>> Randall Duchesenau: Good afternoon and welcome. Thank you for joining us as we begin RespectAbility's fourth installment of our eight-part webinar series: Including people with disabilities in philanthropy and nonprofits. I am Randall Duchesneau, and I serve on RespectAbility’s board of advisors. I'm going to kick off today's webinar about How to Recruit, Accommodate and Promote People with Disabilities for Paid Employment, Volunteer Leadership and Board Positions. After the presentation, the PowerPoint will be available on the website.

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Before we begin RespectAbility would like to thank all 18 of our equity and access series partners – you see them all on your screen. We thank you for your help in promoting this series. We have about 500 registered participants for today's webinar and we're thankful for each and every one of you as well.

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We know that Organizations are at their best when they welcome, respect and include people of all backgrounds. This includes people with disabilities.

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So, people with disabilities can be extremely successful if given the right accommodations and support. Steven Hawking, Whoopi Goldberg, Richard Branson, Demi Lovato and Steve Jobs, to name a few of the people pictured on this slide, are all people with disabilities.

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61 million people in the United States have a disability, which is one in five Americans. They want to work, succeed, and reach their full potential just like anyone else.

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One in four adults have a disability and its especially important as people with disability age they have the proper supports and services in place to live and thrive.

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Disabilities can be temporary or permanent. They can be invisible or visible. And they can be acquired at birth or later in life. It’s important to note that any person can join the disability community at any time.

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So, now I'll introduce the two fabulous speakers we have joining me today. Today's speakers are Emily Harris and Risa Rifkind. Emily Harris is the Principal of Harris Strategies LLC, helping nonprofit organizations, philanthropy and public agencies move their ideas into action. She was the Founding Executive Director of ADA25: Advancing Leadership. Risa Rifkind oversees Advancing Leadership’s Civic Connections Project by engaging with Members and partners to identify opportunities for Members to lead with power and influence. She leads Advancing Leadership’s external and internal marketing, communications, and outreach. If you come up with any questions for either of our speakers, please type them into the Q&A box and we will answer them later on in this webinar. Now, I would like to turn it over to Emily and Risa. Take it away!

>> Emily Harris: Thank you, Randy. This is Emily and I will get us started. Can I have the next slide, please? I want to make sure, in addition to feeling free to raise questions at any time, to let you know that if you have any access issues, including with the closed captions that are available, feel free to ask questions in the chat box. And the staff will take care of that. So, I wanted to say a little more about me and Risa. We have worked together for the past five years on Advancing Leadership and she’ll tell you a little bit more about that.

And I also wanted to say a little more about disabilities and my own disability, because one of the things to keep in mind is that you may not even know that you have people with disabilities working in your organizations already. And those of us with disabilities may not even know it ourselves. For example, five years ago, I really didn't think of myself as having a disability, although I have had hearing loss for more than 20 years. I learned about being part of the disability community when I had the privilege to organize ADA 25 Chicago, a celebration of the 25th anniversary of the Americans with Disabilities Act. And over those five years since I started that initiative and then developed and led Advancing Leadership, I really learned what self-identifying can mean to me in terms of not only being part of an incredible community, learning to advocate for myself and feeling empowered because of that. So, keep in mind that as you go down this journey you may discover that people who you didn’t know had disabilities and maybe who didn't even know about their opportunities to self-identify may be coming forward.

Our experience is primarily engaging people with disabilities in volunteer roles, on boards, committees, commissions. But as staff members and people with disabilities who have hired and supervised others, we have employment expertise to some extent. But we wanted to be very sure to say beforea we start this presentation in any detail that we will address employment basics but we are not attorneys and we are not HR professionals. We will be referring you to other resources and also to the final webinar in the RespectAbility series which does deal with some of the legal issues. I'm going to pass the mic to Risa now to talk a little bit more about herself and Advancing Leadership.

>> Risa Rifkind: Thanks, Emily. Hi everyone. I'm Risa. Pleasure to join you today. As Emily said, we are both people with disabilities too. I have known I had a disability since birth. If one can know anything at birth, I did. And at work for Advancing Leadership, my role is to really look at opportunities for our members to lead with power and influence. Our vision is that people with disabilities will lead with power and influence in leadership positions, whether they be on boards of nonprofits, public service boards or commissions on a local, city, state level in their professional careers and more. ADA 25 Advancing Leadership is also really proud to say all four of our small team - We all also self-identify as having a disability as well and we are diverse in our disabilities too. From visible, invisible and acquired disabilities. So for today though, knowing what we do in Advancing Leadership and as a person with a disability myself, that is kind of the perspective that we will be bringing to this presentation in terms of what recruitment and identification of leaders with disabilities looks like for us and our personal experience.

So with that, let's go ahead to the next slide, please.

Disability inclusion at your organization can look like a number of opportunities - from volunteer, which is kind of where we focus in terms of leadership roles, like on boards and committees as I said - but can also include volunteers, through internships, through part time roles and then of course disability inclusion should also Include staffing from a competitive integrated lens -- meaning that people with disabilities are working alongside people without disabilities and are paid commiserate to their experience and expertise. And we look at Advancing Leadership at recruitment of our members for these opportunities very intentionally. And we will talk more about what that looks like. But we look at inclusion intentionally. All the way from recruitment identification to selection and inclusion into our network. which would also, through an employment lens, include the hiring and promotion and retention of employees with disabilities. We know that also for another pipeline for staffing, volunteers could also be a pipeline. And then for us, we help our members make those connections.

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So, why are we committed to this? Well, we are committed for a number of reasons, including the fact that we know that people with disabilities is an untapped talent pool. People with disabilities are unemployed and underemployed at higher rates than people without disabilities and we know though when we are diverse in our staffing, in our leadership roles, you can be more innovative. We are greater together. So, the intentional inclusion of people with disabilities in these various roles could potentially increase productivity and also lead to other kinds of benefits. What we also know is that people with disabilities have multiple identities. For example, I am a person with a disability, but I am also a woman of color. So, we need to know what our region looks like - and on the slide it says to know your customers - what your customers look like and you want your staff and your leadership - to reflect the diversity of those customers and throughout our region. And we know that when we -- Emily and I will share stories in a moment of what it looks like for us. But when we walk into leadership roles, we bring our full selves, including the disability lens. Meaning that for us we are constantly thinking of our identity as someone with a disability and whether or not our programs and opportunities are accessible to us and to others. So Emily, do you want to share an example of what this looks like for you?

>> Emily Harris: So I sit on a number of boards, one of which is Leadership Greater Chicago Fellows Association board and I’m there for a number of reasons. I represent my class from a leadership cohort from a number of years ago. I bring my perspective from my career in urban planning, economic development and disability inclusion. But also, with my presence and my request for accommodation, which is that everybody use a microphone when they're speaking in a group that’s larger than about 15 people, it is a reminder continually, even if I’m not bringing that disability inclusion statement myself, to think about how people with disabilities are part of everything that Leadership Greater Chicago does. I try to bring a disability lens actively in asking questions and making sure that the disability community is consulted and included, that presentations are made to places where people with disabilities are. But - I also don't bring knowledge of every disability, but I do find that just by virtue of being in the room and having self-identified, it raises awareness in the group of how people might be conscious of accommodating. I will pass it back to Risa.

>> Risa Rifkind: Thank you Emily. This is Risa. Like Emily says too, from my experience. I serve on the board and steering committee of an organization in Chicago called the Chicago Cultural Accessibility Consortium -- CCAC for short. Which looks to empower cultural organizations to be more accessible to residents with disabilities and by virtue of the fact as Emily said being on the board and being in that room. I’m able to ask questions like are we thinking about making sure that the entrance is accessible to wheelchair users or scooter users like myself? Are we thinking about seating throughout the museum, for example, so that I too can sit down and enjoy a visiting exhibition or the like. It is being able to be at those tables and ask those questions that are so valuable.

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I know that this was said in the beginning of the presentation as well, that people with disabilities can have disabilities that are visible, invisible, acquired and more. And so, we wanted to make sure that we kind of put context around what we mean when we talk about disability. And on the slide now is a long legal definition of disability as outlined by the Americans with Disabilities Act. But just a reminder that neither Emily nor myself are attorneys, this is from me not an attorney's point of view. But the definition is broad because it was aiming to be as inclusive as possible so that the most amount of people have protection and can't be discriminated against. Whether they have a disability or people think that they have a disability. And it's really empowering, we think, to be able to use the word disability, and be intentional about our language choices so that this broad definition. and when we say do you identify as having a disability to join our network, people are like "yes, I do," and it has a sense of belonging when we also add language like at the bottom of the slide, that says visible, invisible or acquired. Because sometimes people don't realize that they can acquire a disability later in life. Which I think Randy said in the beginning, here as our population is aging, we are also seeing more of that as well. Disabilities can change at any time - we're able to acquire disabilities but it can also change, for example, for me I have a disability but as I get older, I’m not old, yet, but as I get older, my disability is looking different from ten years ago to now and that will be something that we’ll highlight in a second when we talk about accommodations.

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We want reasonable accommodations. This is also from again a non-legal perspective, but a reasonable accommodation is something that allows us to do our job. That can look different to a wide variety of people with disabilities. It could be something physical like the thing I’ll describe in a moment-- It could be a computer software; it could be adjusted schedules and more. It really looks different for everyone and sometimes those things change. A best practice for looking at how to support accommodations financially, even though we know that most accommodations come with a one-time less than $500-cost usually, but a best practice to support the financial obligations of an accommodation is to budget centrally within an organization. This means that any one department is not responsible for meeting those costs, that it's a shared responsibility and pool of money that anyone in the company/organization can access at any time. We found that to be helpful for us, personally. But also, have heard from others that it kind of removes a financial barrier that an organization might perceive. And also, planning ahead so that that budget line is in every budget annually. So I'm going to quickly describe an accommodation that I have, and Emily will do the same. But I think that with my disability, which is dwarfism, has changed the way I work. At first, I only needed a stool under my desk so that my feet weren’t hanging in the air. But now as time goes on, I’m needing more support. So now I have a custom chair with cushions with a built-in step stool. Emily, would you like to share an accommodation?

>> Emily Harris: As I mentioned, my primary accommodation is to ask that microphones be used in meetings which are in large, echo-y rooms. And I started asking that as an accommodation after going to many, many events. that do not use microphones. What I have learned is, especially in the workplace, it is something that requires many people to participate in my accommodation. And they may not think of it as an accommodation. It is surprising how many people find it challenging to use a microphone properly. Instead of holding the mic right up to their face they may hold it to the side, or down at their lap. I can't tell you how many times people say, "I don't need a microphone, I have a loud voice." And I have to step up and say you may not need it, but I do, because it amplifies your voice in a way that my hearing aids can amplify much more effectively. The other accommodation I use if a facility has it, is if they have what's called an induction loop or a hearing loop. And then finally, I guess an accommodation that I have used, not for my primary disability, is that I have carpal tunnel syndrome. So, I always request a keyboard tray in my desk set-up. That's a great example of requesting an accommodation that I didn't even know I was requesting as an accommodation. Because it is a more standard item that many people request. And when I first asked for one, I didn't know anything about the ADA. I just said my wrists hurt if I don't have this. Another thing just to mention about the microphone piece is that even when I can hear in a large meeting without a microphone, it is a lot more work. Having that microphone available to me has made me much more productive. And Risa, I will float things back to you.

>> Risa Rifkind: Thanks, Emily. This is Risa. We just threw a lot of information out there but luckily there's a ton of great resources. We encourage everyone to seek guidance should any questions ever come up whether you are the employer or the employee. If we go to the next slide, there’s a list of some of the top employment resources that are available, and these resources do also include kind of recommendations for how to set up the process to request accommodations as well.

One of the top ones that I have used, and I’ve encouraged friends to use as well is AskJAN.org. It has a live chat feature, and this is great for employers, employees alike. There's also the employer assistance and resource network, and then business to business organizations like DisabilityIN and National Organization on Disability. And then of course RespectAbility, the host of the webinar. But then there are local resources for wherever you are in the U.S. of ADA centers that are federally funded, and technical assistance resource centers, and your protection advocacy organizations locally that are law firms and that can provide legal guidance. We encourage you to check these out and use them because they are great.

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>> Emily Harris: This is Emily. We have just spent a lot of time on accommodations and that's because accommodations are really at the heart of making the world accessible for people with disabilities. I remember when I first started this work, somebody sitting down and saying you know "we are all being accommodated at any time." And disability accommodations are similar to other accommodations that we make, such as how we speak, if we translate something into a different language, if we even have to move a chair around so somebody could be more comfortable in our office. Really what accommodations are about is making the world more accessible to everyone so that for example, as one of my friends who is a wheelchair user said, it's not that her wheelchair is too wide to get into the room. It is that the doorway is too narrow. I say that because I want to take a step back and talk a little bit about what makes your organization welcoming to people with disabilities. For people who self-identify with disabilities or even who are not broadcasting that, just the fact of your telling people that you do offer accommodations and inviting people to let you know what accommodations they need to be most productive is a very strong signal that you are a disability welcoming organization. Whether you are looking to have somebody on your board or introduce more diversity to your staff through disability hiring, showing that you care by broadly and in every place you can, mentioning that people are welcome to let you know what accommodations they need is a very strong signal. Of course, having clearly physically accessible workplaces, event spaces, making sure that your websites are accessible, making sure that materials are accessible. And I believe there have been a number of other webinars and will be other webinars that will get into more detail about how to do all of that. So, I encourage you to, if you haven't participated, check out the RespectAbility webinar series, some of which are archived, on how to implement these practices and make your organization the kind of place that people with disabilities want to serve on both the staff and the board. Including accommodation language on every document, on your website, on every invitation to an event. Very strong signal. Also making sure that the word "disability" is included in diversity statements. I got into a conversation yesterday about the whole issue of saying the word. There's actually a hashtag, #saytheword, because the disability community embraces the word disability. And as you heard in one of the other webinars, there are a variety of ways to use language to embrace disability. Using person first language is often sort of more universally acceptable. People in the disability community are now using identity first language as well. So, don't be afraid necessarily to use the word disabled. I am a disabled woman. I am also a woman with a disability. I'm comfortable with both. But most important, making sure that the word disability appears in your diversity statement is a strong signal. And don't feel that using words that are euphemisms in your diversity statement is useful. It is not a matter of respecting all abilities. You're not really worried in your diversity statement about whether I have a math ability or a reading ability or a writing ability. You're talking about the disability community as a part of diversity, so use the word disability. It is defined in law as you saw. Also, I mentioned inviting board and event attendees to request accommodations. Make sure in your hiring process that you're also including information about how to request accommodations. It's ideal for all of these cases to give an email, a phone number and a specific person's name that somebody can reach out to. I know that in some cases, and I have just been through a hiring process, there are deluges of applicants and HR people may be concerned about giving out a name if they don't want to receive multiple phone calls. A work-around that we've used is to say call the HR department at this phone number and have a voice mail set up. And the voice mail says that only calls regarding accommodations will be returned. So that should allay your HR concerns of being deluged with phone calls. But in general, best practice is to actually include a person's name. And that signals to the disability community that they are not just going to get some auto response, that they actually can access somebody to discuss and describe exactly what accommodations they need. And we're talking about the hiring process but this could be true for board applications as well. Somebody may need assistance in actually completing the application. So that’s why it’s important to have that information right up front, even before you get to the application. They may need assistance in an interview setting and they may need assistance once they do the work. If they don't need an accommodation in order to be interviewed and get to the hiring stage, people may not choose to disclose until they actually need to request an accommodation at work, and the law protects their ability to wait to disclose until it is most advantageous to them. And I would encourage you to consult legal advice and HR advice about what's okay to ask and what isn't okay to ask in some of those contexts. The other thing that I wanted to mention is training. Very important to make sure that when you do your staff training and your board training that you include disability in your diversity and inclusion training. Very often people who train on, for instance, racial equity, racial diversity may not be qualified or be comfortable with training on disability inclusion. So important to make sure that you integrate a full range of diversity when you're doing that kind of training. And also remembering that if you're a larger organization it is not only the human resources staff who need to be trained but hiring managers and actually staff who will be interacting with their colleagues.

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Stepping back to the volunteer experience looking at committee and board members. As Risa mentioned, that has really been the sweet spot of Advancing Leadership. And we have found that many organizations really are looking for this new dimension of diversity and recognizing that they have not included it. Just like with any other board recruitment, you want to be specific and careful about thinking about who you're looking for and why you're looking for them. We all know that time, talent and treasure are the three major contributions of board members. I like to add perspective and that may be part of the talent. But - remembering that every board member you bring, especially if you're incorporating new diversity into your organization, will bring a new lens and that can be invaluable in making your organization both responsive and innovative, as Risa mentioned before. You want to think about why people are serving, and if you have decided that you want to expand your diversity and have somebody with a disability on your board, remember that not every person with a disability is necessarily a disability advocate. You may find somebody who is an attorney, who is blind and has very little knowledge of disability law or disability community because that person is a real estate attorney. You may find many people with many diverse perspectives. Also remember that disability itself is diverse, and that disability intersects with every other identity as Risa mentioned. You're not going to find somebody who represents all disabilities, and you really need to think through in your recruitment efforts - are you looking specifically for somebody who understands disability advocacy and issues? Are you looking for somebody who understands another particular area of expertise and just happens to have a disability? And to what extent are those people intersecting? To what extent are they self-disclosing? To what extent are they advocating for themselves? Just important to make sure that you are intentional about all of those things. Secondly as we mentioned, very important to think about training, and when you do your board diversity training, to incorporate disability into it. And finally, when you're planning board meetings, to recognize that offering accommodations and trying to universally design your meeting is actually usually a series of best practices for really good meetings. Some of the key things you want to do, as I mentioned, my favorite thing to mention is remembering microphones. Live captioning, especially if you're going to be including videos, is critical and may be a requested accommodation. But I would encourage you to even think about doing this for larger meetings. I know there's an expense to it, but it can be extremely helpful for people sitting in the back of the room, for people who are trying to tweet and want to capture key words, and also because you get a transcript at the end if you request one. There's a lot of great reasons to have captioning. But not absolutely required. Another accommodation that many people will request is to have materials in advance, and that's particularly difficult in this day and age when we forget about when our technology enables us to put a PowerPoint together at midnight the night before. I know how many board meetings I do that for. Best practice is to send things out in advance, give people who need those materials time to review them, time to use them with screen reader or other technology. And that's a great discipline to have to make a meeting a good thing. Another great thing that I was trying to model. I think I’m forgetting is to say your name before you speak. For people who may be blind or low vision, that could be very helpful. And also it can be extremely helpful for anybody joining your meeting by conference call, which happens more and more. Some of those pieces are really helpful. Also thinking about materials that you may or techniques that you may use in your meetings like PowerPoint, easels and flip charts - may be critical to think about how you can make them available universally. One example is in our leadership training retreats. Where we have had facilitators, who find it very useful to use chart paper or an easel to record what is happening in the room. We also have somebody in the back of the room transcribing on a Google Doc which can be shared with our participants, so that everybody has access in real time to the information being shared. Sometimes facilitators or a staff member can use the Google Doc and project it instead of using an easel. Lots of opportunities to think about how you can universally design your meeting and turn it into even a better meeting for everybody. The other thing to remember is there may be specific accommodations that you need to incorporate for specific individuals.

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So I want to move from board to staff, and this photo is from a round table that Advancing Leadership had a number of years ago with HR and other staff at large organizations, including corporations and larger nonprofits with members of advancing leadership. to talk about what it is like to be an employee with a disability and it was kind of an opportunity to have that conversation outside of the employment context, which allowed people a lot of opportunity to really ask questions that they might not ask in other contexts. Some of the things that group talked about are what I want to talk about on this slide. One is to remember that employees with disabilities may choose not to disclose, and that's usually because of stigma and because frankly we have all grown up being told if you don't need to tell somebody, don't. And of course, under the law, people have the right not to disclose and not to be asked. Remember that as you make your organization more inclusive, you may be pleasantly surprised that there are employees who have not previously disclosed who do disclose and in turn when you start to offer them accommodations, you may find that they are even more productive than before. Also, because of the low employment rate of people with disabilities, I want to highlight that when you're reviewing applications, we want to make sure that you focus on skills. We're not ever asking that people with disabilities who are not qualified for a job be considered for that job. But recognize that the path may not be exactly the same as what you often see. If you are trying to create more diversity in your workplace, you may need to recognize non-traditional backgrounds. Now that's going to be less of a problem for nonprofits because frankly given the low employment rate of people with disabilities, many of us do find employment in nonprofits. You may find people with great experience. But I do often tell people working in corporate settings that recognizing, for example, non-profit background and the kinds of skills somebody would bring is important. But also recognizing the same way you would with a parent who is returning to work that people with disabilities may have been working in community settings, may have some time off or medical issues, and those may be pieces of a resume that you want to look at a little more broadly than you often do. And again, I think I have said it many times, but remember when you're hiring staff, you want to think about training hiring managers. And just to overall make sure that your organizational culture is a welcoming culture so that every employee recognizes disability as a natural part of the human experience. And something that we all can experience at any time. Something that can be temporary or long term and something that touches all of us. At this meeting, one of the things that people with disabilities asked was why employers didn't ask them what they needed. And so, that can be accommodations generally. It also can be in terms of what is best for the whole staff. Remember to include that in your thinking.

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As you think about expanding the participation of people with disabilities in your organization, you want to overcome what every diversity and inclusion professional hates to hear, which is, "we can't find them." Your first step on your inclusion journey is really finding people with disabilities from interns to emerging professionals, to professionals who can meet your specific needs. And in order to do that, you want to get to know people where they are. You want to build relationships that are genuine in the community and build a pipeline by seeking disability community partnerships. You can attend events and do proactive outreach. And I’m going to flip the mic to Risa to talk about some of the recruitment that she has done in the last couple of years for ADA 25 advancing leadership. as a great example of how to do outreach in the community.

>> Risa Rifkind: Thanks, Emily. This is Risa. For our recruitment for Advancing Leadership, we are looking for emerging leaders with disabilities, established leaders with disabilities. And we look for them, we recruit them in a number of different ways. Like Emily said, we build great partnerships, strong partnerships with other community organizations that focus on and serve people with disabilities. Center for independent living, for example. Locally, we have access living, we have progress centers for independent living. We have RAMP in Joliette and others. We maintain and create those relationships by supporting each other and showing up for each other. We also look for other community pillar organizations. People with disabilities are everywhere. We know that statistically. They live and they work in communities - they may or may not be frequenting the disability service organizations We want our member’s networks to be diverse like our region. We make an effort to go to the seven-county region locally and find local organizations in each community to partner with, to build relationships with, to talk about how they in their community are talking about disability and see where we might partner together to do that. And really looking at what our goals are around civic engagement. We look for areas in communities that are looking at civic engagement already because we know people with disabilities will probably be there as well. Because statistically, we are everywhere. Right? We love to build that in person connection because we also do digital strategies, but nothing works as well as person to person. Making those familiar connections has been really helpful. We are learning and growing every year. But this year we did a lot of community events that partnered with other events that were already happening, that had good attendance, and then we were lucky enough to be invited to join those opportunities. It takes time. It takes effort, but it is really interesting and amazing to see what that in person connection can do.

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So, we gave you a ton of information today. But there are a few steps that we hope everyone will take today to either start or continue on their disability inclusion journey. And I know this also connects to one question in this chat of "How do you communicate how to provide accommodations and self-disclosure?" Well Emily shared, it is really important one, to say the word disability. It is a strong signal. You are already opening up that invitation for engagement of someone who identifies as having a disability and two, by saying the word and putting it out there, how to request accommodations is doing that. It is reinforcing that idea. Consistently provide ways to request accommodations and also what might already be in your office, in your space. Whether it is a hearing loop, the accessibility of your building or others. And again, training. Training is something that can be planned for, budgeted for now, for the future, and really looking at training the entire organization so then it is an organizational cultural shift.

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And then don't forget about those upcoming webinars to continue on that journey. And to start the wrap-up, we also want to quickly mention that unleashing the untapped potential of people with disabilities in employment and leadership roles also has to do with retention and promotion. We often talk about employment, recruitment, but we don't talk enough about what that means once we are hired, once we are in leadership roles on the board. What then? Because we should be thinking about promotions as well. We want - I want to move up in my career. People with disabilities want to be able to move up and be promoted like everyone else in the workforce. We bring a lot of skills to boards that we talked about, through a disability lens, that includes problem solving, productivity and more. And we're going to go ahead and close out with a very famous mantra, of nothing about us without us. Which really means that we can't talk about disability without including people with disabilities in those conversations. And what those conversations are should be general. People with disabilities are part of many facets, all facets of our community. I think that's it for us. And if Emily, you don't have anything else to add, I’m going to hand it back over to Randy or Eric.

>> Eric: It is Eric speaking. First of all, thank you so much, Risa and Emily. We really appreciated all the insight that you gave all of us today. We have some contact information on the slide here and again, all these slides will be posted to RespectAbility’s website pretty quickly after this presentation ends. And the whole recording of the webinar should be up next week, depending on when we could get the captions edited. And put into the video. Here's some contact information. You could learn more about ADA advancing leadership and contact information for our speakers at the links below. We have four more webinars left in the series. We are officially at the halfway mark. And we have four more to go starting with one next week on inclusive storytelling and ensuring a welcoming lexicon. It should be very interesting. You could find more on the webinars and sign up for them at the website on the bottom of your screen. And these last two slides are some more resources that Emily and Risa gave us. And you will be able to look at them on the slide show after this presentation ends. I'm going to look through the Q&A and see if there's any questions. If you have any questions, we have about seven minutes left. If you have any questions, feel free to ask them in the Q&A box. We would love to answer any questions you have. One question from Jacqueline is when it comes to accommodations, what is the best way to discuss a job coach to an employer, and have them open to the idea of having a job coach go in to assist in training?

>> Emily Harris: This is Emily. Risa and I were just chatting offline about the fact that we haven't experienced this directly ourselves. But I think the basic bottom line is that it's just explaining that having a job coach is an accommodation. And it's the law to provide accommodations, reasonable accommodations. I think it is probably explaining that a job coach can be extremely helpful in the training process and if you have further questions about that, check in with some of the resources that we shared on the PowerPoint, whether it’s AskJAN or DisabilityIN or some of the other employment organizations.

>> Eric: Adam asks, I think I understand the preferred way to offer accommodations, beyond simply being positive and inclusive about disability, is to communicate openness to provide them. Is there a good online list to say here are common accommodations, let us know if you need anything else, or is that not a preferred way to do it?

>> Emily Harris: Risa, do you want to take that one?

>> Risa Rifkind: Sure, I'll try and please jump in. So this is Risa. There is a list, I believe it is on AskJAN, of accommodations as examples. And it is clearly not an exhaustive list because, like I said, it could be a number of different types of accommodations, depending upon an individual and their unique disability and needs to do their job. I think it is for your knowledge to look at the list but listing accommodations would be difficult. However, if you're doing an event, for example, or hosting a community gathering, you can list the kind of accommodations that have been planned for, so, like, the room is wheelchair accessible, the building is wheelchair accessible, we will have, for example, ASL interpreters or captioning, or whatever else there might be. And then of course making sure to follow through in providing all the things that are put out there. But that would be my response. I don't know, Emily, if you had anything to add?

>> Emily Harris: No, I think that sounds about right because accommodations can be so personal and different, and small things you might not even think of, it'd be impossible from an employment point of view I think to list everything, But just really making people aware that you provide them, and you encourage people to have a conversation about it that will initially be confidential I think is the way to go.

>> Eric: Katie in the chat asks, we would like to specifically recruit volunteers with all abilities. What is the appropriate language to use to let people know we have opportunities and would like to accommodate? I think I know one of the things you will say which is, disability, not all abilities, but you can take it from there.

>> Emily Harris: Thanks, Eric. That is exactly right. I think we often feel the need to use euphemisms about disabilities, like all abilities or special needs. And the word disability is fine. So use the word disability and also make sure that you list what you are offering, what kinds of opportunities you are offering to participate. Be as specific as possible so people know what you're looking for and just use language similar to what you will find in the webinar about events to request accommodations, please contact, "name of a person" at "phone number" or "email address." So, specifically saying contact Emily at this phone number or this email is a very strong signal that somebody is going to get their needs met in order to be able to fully participate as a volunteer. Risa, anything to add?

>> Risa Rifkind: This is Risa. I would just add back to our notes about recruitment also, being intentional about where all of that wonderful opportunity announcement is going. Making sure that communities that serve and work with people with disabilities are aware of that opportunity and taking the time to make sure that your distribution lists are as comprehensive as possible to help spread that word as well as maintaining or building relationships.

>> Eric: We have about a minute left. If anyone has any last-minute questions, I would be happy to answer them. I'm sure the speakers will be as well. But assuming there aren't any other questions, I would like to once again thank our two speakers. They were phenomenal and thanks Randy as well for introducing the webinar. And we will see you all next week hopefully for our next webinar. Thank you all very much for joining us today and we will see you all soon!