

## Self Assessment Tool

### Section: Communication

### Opening up involvement and participation for all.

In this section you will find questions that pertain how you communicated with members, stakeholders and the public. Both the content of what is communicated and the manner in which inclusivity is communicated will be explored. The section will cover signage, policies and awareness, digital channels, print materials and staff training and responsiveness.

- To facilitate communication with multiple team members, print out a full list of questions.
- Please be sure to save your work periodically. If you do not save routinely, work may be lost. To save, click “Save and continue later” bar at the top of the page. You will be prompted to write your email twice. Wait 5-10 minutes, then check your inbox for a link to continue.
- Don’t use the back button on your browser page. Information may be lost by navigating with your browser controls. If you need to go back to a previous page use directional buttons at the bottom of the tool.
- Please contact Lisa Handelman at 301-230-7278 or by email [lisa.handelman@shalomdc.org](mailto:lisa.handelman@shalomdc.org) for questions or to share additional resources.

### Contact Information

1. What is the name of your organization?

2. Please enter your contact information.

First Name    Last Name

Title

Email Address

Phone Number

# Policies and Awareness

3. Does your mission statement communicate your desire to be inclusive of individuals with disabilities in all of your programs and activities?
4. Do you offer speech to text technology, such as real-time captioning upon request?
5. Do you have an equal opportunity employment statement on your website which includes individuals with disabilities?
6. Do you have a process (town hall meetings, focus groups, online survey) to ask your membership if they (or a family member) currently utilize the resources offered and/or would benefit from additional resources/accommodations?
7. Is it publicly known how to request accommodations (for example do you have a non-person-specific, email address or phone number that everyone knows they can use to request accommodations)?
8. Do you have a formal confidentiality policy for individuals who request accommodation?
9. Do event planning forms outline how to assure inclusion of individuals with disabilities and how to provide accommodations?
10. Do you have a process for responding to requests for communication assistance (such as ASL interpreters, braille, or recorded materials)?
11. Do you have a process for responding to requests for policy modification (such as assistance with forms, leeway in deadlines, or participation requirements) if disability related, including mental health disabilities?
12. Do you have a process in place to respond to requests for accommodations (such as large copies of printed material, printed copies of sermons, speeches or meeting notes, large print/braille siddurim, braille, electronic format, audio format)?
13. When requested, is sign-language interpretation provided at services and events?
14. Do you have alternative methods for individuals with communication needs or hearing impairment (TTY, Maryland Relay, text, etc.) that staff know how to use?
15. Do you have an audio loop in your main sanctuary or event room (an audio loop or hearing loop, also called an induction loop, is a system that transmits sounds that can be directly picked up by hearing aids or cochlear implants)?

# Signage

16. Clear signage can help everyone know how to navigate your building and how to locate accessibility assistance. Is there clear signage throughout your building?
17. Does signage include braille?

## Website

18. Does the "About Us" section on your website include language about being inclusive of people of all abilities?
19. Do you promote on your website and other forms of communication the steps you are taking to become more inclusive of individuals with disabilities, including mental health disabilities?
20. Do all your online videos and audio files include captioning?
21. Do you have textual descriptions or what is called "alternative text" to charts, graphs, images, and maps so that they are discernible by assistive technology (for example: a screen reader)?
22. Is your website accessible to individuals with vision and hearing disabilities?
23. Can the website be accessed by screen readers and other adaptive technologies devices?
24. Have you added an audio description for materials presented visually? (An audio description consists of a narrator clearly talking throughout a video.)
25. Does the website meet all federal regulations (Section 508 or similar standards)?

## Distributed Materials

26. Are there welcoming statements on flyers and other forms of communication?
27. Do you promote on various forms of communication (ads, programs, notices, newsletters, website, etc.) the ways in which you are already accessible?
28. When announcing a location of a room, are detailed directions given, not just the name or number of the room?
29. Is there a way to sign up for an event without using a computer?
30. Are there maps and visual guides provided to help individuals find their way around the building?
31. If requested, can individuals receive transcripts for purely audio files that don't have a visual component?
32. Do the photos around your building and on your website include individuals with disabilities side-by-side with peers without visible disabilities?
33. If requested, are handouts provided in an electronic version during meetings and presentations so individuals who need or want to use technology to access and manipulate the materials can do so?

## Staff Training and Awareness

34. Has the leadership's commitment to include individuals with disabilities been clearly articulated to management, staff, and the public (sermons, websites, newsletters, signage, Facebook, Twitter, etc.)?
35. Do staff and volunteers accurately inform members and guests of the accessible features of your building?
36. Have your staff received training about hidden disabilities, including mental health conditions?
37. Does your leader consistently and frequently tell people they are welcome, respected and appreciated in your institution? (Sermons, websites, newsletters, signage, Facebook, Twitter, etc.)
38. Does your staff know how to locate interpreters and obtain materials in accessible formats?
39. Is staff trained to welcome service animals, knowing that the only two questions they can ask are: "Is this animal required because of a disability?" and "What work or task is the animal trained to perform?" Does the staff also know that they should not pet or interact with the service animal?
40. Is there a trained person designated to respond to questions about accessibility and support for individuals with disabilities?
41. Are your staff and lay leaders trained how to welcome and accommodate individuals with both hidden and visible disabilities?
42. Does staff know how to alert people with disabilities of an emergency and how to assist them in leaving the building or sheltering?
43. Do you stay current with proposed and new regulations that affect your obligations and communicate this information throughout your organization?

## Budget

44. Do you have a strategic budgetary plan with a clear timeline to finance changes to your website to make it fully accessible?  
Note: Accessible websites strive to follow the standards of WCAG 2.0 Level AA.
45. Do you have a strategic budgetary plan with a clear timeline to finance changes to the printed material you produce and to the signage throughout your building?
46. Are accommodations covered by your budget so that they can be provided in a seamless manner that does not required individuals to pay for these accommodations?