



Advisory Committee on Accessibility

Monday, October 27, 2025, 3:30 PM, Sharon Bushor Conference Room, first floor of City Hall 149 Church Street, Burlington, Vermont

Meeting Invite information

Zoom Link: <https://zoom.us/j/92356452507?pwd=Zk6QCJswEJla4hSa3seazYvWwFa3Uh.1>

Webinar ID: 923 5645 2507

Passcode: 120399

1. Call to Order

2. Adopt the Agenda

3. Adopt Minutes

Subject	3.1. Adopt and approve the September 15th 2025 Draft Minutes of the Burlington Advisory Committee on Accessibility
Meeting	October 27, 2025 - Burlington Advisory Committee On Accessibility - Monday, October 27, 2025, 3:30 PM, Sharon Bushor Conference Room, first floor of City Hall 149 Church Street, Burlington, Vermont
Category	3. Adopt Minutes
Department	Other
Type	

4. Public Forum

Subject	4.1. Communication to Secretary of States Office – Regarding Accessibility Efforts for Public Meetings and Elections
Meeting	October 27, 2025 - Burlington Advisory Committee On Accessibility - Monday, October 27, 2025, 3:30 PM, Sharon Bushor Conference Room, first floor of City Hall 149 Church Street, Burlington, Vermont
Category	4. Public Forum
Department	Other
Type	

5. News and Updates

Subject	5.1. Proposed new additional members of the Committee
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Meeting October 27, 2025 - Burlington Advisory Committee On Accessibility - Monday, October 27, 2025, 3:30 PM, Sharon Bushor Conference Room, first floor of City Hall 149 Church Street, Burlington, Vermont

Category 5. News and Updates

Department Other

Type

Recommended Action

6. Work Session - Open and Accessible Meetings Best Practices

Subject 6.1. City of Burlington Meeting Minute Policy Feb 28 2025

Meeting October 27, 2025 - Burlington Advisory Committee On Accessibility - Monday, October 27, 2025, 3:30 PM, Sharon Bushor Conference Room, first floor of City Hall 149 Church Street, Burlington, Vermont

Category 6. Work Session - Open and Accessible Meetings Best Practices

Department Department of Finance and Administration

Type

Recommended Action

Subject 6.2. Accessibility Best Practices for City Employee Notes2.0 Document

Meeting October 27, 2025 - Burlington Advisory Committee On Accessibility - Monday, October 27, 2025, 3:30 PM, Sharon Bushor Conference Room, first floor of City Hall 149 Church Street, Burlington, Vermont

Category 6. Work Session - Open and Accessible Meetings Best Practices

Department Other

Type

Recommended Action

7. Adjournment

Subject 7.1. Motion to adjourn

Meeting October 27, 2025 - Burlington Advisory Committee On Accessibility - Monday, October 27, 2025, 3:30 PM, Sharon Bushor Conference Room, first floor of City Hall 149 Church Street, Burlington, Vermont

Category 7. Adjournment

Department Council and Board

Type

Recommended Action

8. Informational and Non-Discrimination Statements

Subject **8.1. This agenda is available in alternative formats upon request. Persons with disabilities who require assistance or special arrangements to participate are encouraged to contact 802-865-7000 (voice) or 802-865-7142 (TTY) at least 72 hours in advance so that proper arrangements can be made. The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status, crime victim status or genetic information.**

Meeting October 27, 2025 - Burlington Advisory Committee On Accessibility - Monday, October 27, 2025, 3:30 PM, Sharon Bushor Conference Room, first floor of City Hall 149 Church Street, Burlington, Vermont

Category 8. Informational and Non-Discrimination Statements

Department Council and Board

Type



**BURLINGTON ADVISORY COMMITTEE ON ACCESSIBILITY
 SHARON BUSHOR CONFERENCE ROOM, FIRST FLOOR OF CITY HALL 149 CHURCH
 STREET, BURLINGTON, VERMONT
 MINUTES OF MEETING
 September 15, 2025**

1. Call to Order

1. Call to Order

Meeting Called to order at 309pm pm by Nate Besio

Members of the Committee Present

- Joined in Person - Tim Williams (He/Him) - Staff support for the committee
- Joined Online - Ashley Parker (She/Her) - Capital Programs Director
- Joined in Person - Nate Besio (He/Him)- Representative of the Vermont Center for Independent Living, Committee Chair
- Joined in Person-Scottie Taylor (They/Them) - Burlington Resident
- Joined In Person - Karen Downey (She/Her) - Resident of Burlington and Adjunct Faculty Instructor UVM Occupation Therapy Doctoral Program
- Joined in Person - John Thomas (He/Him) - Vermont Association for the Blind and Visually Impaired
- Joined in Person - Sharon Henault (She/Her) - Resident of Burlington
- Joined in Online - Katherine Schad (She/Her) - Chief Administrative Officer and ADA Coordinator

Members of the Committee Not Present

Lisa Black(She/Her) - Disabled physicians assistant, a board-certified patient advocate, licensed ADA coordinator, Committee Co-Chair

Other Guests Present

- Joined Online - Sophie Sauve (She/Her) - Burlington Parks Recreation and Waterfront
- Joined In Person - Jon Adam-Kolitz (He/Him) — Burlington Parks Recreation and Waterfront

2. Adopt the Agenda

2. Adopt the Agenda

Motioned by Sharon, seconded by John
 Final Resolution: Motion Passes
 Yes: Unanimous

3. Adopt Minutes

3. Adopt Minutes

Subject	3.1. Adopt and approve the draft minutes of the August 18th meeting of the Burlington Advisory Committee on Accessibility
Meeting	September 15, 2025 - Burlington Advisory Committee On Accessibility - Monday, September 15, 2025, 3:00 PM, Sharon Bushor Conference Room, first floor of City Hall 149 Church Street, Burlington, Vermont
Category	3. Adopt Minutes
Department	Other

Type

3.1. Adopt and approve the draft minutes of the August 18th meeting of the Burlington Advisory Committee on Accessibility

Motioned by Karen seconded by Scottie

Final Resolution: Motion Passes

Yes: Unanimous

4. Public Forum

4. Public Forum

No members of the public were present online or in person to address the committee.

5. News and Updates

5. News and Updates

Subject	5.1. Playground Subcommittee update on Pomeroy Park Playground
Meeting	September 15, 2025 - Burlington Advisory Committee On Accessibility - Monday, September 15, 2025, 3:00 PM, Sharon Bushor Conference Room, first floor of City Hall 149 Church Street, Burlington, Vermont
Category	5. News and Updates
Department	Other

Type

5.1. Playground Subcommittee update on Pomeroy Park Playground
Scottie, updated the committee on the work the subcommittee had done to review accessibility plans for the playground/ park area of Pomeroy Park. Additionally, Sophie shared that the Universal design guidelines had been adopted by the Parks Rec and Waterfront committee, and would be sharing those with the committee shortly.

6. Discussion on best practices for maintaining accessibility to Burlington open meetings

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The Committee started to discuss what if any best practices might be beneficial to put into writing as it pertaining to keeping open meetings accessible to all people who wish to participate, including assuming closed captioning is available in recorded meetings, as well as the possible ASL interpreters. The committee has committed to having their October meeting be a working session to draft some form of letter that can be presented to the council, the mayor's office and the Chief Administrative officer for consideration of best practices.

7. Appointing final 3 members to committee

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Discussion began about appointing three additional members to the committee. The resolution passed by the council has 12 seats, with nine having specific roles associated with them, and the additional three available for the committee's discretion. Multiple members of the committee thought of some people that may be good fits for the committee, including a designer to include a youth member of the committee who may be connected with the Burlington School system.

8. Other Committee Business

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Subject **8.1. Discussion on private parking garages**

Meeting September 15, 2025 - Burlington Advisory Committee On Accessibility - Monday, September 15, 2025, 3:00 PM, Sharon Bushor Conference Room, first floor of City Hall 149 Church Street, Burlington, Vermont

Category 8. Other Committee Business

Department Other

Type

Recommended Action

8.1. Discussion on private parking garages

A motion was made to formally support the council resolution "Consumer Choice and Disclosure of parking terms & Rates in privately owned lots" by Sharon, seconded by Karen.

Final Resolution: Motion Passes

Yes: Unanimous

Link to resolution language <https://burlingtonvt.portal.civicclerk.com/event/8189/files/attachment/10983>

9. Adjournment

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Subject **9.1. Motion to adjourn**

Meeting September 15, 2025 - Burlington Advisory Committee On Accessibility - Monday, September 15, 2025, 3:00 PM, Sharon Bushor Conference Room, first floor of City Hall 149 Church Street, Burlington, Vermont

Category 9. Adjournment

Department Council and Board

Type

Recommended Action

9.1. Motion to adjourn

Motioned by Karen, seconded by John

Final Resolution: Motion Passes

Yes: Unanimous

10. Informational and Non-Discrimination Statements

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Subject **10.1. This agenda is available in alternative formats upon request. Persons with disabilities who require assistance or special arrangements to participate are encouraged to contact 802-865-7000 (voice) or 802-865-7142 (TTY) at least 72 hours in advance so that proper arrangements can be made. The City of Burlington will not tolerate unlawful harassment or**

discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status, crime victim status or genetic information.

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Category 10. Informational and Non-Discrimination Statements

Department Council and Board

Type

10.1. This agenda is available in alternative formats upon request. Persons with disabilities who require assistance or special arrangements to participate are encouraged to contact 802-865-7000 (voice) or 802-865-7142 (TTY) at least 72 hours in advance so that proper arrangements can be made. The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status, crime victim status or genetic information.

DRAFT

Timothy Williams

From: Timothy Williams
Sent: Friday, October 10, 2025 3:33 PM
To: lauren.hibbert@vermont.gov
Cc: Lisa Black; Nate Besio; Katherine Schad
Subject: Connecting on Accessibility Efforts for Public Meetings and Elections

Hi Lauren,

I hope you're doing well. My name is Tim Williams, and I serve as the City of Burlington's Safety Manager and an appointed member of the City's Advisory Committee on Accessibility. I've included committee chair Nate Besio and Lisa Black, and Chief Administrative Officer, member of the committee and the city's appointed ADA Coordinator Katherine Schad onto this email thread

Our committee is beginning a discussion on how the City can strengthen and maintain best practice recommendations related to accessibility in public meetings and elections. I understand that your office is currently working on similar efforts at the state level, and I was hoping to connect to learn more about what's being developed so that we can align our local approach and avoid reinventing the wheel.

If you're available, I'd appreciate the opportunity to schedule a brief conversation to discuss your ongoing work and potential ways to collaborate or share insights. Please let me know what times might work best for you in the coming weeks.

Thank you for your time and leadership on this important topic.

Tim Williams. (He/Him/His)
Department of Finance and Administration
Safety Manager
[City of Burlington](#)
200 Church Street, Suite 102 | Burlington, VT 05401
Office Hours: 8:00am – 4:30pm
Phone: (802) 829-5287 | Fax: (802) 864-1777

[Career & Internship Opportunities](#)

Please note that this communication and any response to it will be maintained as a public record and may be subject to disclosure under the Vermont Public Records Act.

Meeting Minutes Policy **February 28, 2025**

Purpose

This policy establishes procedures for recording meetings and maintaining meeting minutes in compliance with Vermont's Open Meeting Laws while leveraging technology to improve efficiency and accuracy.

Scope

This policy applies to all public meetings, including City Council, boards, commissions, and department meetings subject to Open Meeting Laws.

Policy

Compliance with Open Meeting Laws

- Meeting minutes must include the date, time, and location of the meeting, a list of attendees (including members present and absent and public speakers who addressed the body), all motions made, and votes taken.
- Meeting minutes do not have to be a transcript of the meeting but must give a "true indication of the business of the meeting" 1 V.S.A. § 312(b)(1).
- Draft minutes must be available within five (5) calendar days following the meeting as required by Vermont law. Except for draft minutes that have been substituted with updated minutes, posted minutes shall not be removed from the website sooner than one year from the date of the meeting for which the minutes were taken. 1 V.S.A. § 312(b)(2).

Use of Technology

- Meetings should be hosted online (usually Microsoft Teams and sometimes Zoom) and must be recorded. The recordings should be posted at the same time with the draft minutes.
- Staff should also enable the transcription option.
- Where the technology to edit transcripts exists, staff shall annotate all AI generated transcripts to indicate clearly that they have been generated by AI and are not guaranteed accurate. Staff also should review and edit AI-generated transcripts to ensure clarity, accuracy, and compliance with Open Meeting Law requirements. If transcripts will be required to be admitted in any on-the-record legal proceeding, the City Attorney's Office should be consulted to determine whether a separate transcription of any meeting recording should be made by a certified court reporter or professional transcriptionist.

Exceptions & Special Cases

- For meetings where technology is unavailable or in-person discussions occur without virtual tools, minutes should be taken manually following best practices.
- Executive sessions should not be recorded or transcribed, and minutes should only reflect the motion to enter and exit the session.

Effective Date

This policy is effective immediately upon adoption and will be reviewed annually for updates in compliance with state law and technological advancements.

Accessibility Best Practices for City Employees for Events & Meetings

This training is intended to support City employees in ensuring disability-related services in events and public meetings to best serve the Burlington community. Taking care to create an accessible event benefits not only individuals with visible or known disabilities, but also helps to ensure that all participants/attendees, including individuals with non-obvious disabilities and/or chronic health conditions, and people of all ages and body types, can fully engage in programs and events.

Make Meetings & Events Accessible

It is our expectation that all meetings and events sponsored by the City of Burlington are accessible to individuals with disabilities. Taking care to create an accessible event benefits not only individuals with visible or known disabilities, but also helps to ensure that all participants/attendees, including individuals with non-obvious disabilities and/or chronic health conditions, and people of all ages and body types, are able to fully engage in the program/events.

Budget support for services and tools should come from a department's respective budget. Questions and recommendations for support can be shared with the City's Accessibility Committee: [contact information goes here](#)

Ask!

When you send out the invitation or notice, include a welcome message to let invitees know they can contact the planner regarding accommodations.

Your message might include text such as:

"We strive to host inclusive, accessible events that enable all individuals, including individuals with disabilities, to engage fully. To be respectful of those with allergies and environmental sensitivities, we ask that you please refrain from wearing strong fragrances. To request an accommodation or for inquiries about accessibility, please contact (name, email, phone)."

One or two days before your event or meeting, send out a reminder about refraining from wearing strong fragrances.

Another approach is to include a checklist in your meeting RSVP. For example: I will need the following accommodations to participate:

- Assistive listening device
- Captioning
- ASL Interpreters
- Hearing interpreter
- Deaf interpreter
- Reserved front-row seat
- Large print
- Braille
- Advance copy of slides to be projected

- Wheelchair access
- Wheelchair access to working tables throughout the room
- Scent-free room
- Lactation room
- Gender-neutral bathroom
- Dietary Restrictions.
 - o List:
- Other:

Make sure you follow up on all requests received. If it appears you will be unable to meet a specific request, follow up with the individual who made the request to determine whether an alternative arrangement can be made.

Check Venue in Advance

Look for these features when inspecting your meeting/event space:

- **Visibility:** Consider those with impaired sight
Clear signage (identifying location and directions); well-lit meeting space and adjacent areas; projection screen visible from all seating (if using projection).
- **Acoustics:** Consider those with hearing challenges
Public address (PA) system; roving microphone; limit unnecessary background music; seating available near presenter for lip reading; availability of assistive listening devices. Is there a well-lit space for an interpreter if needed?
- **Mobility:** Consider those who may be in a wheelchair or have other mobility impairments
Accessible parking near venue; proximity to bus stop; ramp and/or elevator access; accessible bathrooms; barrier-free pathways; wide doorways and aisles to accommodate wheelchairs/scooters; no loose cables across walking areas.
- **Technology:** Consider those who may need to use adaptive devices
 - o Electrical outlets in accessible seating areas to accommodate devices, laptops, etc.; extra space or work surface
 - o Zoom: Zoom provides accessibility options. Please visit the Zoom website for assistance in making this option more accessible.
- **Service Animals:**
 - o Consider access and space for service dogs
 - o Comfortable space for service animals to rest during the event; accessible toileting and watering facilities nearby.

At the Event

Ensure that presenters are aware of the City's commitment to disability-inclusive meetings, and ask them to prepare and deliver their presentations with accessibility in mind.

- Designate
 - At larger events or events with scheduled accommodations, designate someone to be responsible for accommodations as well as help with seating, ensuring captioning and other technology is working, maintaining clear pathways, or other needs.
- Presentations
 - Provide presenters with a checklist requesting that they:
 - Submit materials in advance so that they can be forwarded to individuals who may not be able to view screens or flip charts;
 - Verbally describe visual materials (e.g., slides, charts, etc.);
 - Have printed copies available (in larger font);
 - Avoid using small print on presentations that can't be seen from a distance;
 - Ensure speakers (including those asking questions) **always** use a microphone;
- Activate captions on any video used in the presentation
 - Encourage hourly breaks; and
 - Organize breakout group activities to maximize distance between groups (e.g. each group going to a corner of the room or side rooms).

Have someone onsite who helps to ensure follow-through on all of the above.

Q&A: Make sure to repeat questions posted by audience before responding, especially if there is not a roving microphone available. Presenters or audience members may express confidence that they are loud enough and do not need a microphone. Regardless, ask them to speak into one.

Food: Clearly indicate allergens and gluten-free, vegan, vegetarian, or other options.

Event Publicity & Pre-Registration

The key to making events accessible and meeting compliance obligations is communication. Include a disability accommodation statement in all publicity and pre-registration materials that invites participants with disabilities to request accommodation. This will enable the event planner to arrange most of the accommodation and services in advance.

The disability accommodation statement should provide an event contact email and phone number.

Sample Accommodation Statements:

The City of Burlington is committed to providing universal access to all of our events. Please contact [name, email, phone] to request disability accommodation. Advance notice is necessary to arrange for some accessibility needs.

- *For disability accommodations (e.g., sign language interpreters, alternative formats) please contact [name, email, phone] as soon as possible.*
- *Sample Registration Statements: If you have a disability and may require accommodations in order to fully participate, please indicate [here](#).*
- *How would you like to be contacted to discuss your needs?*
- I will need the following accommodations in order to participate:
 - ASL Interpreter
 - Communication Access in Real Time (CART services)
 - Large print
 - Braille
 - Wheelchair access
 - Assistive Listening Device
 - An Assistant will accompany me
 - Closed-captioned videos
- Pre-registration for an event provides an opportunity for event planners to provide important details about the event. A comprehensive description of the event, including location, environmental conditions, services available, etc. will help participants determine what types of accommodations may be needed. Information that is helpful to know includes the distance to parking areas, the availability of transportation services, whether the venue is air-conditioned, if assistive listening devices are available, scooter or wheelchair availability, and the availability of food options for persons with food allergies.
- If an event includes overnight lodging, the event planner should investigate the accessibility features of the lodging.

Responding to Requests for Accommodations

Focus on the access issue and needed accommodation, not the disability of the participant. When a participant requests an accommodation, respond as quickly as possible. It may take several communications to work through the details of a particular request. In some circumstances, several options may be available to address an access need. The option preferred by the participant should be given primary consideration.

Web Accessibility

Websites are commonly used to convey information about events and as a means to register to attend an event. Creating accessible websites and registration forms is critical to ensuring that persons with disabilities have equal access to information about events. Following the World Wide Web Consortium's Web Content Accessibility Guidelines will guarantee that your web content is accessible to the broadest range of users.

Essential elements of accessible web design include:

- Providing alternate text for visual content;
- Providing text alternatives to audio content (including captioning with multimedia);
- Add an introduction video in ASL
- Cascading style sheets rather than HTML tables;
- Avoiding the use of color to convey important information;
- Using high-contrast foreground/background colors;
- Specifying the language of the content (English, Spanish, or some other language);
- Avoiding flashing animation;
- Using relative units rather than absolutes (e.g., percentages instead of pixels); and
- Making all functionality available from a keyboard

Emergency Procedures

Prior to starting your event, you should consider how the needs of people with disabilities will be handled in an emergency. When planning an event on campus, please remember:

All on-site staff should be informed of emergency evacuation procedures.

Elevators will not be available during an evacuation. If a participant is unable to exit the building, an approved safe shelter should be identified, and communicated to participants. A staff person should be identified who will inform first responders of the location of the participant who remained in the building.

Interpreter Resources

Improving communication access to an event depends on individual preferences and the nature of the occasion.

One option is sign Language Interpreting, where an interpreter translate verbal communication into American Sign Language (ASL) using hand symbols and facial expressions. Interpreters often work in pairs, taking turns every 15 minutes.

Another method is Captioning, specifically Communication Access in Real Time (CART), provided by trained stenographers. Captions can be projected on a large screen or displayed on a laptop computer given by the Deaf/Hard of Hearing individual, remote captioning is also available. This is particularly effective for events with presenters using a microphone.

It's important to note that the City of Burlington has a list of interpreting and captioning agencies, although there is no established contract rate with these vendors:

Sign Language Interpreting:

VANCRO Integrated Interpreting Services

Website: <https://vancroiis.com/>

Email: interpretingservices@vancro.com

Phone: 802-271-0104

Captioning:

Vermont Relay Conference Captioning

Website: <https://vermontrelay.com/conference-captioning/rcc-2/#>

Relay Services:

Vermont Relay

Website: <https://vermontrelay.com/relay-service/introducing-relay-service/>

Phone: 711 or 800-253-0191 for English, 877-253-5424 for Spanish-Spanish

Presentation of Content

Event planners should be prepared for the possibility that presenters and attendees at your event may also require accommodations. Both should be asked about their access needs in advance of the program.

Presenters should be asked to design their program for an audience with diverse access needs.

If a presentation includes visual content (e.g., PowerPoint presentation, video, or printed charts and graphics), it will be necessary to have the visual content prepared in an alternate format (electronic format, Braille, large print) for people who are blind or have low vision. If presentation materials are provided to participants in print, the handouts must also be accessible in alternate formats, if requested.

It is also necessary to have captions for films or videos used in a program. If the video is not captioned, sign language interpreters or real-time captionists may be needed for access to video content of the meeting.

Addressing Communication Access Needs

Attendees who require communication access often find email more effective than the telephone conveying their needs. It is advisable to inquire about attendees; communication preferences, and every effort should be made to accommodate these preferences.

Primary communication access methods include the use of an Assistive Listening System (ALS) and sign language interpreting. It is essential to provide an advance copy of the agenda and any written materials to ensure the interpreter is well prepared for any specialized vocabulary and names for both in person or virtual meetings or presentations.

If using sign language interpreting services are utilized:

In Person:

- Reserve seating in front for the attendee and companions.
- Position sign language interpreters in the front of the room, close to the speaker, and within the sight line of the Deaf attendee
- For simultaneous viewing of the interpreter and speaker illuminate the interpreter with a spotlight if the room lighting is dimmed.

Virtual:

- Multi-pin Features:
 - Enable multi-pin features for both the interpreter and the Deaf participant, allowing them to pin the Deaf attendees for enhanced visibility.
- Video Recording Etiquette:
 - If recording the session, request participants to keep their videos off unless actively interpreting or speaking. This facilitates easier viewing for non-participants at a later time.
- Captioning and SRT Files:
 - If utilizing captioning, inquire about the possibility of converting it into an SRT file. This enables you to upload it onto the YouTube channel for a polished and professional appearance, as opposed to relying on AI-generated captions.

Room Selection & Set-Up

Choosing a Physically Accessible Location

Schedule your event in wheelchair-accessible buildings and rooms. Conduct an on-site visit to evaluate the facility. Wheelchair access must be available in all portions of the venue that participants will be using, including the speaker's area. An accessible restroom should be within 200 feet of the event location. Braille and tactile signage should be available for directional assistance. Accessibility begins with parking—how people on and off campus can navigate to your event. Given the topography of our campus, many people with disabilities navigate campus with accessible parking and drop-off areas. Survey the location for accessible parking and an accessible path of travel from the parking area. If the event is held in a location with no close available parking, identify a method of transportation that will assist attendees with getting to the event location.

If you must host your meeting in an inaccessible location or one in which access is not easily achievable, communicate the access plan for participants with disabilities in your pre-event publicity. Be sure to include a contact number for questions about access to the venue.

Accessible Room Set-Up

Once an accessible site is selected, the meeting room furniture must be arranged so that people who use mobility devices (e.g., wheelchairs, scooters, walkers, crutches, canes) can maneuver throughout and use the amenities independently; people who are blind or have low vision can navigate easily and safely; people who are deaf or hard of hearing can use assistive listening systems and see speakers, interpreters, and captioning; and all participants feel comfortable and ready to be engaged in the event.

Staff Awareness & Sensitivity

Being prepared can help you handle unexpected requests. Despite all possible efforts to create an accessible event, some participants may request accommodations at the event. The City of Burlington is obligated to make its best effort to provide access if the request is reasonable and can be readily accomplished. Staff awareness and sensitivity are essential to successfully complying with this obligation.

Be conversant with the terms used to convey positive communication with persons with disabilities. Terms such as “wheelchair bound” and “handicapped” are examples of outdated terms that present disability in negative terms.

More information about People First Language and tips on communicating with and about people with disabilities can be found at <http://www.health.state.ny.us/publications/0951/>

On-site Registration

Registration workers should be well-informed about how to provide accommodations and where to obtain services. Staff should know the answers to common questions such as:

- “Do I need a City permit to use an accessible parking space?”
 - (Answer: Car owner must have a state-accessible permit or obvious temporary disability.)
- “Where is the accessible restroom and water fountain?”
- “When traveling around campus, how do I find accessible paths of travel?”
- “Are there Braille directional signs in the building?”
- “Will there be a wheelchair or scooter available to use? If not, where can I rent one locally?”

During the Event

Event staff should be apprised of the general obligation to provide accommodation for people with disabilities. Staff should be prepared to offer assistance (directions for drop-off and accessible parking, seating, or using the amenities of the building, etc.