

# Celebrating the ADA: Where do we go from here?

*You have the power to make disability an asset.*

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# ADA 2020: Who are your consumers?

**25%** of people in America have disabilities.

**53%** of people either have and/or are intimately connected to someone who is disabled.

An **empowered** younger generation of disability individuals who are comfortable accessing their rights and serving as activists to bring about change.

*Disability is Diversity. A **consumer recommitment** to DE&I.*

You are a **high-touch** business.

# Are your consumers on your payroll?

**20%** of people in American workforce have a disability (either visible or invisible).

- *Design & operate a service that genuinely resonates with customers.*
- **Address complaints with efficiency, effectiveness and empathy. Create reflective feedback practices**
- *Consider universal design principles to consumer experiences (identify potential roadblocks during the planning and structuring stages)*
- **Consumers are watching. They care.**
  - **Are stakeholders at the table?**
  - **Customer complaints**
  - **Civil Rights complaints**
  - **“Nothing about us Without Us.”**

# How do we begin the process?

*Establish Pathways: reflect on your current practices:*

- **What is your disclosure rate?**
- *What are your current protocols when an employee discloses their disability?*
- **Would your consumer want to work for you?**

*Build your company's capacity for disability inclusion:*

- **Cultivate a culture where disability is genuinely valued and seen as an asset.**
- **Make a commitment**
  - *On-going trainings that lead to effective & sustainable change*
  - *Policy and procedure*

# Questions and Comments

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