



# Project Accessibility .

## Removing Barriers for Women with Disabilities:

Improving Accessibility  
And Breast Health For  
Women With Disabilities

# Project Accessibility USA Partners & Funding



American Association on Health and  
Disability

[www.aahd.us](http://www.aahd.us)



Center for Development and Disability  
University of New Mexico

<http://www.cdd.unm.edu/dhpd/>

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!

# Why is Project Accessibility USA Important for Komen Grantees?

## The Facts

- 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)

# Why is Project Accessibility USA Important for Komen Grantees?

## The Facts

- 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 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”

# Why is Project Accessibility USA Important for Komen Grantees?

## The Research

- 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 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 on-line training modules to increase mammography staff awareness
3. On-line *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”






**ACCESSIBILITY SELF-ASSESSMENT GUIDE FOR  
MAMMOGRAPHY FACILITIES**

FACILITY NAME \_\_\_\_\_

COMPLETED BY \_\_\_\_\_

AFFILIATE \_\_\_\_\_

PROJECT ACCESSIBILITY USA IS A COLLABORATIVE PARTNERSHIP BETWEEN THE  
AMERICAN ASSOCIATION ON HEALTH AND DISABILITY AND THE  
CENTER FOR DEVELOPMENT AND DISABILITY AT THE UNIVERSITY OF NEW MEXICO  
WITH FUNDING PROVIDED BY SUSAN G. KOMEN FOR THE CURE.



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# “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

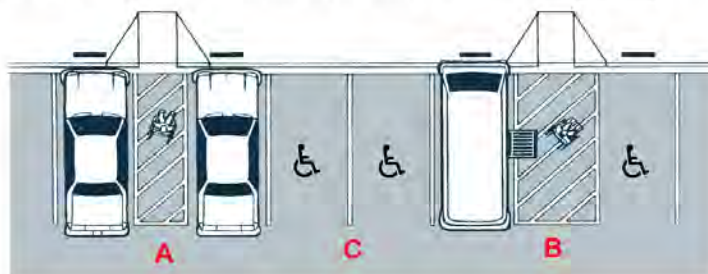
# “Assessment Guide for Mammography Facilities”

## Parking Lot Accessibility

- 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 ☐
- Are the accessible parking spaces the closest parking spaces to the accessible entrance of the facility? Yes ☐ No ☐
- Are all of the accessible parking spaces and access aisles flat (no slope)? Yes ☐ No ☐
- Does each accessible parking space have an adjacent striped access aisle as shown in the diagram below? Yes ☐ No ☐

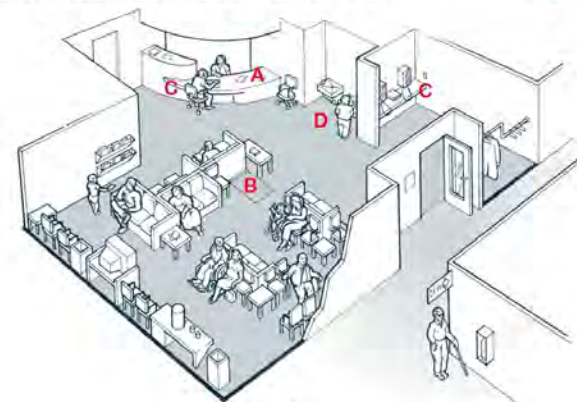
There are three kinds of accessible parking spaces: “car accessible” (5 foot wide aisle shared by two spaces) as in Example A below. “Van accessible” (spaces with an 8 foot wide access aisle adjacent to the car) as in Example B below and “handicap reserved” (spaces without adjacent loading space but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

- How many car-accessible parking spaces are in your parking lot (“A” in the diagram below)?
- How many ramp van accessible parking spaces are in your parking lot (“B” in the diagram below)?
- How many handicap reserved spaces are there in your parking lot (“C” in the diagram below)?
- How many parking spaces are there (total) in your parking lot?



## Waiting Room accessibility

- Is the opening in the main entry door to the reception/waiting area at least 36' wide? Yes ☐ No ☐
- Are the tops of any work surfaces such as countertops, etc. (“A” in the diagram below):
  - a minimum of 28" from the floor? Yes ☐ No ☐
  - a maximum of 34" from the floor? Yes ☐ No ☐
- 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 ☐
- 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 ☐
- 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 ☐
- 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”



## Project Accessibility Quick Guide To Interacting With People With Disabilities

### 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.



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### 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.



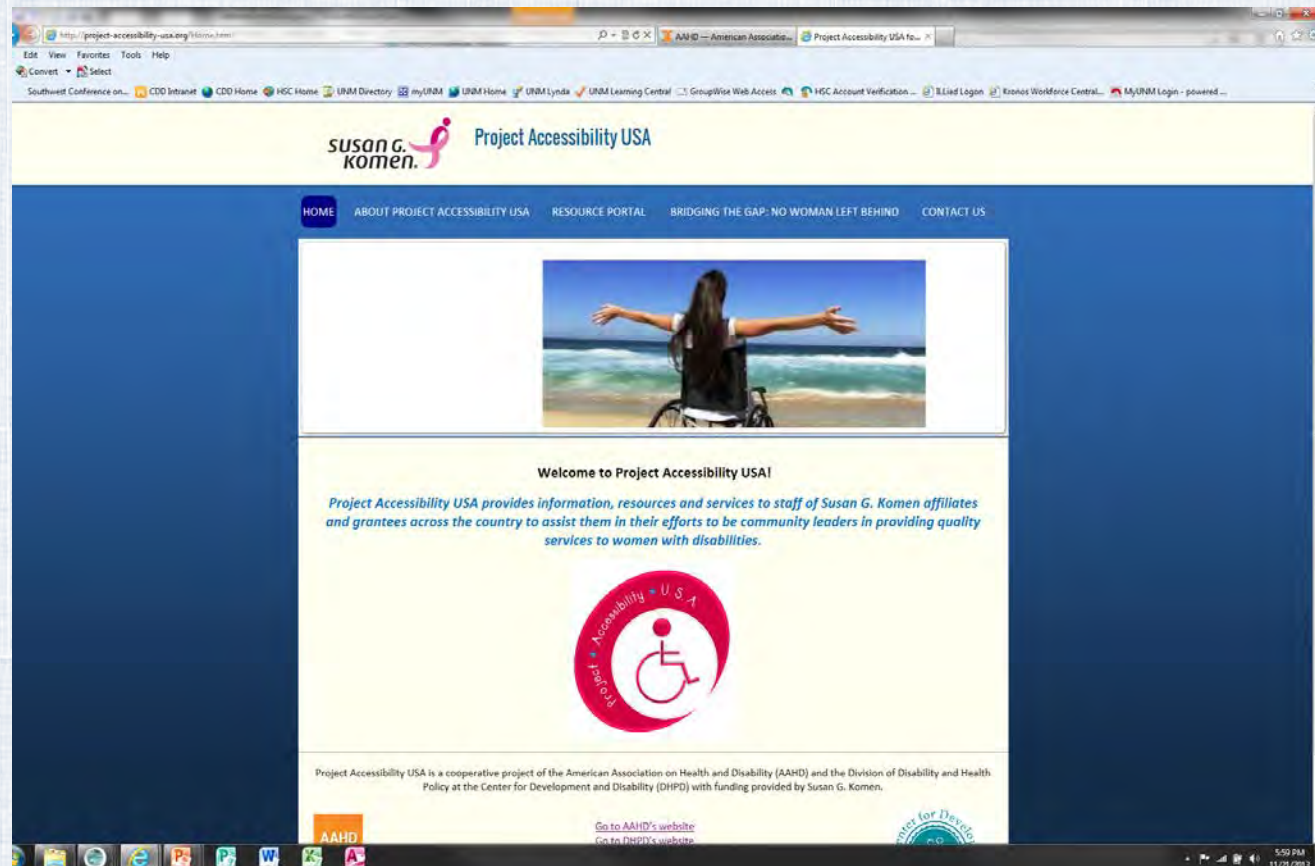
# “Tips for Women with Disabilities and Breast Health”



## 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

The screenshot shows a web browser window displaying the "Breast Health Resource Portal" website. The browser's address bar shows the URL: <https://www.cdd.unm.edu/apps/learning/Portal/Default.aspx?ProgramID=28>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The browser's toolbar includes a search bar, a "Convert" button, and a "Select" button. The browser's status bar shows the page title "Learning Portal Program" and the page URL "Project Accessibility USA for S...".

The website header features the University of New Mexico logo and the text "THE UNIVERSITY of NEW MEXICO". Below the header is a navigation bar with links to "UNM A-Z", "Directory", "Faculty", and "myUNM". A search bar is also present in the navigation bar.

The main content area is titled "Learning Portal Program" and "Welcome to Project Accessibility USA Learning Portal Program". It features a large orange logo for "AAHD" (American Association on Health and Disability). To the left of the logo is a sidebar with links to "CDD Home", "About CDD", "Project Accessibility USA Home", and "Contact Us". Below the sidebar is a "Find us on Facebook" button.

To the right of the logo is a "Breaking News" section with the text: "AAHD Sponsors Special Strand at Southwest Disability Conference on Access to Health For Women With Disabilities! Visit <http://www.cdd.unm.edu/swconf> for more information." Below the news section are logos for "Susan G. Komen Cure" and "Project Accessibility USA is funded by Susan G. Komen for the Cure."

Below the main content area is a section titled "About the Program" with the text: "Project Accessibility USA is a cooperative project of the American Association on Health and Disability (AAHD) and the Division of Disability and Health Policy at the Center for Development and Disability." Below this text are three checkboxes: "I am a registered user of the Learning Portal", "Register for Continuing Education credit or certificates of achievement", and "View on-line offerings without registering for credit or certificates."

At the bottom of the page is a footer with contact information for the Center for Development and Disability, Information Network Resources, and Library Services. It also includes a "PLEASE NOTE" section with a warning about pop-up windows and a "WCC XNTHL 8.6" logo.

# 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!

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

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