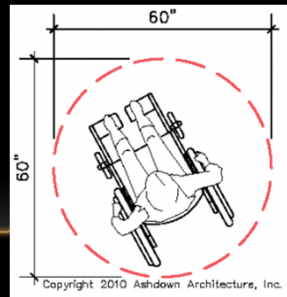
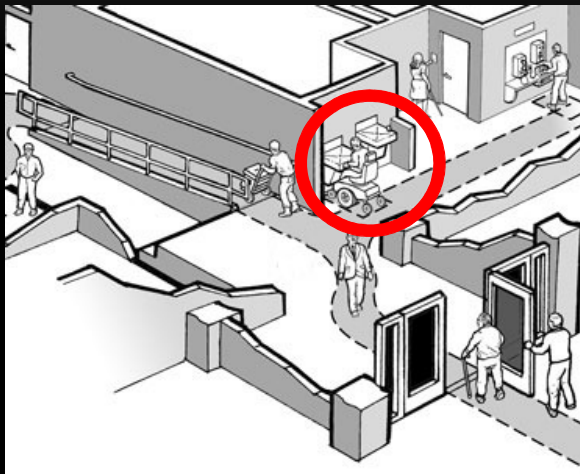
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ACCESSIBLE ROUTE



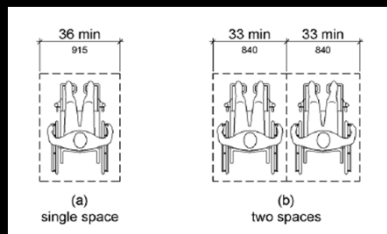
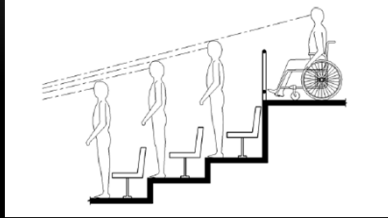
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CLEAR PATH OF TRAVEL



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WHEELCHAIR SEATING



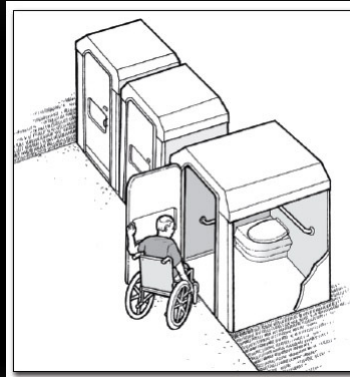
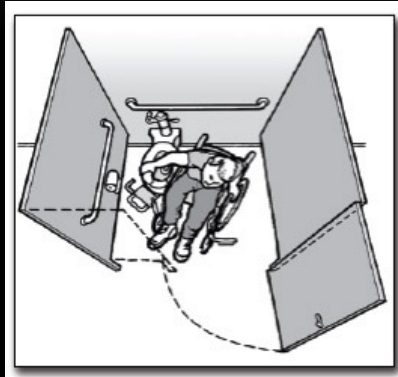
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OTHER SPECIAL SEATING

- **ASL Seats.** Seats shall be reserved for persons who speak ASL and their companions directly opposite the interpreter. At least 10 such seats shall be reserved for special events with an expected attendance of 500 or more.
- **Designated Aisle Seats.** In facilities with fixed seating, aisle seats shall offer folding or retractable armrests in accordance with ADA requirements. Designated aisle seats shall be those located closest to accessible routes. These seats shall be identified by a sign or marker designating their use for individuals with disabilities.

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RESTROOMS



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V. COMMUNICATIONS ACCESS

- Outreach and Advertising
- Printed Materials
- American Sign Language
- Auxiliary Aids and Services Support Fund
- Ticketing

Refer to policy, page 3; we will be skipping around this section

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ADVERTISING

- Include disability access information in all outreach and advertising.
- Use multiple media formats whenever possible.
- Internet and email are great when used properly.

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ADVERTISING

- Must state that the venue is wheelchair accessible.
- Must state that American Sign Language (ASL) interpreters will be automatically provided or provided upon request.
- Must set out a process for requesting ASL and other disability accommodations.
- Must include a non-voice method of contact, such as email.

Policy page 3, letter “c”

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ADVERTISING

The Garden Center is wheelchair accessible. ASL interpreters are provided. To request any other disability accommodations please contact Christine at 510-238-4754 or ccalabrese@oaklandnet.com at least three business days in advance. Please refrain from wearing scented products to this event.

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ADVERTISING

The Garden Center is wheelchair accessible. To request a sign language interpreter or any other disability accommodation, please contact Christine at 510-238-4754 or ccalabrese@oaklandnet.com at least three business days in advance. Please refrain from wearing scented products to this event.

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FOR POSTCARDS AND POSTERS

The Garden Center is wheelchair accessible. For sign language interpreters and other disability accommodations contact 510-238-4754 or ccalabrese@oaklandnet.com

-OR-



For disability accommodations contact 510-238-4754 or ccalabrese@oaklandnet.com

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PRINTED MATERIALS

- Printed event materials shall be made available in alternative formats upon (advance) request by persons with disabilities.
- “Large Print” is the most commonly-requested accommodation.
- City Web Access Policy sets out standards for making online postings accessible.

Policy page 4, letter “d”

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AMERICAN SIGN LANGUAGE SERVICES

- ASL interpreters shall be routinely provided for all City special events with an expected attendance of 500 or more.
- Sign language interpreters shall be provided upon advance request for all City events with an expected attendance of 499 or less.

Policy, page 3, letter "a"
FAQ Page 4

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AUXILIARY AIDS AND SERVICES FUND

- The ADA Programs Division administers the Auxiliary Aids and Services Program (AASP) which may cover the cost of sign language interpreting, Braille and certain other accommodations for qualified individuals with disabilities seeking to participate in special meetings and events offered by the City to the general public.
- The AASP does not cover the cost of sign language services for special meetings, events or programs with an expected audience of 300 or more, unless the meeting or event is offered free of charge to the general public.

FAQ Page 4

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VI. DISABILITY ASSISTANCE TABLE

All events with an expected attendance of **more than 500** guests must have a disability assistance table or booth to provide essential access information and assistance to patrons with disabilities.

Policy Page 4
FAQ 5-6

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DISABILITY ASSISTANCE TABLE

The assistance table or booth must be staffed by at least one person who is **trained** to assist persons with disabilities with various event information, including accessible routes and seating areas, restroom locations, how to access information in alternative format, etc.

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DISABILITY ASSISTANCE TABLE

The disability assistance table or booth staff should also be available or have **immediate access** to available staff to accompany patrons with disabilities to their seats upon request. The assistance table or booth may be co-located but must be readily identifiable as such.

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TICKETING

- ADA ticketing requirements for venues with fixed seating are too complex to review here.
- Ticketing agencies must certify that their services comply.

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VII. CONTRACT SCHEDULE C-2: Declaration of ADA Compliance for Facility Use and Special Events Agreements

- Provides a mechanism by which outside agencies acknowledge their obligations under the ADA and the City's ADA Special Events Policy before utilizing City facilities for public events and/or delivering special event services to the City.

Schedule C-2
FAQ Page 2

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THE END

**Please address any questions regarding
the ADA Special Events Policy to the
ADA Programs Manager at 510-238-5219
(voice), ccalabrese@oaklandnet.com**

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