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The information contained in this document can be used by any state agency or education and workforce partner staff to ensure ADA compliance when hosting events such as meetings and webinars.

Table of Contents

General Information Regarding ADA	1
Reasonable Accommodations	2
In-Person Meeting	2
Online Meeting	4
Meeting Planning	5
In-Person Meeting	5
Online Meeting	7

General Information Regarding ADA

The Americans with Disabilities Act (ADA) prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public. ADA is divided into five titles (or sections) that relate to different areas of public life. Titles II and III of the ADA govern services and public accommodations, including meeting facilities.

Title II of the ADA states “No qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity”. Title III of the Americans with Disabilities Act (ADA) covers public accommodation access of individuals with disabilities, including meeting facilities. Under the statute, a meeting sponsor can be held responsible for ADA violations of the facilities in which it holds a meeting.

For more information on ensuring accessible meetings, visit the ADA National Network for *The Accessible Meetings, Events and Conferences Guide* (www.adahospitality.org). The ADA National Network at <https://adata.org/> or the Great Lakes ADA Center serving Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin at <http://www.adagreatlakes.org/> are “go to” resources on the implementation of the Americans with Disabilities Act (ADA).

Reasonable Accommodations

The following tables provide a listing of reasonable accommodations for different types of disabilities and how you can locate them for your meeting where applicable.

In-Person Meeting

Type of Disability	Reasonable Accommodations	How to Locate Accommodations
Hearing	<ul style="list-style-type: none"> • American Sign Language (ASL) Interpreting or Certified Deaf Interpreter • Communication Access Realtime Translation (CART)* • Other Type of Interpreting (Ask for Specifics) • Video Remote Interpreting (VRI) • Telecommunication Relay System (711) • Assistive Listening Devices • Ability to bring Service Animal • Ability to bring Personal Assistant • Transcripts 	<ul style="list-style-type: none"> • Interpreter Directory (IDHHC) • CART (Captioning) Providers Listing for Illinois (PDF) (Large Print PDF) • CaptionFirst • Chicago Hearing Society • Purple Local Interpreting • Chicago Area Interpreter Referral Service • ASLCS.ORG
Visual	<ul style="list-style-type: none"> • Large Print Materials • Magnifying Sheet • Recording device (i.e. digital recorder) • Signature Guard • Sharpie pen to write bold • Braille Materials • Ensure all electronic materials meet accessibility requirements <ul style="list-style-type: none"> ○ Ensure graphics have Alt Text ○ Ensure graphs and charts are described in text ○ Avoid use of color to identify elements or key features ○ Ensure high color contrast on all documents • Accessible Electronic Documents (Accessible PDF, Active Links, document structured for appropriate navigation (Heading levels, body content, etc.)) • Ability to bring Service Animal • Ability to bring Personal Assistant 	<ul style="list-style-type: none"> • Braille Works • Service Animals FAQ - ADA • Creating Microsoft Accessible Documents • Creating Accessible PDFs • Color Contrast • Web Accessibility Guidelines
Physical	<ul style="list-style-type: none"> • Ability to bring Service Animal • Ability to bring Personal Assistant • Place registration tables in areas that are easily accessible to wheelchairs 	<p>Hospitality & Disability Accessible Meetings, Events and Conferences Guide At Your Service - Customer Service Video</p>

Type of Disability	Reasonable Accommodations	How to Locate Accommodations
	<ul style="list-style-type: none"> • Accessible parking marked and available with an access aisle/route • The access aisle/route must lead directly to an assessable building entrance <ul style="list-style-type: none"> ○ If the access route does not lead to the main entrance signs are required to direct participants to the accessible entrance • An accessible entrance must have a door with accessible door hardware, adequate maneuvering space and a wide entrance (Minimum 32” clear) • Interior accessible routes to meeting spaces • Aisles that are at least 36 inches’ wide • Accessible restrooms (at least 1 60”x 60” stall and at least 1 sink with 27” knee clearance) • Table top height between 29”-32” above finished floor • Avoid tablecloths that reach the floor • No overhanging materials that are less than 80 inches from the floor • Materials arranged on table to allow for forward reach no greater than 25” from front of the table • Avoid throw rugs • Keep front of table clear of obstructions for parallel approach • Offer chair to sit for someone who cannot stand for long periods 	<p>Service Animal FAQ ADA Accessibility Checklist</p>
Cognitive	<ul style="list-style-type: none"> • Understand your audience – Situational dependent • Repeat information as needed • Utilize simplified language as needed • Utilize visuals or demonstration as needed • Ability to bring Service Animal • Ability to bring Personal Assistant • Ensure all materials are easy to read and understand 	<p>Test Your Readability Service Animal FAQ</p>

Online Meeting

Type of Disability	Reasonable Accommodations	How to Locate Accommodations
Hearing	<ul style="list-style-type: none"> • Closed Captioning (Remote CART)* • Provide Transcripts • Video Remote Interpreter if requested • Captioned Video Content 	Captions, Transcripts, and Audio Descriptions CART (Captioning) Providers Listing for Illinois (PDF) (Large Print PDF)
Visual	<ul style="list-style-type: none"> • Ensure that the online learning platform meets minimal accessibility requirements for screen readers, low vision, deaf/hard of hearing and keyboard navigation • Provide instructions regarding accessible features of the online platform being utilized prior to the session • Provide materials in Large-Print electronically or via mail • Provide braille handouts in advance via mail • Provide electronic Transcripts • Provide accessible Electronic versions of materials a minimum of 24 hours prior to the meeting • Ensure all electronic materials meet accessibility requirements <ul style="list-style-type: none"> ○ Ensure graphics and charts have Alt Text ○ Ensure color contrast is accessible • Avoid use of “Web Tour” or “Desktop Sharing” • Ensure that the images shown on the Whiteboard are accessible (alt tags, etc.) and that the materials shown via the webinar platform are formatted so that they can be read by a screen reader as text • Do not write information into the chat area that is not also verbalized • Accessible Electronic Documents 	Braille Works
Cognitive	<ul style="list-style-type: none"> • Understand your audience – Situational dependent <ul style="list-style-type: none"> ○ Avoid use of acronyms ○ Use simplified language ○ Avoid making slide content “busy” or overwhelming (avoid use of a lot of text or images) ○ Use redundancy to get points across 	Test Your Readability

*CART providers can come to a meeting in person, and they can also provide captioning remotely through a device like an iPad. The remote captioning is better for smaller meetings when you only have one participant who is needing CART. In person CART is better when there are multiple attendees who need captioning, or when you have a large number of people attending and aren’t sure how many people would like CART. CART also provides enhanced access to people who may not identify as deaf, but who would benefit from having captioning.

Meeting Planning

The following tables will help you plan your meeting to meet ADA requirements; each table goes through what to do before the meeting, during the meeting, and after the meeting for an in-person meeting or an online meeting.

In-Person Meeting

Before the Meeting	Day of the Meeting	After the Meeting
<p>Meeting Notification and Registration:</p> <ul style="list-style-type: none"> Establish a registration process to identify accessibility needs If online, ensure the registration website is accessible If not online registration, indicate accessibility needs can be sent to "CONTACT" Add "accommodations" notification date within registration (minimum one week before event) to ensure you can meet needs If a meal is going to be provided, ensure to request dietary needs in registration or via email <p>One week prior to the meeting or before:</p> <ul style="list-style-type: none"> Confirm aisles are a minimum of 36" wide Confirm table heights are between 29"-32" above finished floor Allow for wheel chair (w/c) seating at tables dispersed throughout the room (fewer seats at these tables to allow for w/c space) Schedule Interpreters/Captioning as needed at least one week in advance (Location dependent, rural areas may require more advanced notice) <p>One-to-Two days prior to the meeting:</p> <ul style="list-style-type: none"> Ensure meeting location meets above Accessibility needs Provide/post all materials at least 1-2 days before the meetings 	<ul style="list-style-type: none"> Ensure Interpreters are not in front of windows Designate seating areas for low vision and sign language interpreter to ensure line of sight Identify location for CART provider and Sign Language Interpreter to sit/stand where content can be viewed by those that need it Ensure all participants that need large-print/braille materials get them Ensure staff is available to help participants to seats as needed Ensure seating is accessible to person(s) in a wheelchair beforehand Ensure microphones, stage, and podium(s) are accessible for question/comment <ul style="list-style-type: none"> Accessible table with microphone for when stage/podium is not accessible Have presenters repeat questions Ensure Presenters are aware of the "way" they present – use descriptors instead of "look here" Have materials on a jump drive for individuals who may not have received them yet Ensure there is room for all service animals If buffet Instruct wait staff to assist individuals with serving as needed 	<ul style="list-style-type: none"> Send out recordings, transcriptions, and materials to all participants Send out Evaluation Survey – Include questions regarding accessibility for feedback

Before the Meeting	Day of the Meeting	After the Meeting
<ul style="list-style-type: none"> • Ensure all presentation materials are available in Large-Print/Braille as needed • Ensure All Electronic Materials Meet Accessibility Requirements <ul style="list-style-type: none"> ○ Ensure Graphics and tables have Alt Text ○ Ensure color contrast is accessible • Instruct presenters that sign language and/or CART may be used and they need to speak slowly • Provide Sign Language Interpreter and/or CART provider a copy of all materials presented in advance to prepare their vocabulary • Determine if microphones are needed due to size of venue and/or requests for assistive listening system. Instruct presenters to use microphone at all times when appropriate • Provide pre-event communication identifying if flash photography, strobe lights, loud noise/music, or fireworks will be used • Ensure all communications indicate if a planned activity is not fully accessible • Send out scent-free meeting notice • Identify emergency evacuation plan prior to the meeting 	<ul style="list-style-type: none"> • If buffet, instruct banquet staff to keep all food/items within 25” from the front of the table and to not “stack” items • Ensure that all food items are labeled and special diet issues are identified (gluten free, peanut, etc.) 	

Online Meeting

Meeting Preparation	Meeting Day	Meeting Follow-Up
<p>Meeting Notification and Registration:</p> <ul style="list-style-type: none"> Establish a registration process to identify accessibility needs <ul style="list-style-type: none"> If online, ensure the registration website is accessible If not online registration, indicate accessibility needs can be sent to "CONTACT" Add "accommodations" notification date within registration (minimum one week before event) to ensure you can meet needs <p>One week prior to the meeting or before:</p> <ul style="list-style-type: none"> Schedule CART Schedule Sign Language Interpreter Schedule someone to moderate questions via chat or email Ensure technology is accessible for screen readers, low vision, key board navigation, deaf/hard of hearing (webinar platform) <p>One-to-two days prior to the meeting:</p> <ul style="list-style-type: none"> Ensure all presentation materials are available in Large-Print/Braille as needed Ensure All Electronic Materials Meet Accessibility Requirements Ensure Graphics and tables have Alt Text Ensure color contrast is accessible Ensure presenters are aware proper presentation skills Provide/post all materials at least 1-2 days before the meeting 	<ul style="list-style-type: none"> Explain the different webinar areas the participants can use (chat, caption pod, email, etc.) Indicate how participants should interact whether it be on the phone, webinar, chat pods, email, etc. Ensure all meeting materials are available for download within your webinar tool or via an external website Follow Accessibility Guidelines for presenting (i.e. use descriptors instead of "look here", announce the slide # to orient individuals following along via handouts, talk slowly for the captioner, avoid use of acronyms unless provided to the captioner/sign language interpreter in advance, spell out names if not contained within the PowerPoint provided in advance, etc.) Test that the Captioner can access the meeting at least 30 minutes before the meeting starts Test that the remote sign language interpreter can access the meeting at least 30 minutes before the meeting starts Provide instructions for all accessibility feature prior to the meeting to allow participants to familiarize themselves with the features in advance 	<ul style="list-style-type: none"> Send out recordings, transcriptions, and materials to all participants Send out Evaluation Survey – Include questions regarding accessibility for feedback

The Illinois workNet Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this website may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711.