Project Accessibility

Removing Barriers for Women with Disabilities:

Improving Accessibility And Breast Health For Women With Disabilities
American Association on Health and Disability
www.aahd.us

Center for Development and Disability
University of New Mexico
http://www.cdd.unm.edu/dhpdc

Project Accessibility USA funded by Susan G. Komen
http://ww5.komen.org/
Project Accessibility USA

“Win/Win” health promotion program for Komen Affiliates and Grantees to become community leaders in providing services to women with disabilities

Susan G. Komen - only national organization supporting women with disabilities!
Women with disabilities are as likely to get breast cancer as women in the general population.

Often women with disabilities have more risk factors for getting breast cancer than women in general.

Existence of physical, cultural, environmental and attitudinal barriers keep women from obtaining recommended screening (CBE & Mammogram).
Women with disabilities, including African-American and Hispanic/Latina women, are more likely to be diagnosed with larger tumors and late stage breast cancer.

Women with disabilities are less likely to get regular CBE and mammograms and be diagnosed at a later stage impacting survival.

Why is Project Accessibility USA Important for Komen Grantees?

The Facts
Why is Project Accessibility USA Important for Komen Grantees?

The Myths

- “Mammography facilities are not accessible and welcoming to me”
- “Fear increased radiation exposure will give me cancer”
- “Mammogram painful - lack of training of technologists”
- “Lightening Doesn’t Strike Twice, Right?”
- “If I have breast cancer, I will die”
Of 256 practices, 22% reported they could not accommodate a patient in a wheelchair.

4% reported that building was inaccessible.

18% reported inability to transfer a patient from wheelchair to exam table.

9% reported use of height-adjustable tables or a lift for transfer.

Highest rate of inaccessible offices-gynecology subspecialty.

Why is Project Accessibility USA Important for Komen Grantees?

The Research
Why is Project Accessibility USA Important for Komen Grantees?

**The Law**

- Americans with Disabilities Act (ADA) – All medical practitioners must provide “Full and equal access to their health care services and facilities.”
Three Components of Project Accessibility

USA

1. On-site facility visit and technical assistance to Komen Screening Grantees/Sub-Contractors (No Cost)

2. Innovative and engaging interactive online training modules to increase mammography staff awareness

3. Online Breast Health Resource Portal for Komen Affiliates and Grantees
Part One: On Site Facility Visit and Technical Assistance

- Project staff to perform on site interactive user-friendly mammography facility accessibility assessments for Komen Affiliates and Grantees

- Grantees Receive “Assessment Guide for Mammography Facilities” and Project Materials

- Confidential Written Report Provided to Facilities - Recommendations for Reaching Accessibility - Ongoing TA after on site visit
“Assessment Guide for Mammography Facilities”
“Assessment Guide for Mammography Facilities”

- Parking Lot Accessibility
- Building Accessibility
- Elevator Accessibility
- Ramp Accessibility
- Waiting Room Accessibility
- Mammography Suite Accessibility
- Mammography Equipment Accessibility
- Bathroom and Sink Accessibility
Parking Lot Accessibility

1. Are the accessible parking spaces clearly marked on the pavement itself, with a sign and notice of fine for use without proper placard?
   - Yes [ ] No [ ]

2. Are the accessible parking spaces the closest parking spaces to the accessible entrance of the facility?
   - Yes [ ] No [ ]

3. Are all of the accessible parking spaces and access aisles flat (no slope)?
   - Yes [ ] No [ ]

4. Does each accessible parking space have an adjacent striped access aisle as shown in the diagram below?
   - Yes [ ] No [ ]

There are three kinds of accessible parking spaces: "car accessible" (5 foot wide aisle shared by two spaces) as in Example A below, "van accessible" (spaces with an 8 foot wide access aisle adjacent to the car) as in Example B below and "handicap reserved" (spaces without adjacent loading space but marked with the sign on the pavement) as in example C below.

5. How many car-accessible parking spaces are in your parking lot ("A" in the diagram below)?
   - [ ]

6. How many ramp van accessible parking spaces are in your parking lot ("B" in the diagram below)?
   - [ ]

7. How many handicap reserved spaces are there in your parking lot ("C" in the diagram below)?
   - [ ]

8. How many parking spaces are there (total) in your parking lot?
   - [ ]

Waiting Room Accessibility

1. Is the opening in the main entry door to the reception/waiting area at least 36" wide?
   - Yes [ ] No [ ]

2. Are the tops of any work surfaces such as countertops, etc. ("A" in the diagram below):
   - a minimum of 28" from the floor [ ] No [ ]
   - a maximum of 34" from the floor [ ] No [ ]

3. Are there open floor spaces in the seating area where people with wheelchairs, scooters, strollers, or service animals can easily wait ("B" in the diagram below)?
   - Yes [ ] No [ ]

4. Is there at least 27" of "knee space" below work surfaces such as reception desks, telephone counters, etc. ("C" in the diagram below) so people using wheelchairs can fit them underneath?
   - Yes [ ] No [ ]

5. If there are water fountains in the waiting area ("D" in the diagram below), do they meet these requirements:
   - Is the water fountain in an alcove? Yes [ ] No [ ]
   - For "high" water fountains (meant to be used while standing), is the spout no higher than 43" from the floor? Yes [ ] No [ ]
   - For "low" water fountains (meant to be used while sitting), is the spout no higher than 36" from the floor? Yes [ ] No [ ]

6. Are there signs posted in the waiting room directing people to the accessible restrooms if they are not clearly visible from the waiting room?
   - Yes [ ] No [ ]
“Guide to Interacting With Women with Disabilities for Facility Staff”

People With All Types Of Disabilities
• Introduce yourself and offer a handshake. The person will tell you if they are not able to shake hands for some reason.
• Always ask before giving assistance.
• Speak directly to the person and not their attendant, interpreter, etc.
• Do not pet service animals without checking with the owner first.
• Use the Project Accessibility recommended intake questions to learn how to best serve your patient with a disability.

People With Mobility Disabilities
• Do not push or touch a person’s wheelchair without their permission.
• Try to ensure that there is space in your waiting rooms for someone in a wheelchair to comfortably wait in their chair.

People With Cognitive Or Intellectual Disabilities
• Keep communication simple, using short sentences and completing one topic before moving to the topic.
• If possible, use pictures or other visibility aids.
• Ask if the person has any questions or if there is anything they would like for you to clarify.

People With Psychiatric Disabilities
• Many people with psychiatric disabilities may become agitated or even seem angry when they are actually just confused; don’t assume the person is violent or dangerous.
• Do not assume that they have a cognitive disability (e.g., mental retardation) as well. Speak to them as you would any other person.
• If someone with a psychiatric disability becomes upset or angry, calmly ask how you may assist them in getting their needs met.

People With Visual Disabilities
• Introduce yourself and anyone else who is present for the conversation.
• Offer to read information to a person when appropriate.
• If you are asked to guide someone, offer your arm, and then walk slightly ahead of them after they take your arm. Describe barriers in the way, such as steps, and announce which direction you will be turning. Never push or pull someone.
• Do not pet or distract their guide dog.

People With Hearing Disabilities
• Let the person establish their preferred method of communication for your conversation, such as lip reading, sign language or writing notes. Refer to the intake questions for further guidance on how to know in advance what the patient will require.
• Always speak directly to the person and not their interpreter.
• Do not raise your voice unless they request that you do so.

People With Speech Disabilities
• Be prepared for patients with speech disabilities to take longer to communicate with you.
• Do not interrupt or finish their sentences for them. Give them time.
• Ask one question at a time, giving them time to respond before moving on.
• Ask the patient to repeat themselves if you do not understand them.
• If the person uses any assistive technology devices, make sure they are always within the person’s reach.
“Tips for Women with Disabilities and Breast Health”
Part Two: On-line Training Modules

- Module One: Introduction & Overview of Navigating On-line Modules
- Module Two: Women with Disabilities and Mammography Screening
- Module Three: Interacting with Women with Disabilities/Disability Etiquette
- Module Four: Understanding Complete Facility Accessibility
- Module Five: A, B, C's of a Successful Visit
Part Three: Project Web Site and Learning Portal

http://project-accessibility-usa.org
Breast Health Resource Portal
Quick Resources For Mammography Facility Staff: short, easy-to-use checklists and “how to” documents.

Patients and Clients - Quick Resources: checklists and practical advice for women with disabilities on interacting with facility staff.

Other Resources: more in-depth resources, including informative presentations on the Americans with Disabilities Act, guides for providing effective services to women with disabilities, and other topics.

Research: articles from peer-reviewed journals on health care for women with disabilities.
What Can I Expect From an On-Site Visit?
Komen Grantee Success Story

Julie Wright
North Texas Affiliate
Denton County Health Department
Denton County, TX
How Can I Participate in Project Accessibility USA?

- Komen Affiliate, Grantee or Grantee Sub-Contractor are Eligible
- Grantee Should Contact Their Affiliate and Let Them Know of Their Interest
- Affiliate to Contact AAHD Project Staff (R. Carlin)
- Project Accessibility Staff will Contact Komen Grantee with 24 Hours
Questions
Thank you to Susan G. Komen Foundation for their support of Project Accessibility USA and for their efforts to be community leaders in providing quality services to women with disabilities in their mammogram screening facilities.
Contact Information

Roberta Carlin, MS, JD
American Association on Health and Disability
110 N. Washington Street, Suite 328J
Rockville, MD  20850
rcarlin@aaahd.us
www.aaahd.us
301-545-6140 ext. 206