

Registration

Tip Sheet No. 1
August 2014

Registration is a critical part of any successful event. It provides an opportunity for you to collect information and payment, if appropriate, from individuals who will be attending your event, allowing you to proactively design an event that best meets the number, background, and needs of your attendees. Registration is essential to designing an event that is accessible to people with disabilities. It serves as the mechanism by which attendees can request the accommodations they need—such as materials in large font or American Sign Language (ASL) interpreters—to be able to fully access and participate in your event. With this information, you can create an event that is accessible for all attendees and meets your legal obligations as the event host under the Americans with Disabilities Act (ADA).

Is your registration form accessible?

Your registration form must be accessible to people with disabilities. If you are using an online registration form, make sure the service you are using is compliant with Section 508 of the Rehabilitation Act and the 21st Century and Video Accessibility Act. You will want to make sure that, among other things, it is accessible to individuals who are blind or have low vision and use a screen reader. It is best to contact your service provider and request information about the accessibility of their services. You can also check the accessibility of your online survey by using a free web accessibility tool, such as WAVE (www.wave.webaim.org). You should also make your registration process available in alternate formats, such as in a paper version, and allow people to register by phone.

Federal legal requirements: the Americans with Disabilities Act (ADA)

The Americans with Disabilities Act prohibits discrimination of people with disabilities. Title III requires public accommodations, including meeting facilities, to provide accessible goods and services, and auxiliary aids, if necessary.

Section 508 of the Rehabilitation Act requires federal agencies and private entities receiving federal funds to make

electronic and information technology accessible to people with disabilities, including online registration forms.

The 21st Century Communications and Video Accessibility Act requires that all communications, video programming, and equipment providers provide services, including Internet-based services, and equipment equally accessible to people with disabilities.

Asking the right questions

Registration is your opportunity to collect as much information about your attendees and their needs as possible, so be thorough. In addition to asking for basic information—name, title, agency, contact information—be sure to ask about the full range of needs attendees with disabilities may have pertaining to lodging, meals, interpreting, personal care attendants, and other accommodations. The more specific your questions and answer choices, the better equipped you will be to successfully meet the needs of your attendees. In this section, we discuss a few areas that are important to address on your registration form and

provide sample registration questions. The sample registration questions can be found in a box following each section.

> **Personal Care Attendant (PCA):**

Some people with disabilities who need assistance with certain daily activities—getting ready in the morning, toileting, eating, etc.—may have a personal care attendant or a personal assistant attend your event with them. While personal care attendants will not be participating in your event in the same way as other attendees, they will be present. If there are registration fees for your meeting, you will need to decide whether you will charge personal care attendants. Regardless, it is important to include them in your

count for space and other considerations. Your registration should include a question about them and, possibly, require them to complete their own registration form.

- > **Lodging:** If your event requires overnight lodging, your registration should ask attendees questions about their lodging needs. If you are paying for and/or making lodging reservations for individuals, you will need to know if an attendee requires an ADA room with a roll-in shower, an ADA room with a tub and chair, a room accessible for individuals who are Deaf or hard of hearing, or a chemical-free room.

Are you traveling with a personal care attendant (PCA) or personal assistant (PA)?

yes

no

If yes, for planning purposes, please provide your PCA's or PA's contact information:

First name: _____

Last name: _____

Phone number: _____

E-mail address: _____

Option 1:

Please indicate which room type you require from the following list.

Option 2:

You are responsible for making your own hotel reservation. However, by providing us with information on the type of room you require, we will be able to check with the hotel to make sure they meet your needs.

Please indicate which room type you require from the following list:

- > no lodging required
- > standard room
- > ADA room with roll-in shower
- > ADA room with tub and chair
- > room accessible for Deaf/hard of hearing
- > chemical-free room
- > other (Please specify.)

Even if your event attendees are making their own hotel reservations, it is helpful to collect information about their lodging needs. As the event organizer, you and the hotel are responsible for ensuring the accessibility of the accommodations. By having this information on hand, you will

be able to check with the hotel to make sure attendees' requests are met before they arrive.

> **Meals:** If you are serving food and beverages at your event, you will need to ask about attendees' dietary needs. Some people with disabilities may have dietary restrictions related to their disability, such as diabetes, or food needs associated with their medication. In addition, some individuals with limited mobility may require a pre-cut meal. This is a good place to collect requests for other dietary needs such as a kosher, vegan, or vegetarian meal.

Please note any dietary needs from the following list:

- > no dietary needs
- > kosher meal
- > pre-cut meal
- > vegan
- > vegetarian
- > other (Please specify.)

> **Accommodations:** People with disabilities are as diverse as every other community and their accessibility needs are just as varied. Extra steps may need to be taken in order to address unique

accessibility or accommodations needs. Your registration should include a question on attendees' accommodation needs. Providing a list of options, along with an "other" choice, communicates your commitment to access and may increase attendees' comfort levels when requesting an accommodation.

Please select any additional accommodations you require from the list below. If you require something that is not listed, please indicate your request by selecting "Other" and providing us with specific information about your request in the comments box. We may contact you for further information, if necessary.

- > none
- > electronic copies of materials in advance
- > electronic text file of materials on-site
- > hard copies of materials on-site
- > materials in Braille
- > materials in a font over x pt (insert your standard font size)
- > wheelchair access
- > other (Please specify.)

Definitions

A **roll-in shower** has a floor that is flat and rimless, allowing a wheelchair to maneuver into the shower stall.

A **tub chair** sits inside the tub or shower and allows the person to take a shower while in a seated position rather than standing on the slippery bottom of the tub or shower.

A **room that is accessible for Deaf/hard of hearing people** either has permanently or temporarily installed equipment which makes auditory alerts—a fire alarm, knock at the door, or telephone ring—visual.

A **chemical-free room** is cleaned without the use of harsh chemicals prior to the guest's arrival.

- > **Interpreting:** People who use a different language than the primary one used in your event, including Deaf individuals who use ASL, will need interpreters to fully participate in your event. A simple question can be included on your registration to capture whether someone needs an interpreter. In addition, it is best to follow up with anyone who requests an

interpreter to learn more about their communication needs to ensure you hire interpreters who are the best fit for the person making the request.

If you know that a large number of Deaf or hard of hearing people are likely to attend your event, it makes sense to provide more detailed interpreting options in your answer choices. This will provide you with more information as you work to meet everyone's requests and ensure the interpreters you select meet the unique communication needs of your attendees. Even with this detailed information, it is best to follow up with anyone who requests an interpreter to get more information to help you hire the best team of interpreters.

- > A **catchall question:** Given the diversity of disabilities and possible auxiliary

Please indicate your interpreting needs from the list below:

- > none required
- > American Sign Language
- > simultaneous spoken foreign language interpretation (please specify)
- > other (Please specify.)

aids people may need to fully participate in your event, it is important to provide registrants with an open-ended question designed for them to tell you about any other needs they may have.

Please tell us any additional needs you may have for this meeting. Please be as specific as possible:

that are not part of your programming. It is important to notify attendees of these limitations during registration.

Timing is everything

Since attendees are making their accommodation requests through your registration process, you will need to make sure registration closes on a date that gives you ample time to meet any accommodation requests. For example, you typically need to secure ASL interpreters two to three months in advance to ensure qualified interpreters are obtained. Thus, you would need your registration to close two to three months before your event is scheduled to take place. As a general rule, we recommend that you close your registration three months before your event.

An important caveat

As the meeting host, you are responsible for meeting reasonable requests for accommodations that are made through the meeting registration process. While efforts should be made to meet requests that are made on-site, provided that you created an opportunity for attendees to make requests during your pre-event registration, you are not legally required to meet those on-site requests. Moreover, you are only required to provide auxiliary aids or modifications to event programming during the hours of the event. The attendee is responsible for securing auxiliary aids for after-hour engagements

Every effort will be made to accommodate advance requests; on-site requests cannot be guaranteed. Reasonable accommodations will be provided during meeting sessions. Referrals for assistance outside of the meeting can be made available.

- > Please contact:
(insert staff person)
at emailaddress@dot.org
with any questions or for more assistance.

Additional Resources

U.S. Department of Justice, ADA Home Page

<https://perma.cc/ST4R-H294>

The ADA website provides information and technical assistance on the ADA.

ADA National Network

<https://perma.cc/ST4R-H294>

The ADA National Network provides information, guidance, and training on the ADA available through 10 regional centers.

Association of Assistive Technology Act Programs (ATAP)

<https://perma.cc/Z25V-5DWD>

ATAP is a resource on and link to assistive technology programs in your state.

For more information

The Center on Victimization and Safety (CVS) at the Vera Institute of Justice works with communities around the country to fashion services that reach, appeal to, and benefit all victims. Our work focuses on communities of people who are at elevated risk of harm but often marginalized from victim services and the criminal justice system. We combine research, technical assistance, and training to equip policymakers and practitioners with the information, skills, and resources needed

to effectively serve all victims. To learn more about CVS, contact cvs@vera.org.

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