



Success-ibility: Complying with ADA Guidelines When Planning Your Next UNC Charlotte Event

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“Accessibility is the practice of designing and developing spaces and products such that their presentation, content and functionalities are understandable and operable by as many people as possible.”



Roadmap

1. Legal Standards and Compliance Resources
2. Case Law
3. Components of Accessible Events
4. Best Practices
5. Accommodation Statement & Examples
6. Checklist



Legal Standards & Compliance Resources - Federal

- The Americans with Disabilities Act (ADA)
 - Title II - state and local government services
 - Title III - public accommodations and commercial facilities
- Section 504 of The Rehabilitation Act
- Fair Housing Act (FHA)
- [2010 Standards for Accessible Design](#)
- [U.S. Access Board](#)
- Web Content Accessibility Guidelines (WCAG) international [standard](#)



Legal Standards & Compliance Resources - State

[The North Carolina Persons with Disabilities Protection Act](#)

- **Reasonable Accommodation in a place of public accommodations:** “making reasonable efforts to accommodate the disabling conditions of a person with a disability, including, but not limited to, making facilities accessible to and usable by persons with a disability, redesigning equipment, providing auxiliary aids and services needed to make aurally and visually delivered materials available, as needed, to individuals with hearing or sight impairments, providing mechanical aids or other assistance, or using alternative accessible locations.”



Legal Standards & Compliance Resources - State

[The North Carolina Persons with Disabilities Protection Act](#)

- “It is a discriminatory practice for a person to deny a qualified person with a disability the full and equal enjoyment of the goods, services, facilities, privileges, advantages, and accommodations of a place of public accommodation on the basis of a disabling condition.”

North Carolina Department of Health and Human Services - [Disability Services](#)



Bartell v. Grifols Shared Servs NA, Inc. (2022 WL 3359304 (M.D.N.C. Aug. 1, 2022))

- Plaintiff was a plasma donor who attempted to bring her service animal dog onto the donor floor of a plasma donation center. Plaintiff is blind and relies on her service animal to navigate her surroundings.
- Defendants refused to allow Plaintiff's service animal onto the donor floor, citing "rigorous health and safety policies."
- Defendant argued the service animal would fundamentally alter their service: "the safe and sanitary collection of plasma," and the inability to comply with Food and Drug Administration (FDA) regulations.



Bartell v. Grifols Shared Servs NA, Inc., (continued)

- Court's Analysis: Plaintiff previously brought her service animal to the center, and Defendants did not explain why Plaintiff was not barred from donating with her service animal in the past.
- Defendants failed to show they made an “individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence, to ascertain the risk and likelihood of injury the service animal poses to the plasma donation process.”



Components of Accessible and Inclusive Events

- Accessible website and other promotional materials
- Accessible ticketing (online, will call, in-person)
- Accessible parking that connects via an accessible route to an accessible entrance of the venue
- Ramps & Elevators
- Accessible restrooms (includes portable toilets)
- Accessible seating (in multiple locations)
- Accessible Wireless connection
- Use of microphone
- Video captions
- Knowledgeable/prepared event staff and security staff



Best Practices

Access First

- Shared use paths with ramps (physical environs)
- Alternative text (communication)
- Accessible website (communication)
- Planning an Accessible Event Checklist



Accommodation Second

- Accommodation statement
- Ask-do not assume
- Individualize
- Be aware of language (e.g., suffering, bound, handicap)



Accommodation Statement

Sample Notification Statement:

UNC Charlotte is committed to having an accessible campus for individuals with disabilities. To request accommodations under the Americans with Disabilities Act (ADA), individuals should complete a [request form](#) or email the request to accessibility@charlotte.edu or contact the Office of Disability Services at 704-687-0040 (tty/v).

Requests should be made at least 7 business days prior to the event.



Examples of Accommodations

- Sign Language Interpreter
- Real-Time, Professional Captions
- Audio Description
- Personal Care Attendant (Not required to have a ticket)
- Priority Seating
- Large Print Program

Potential accommodation requests should be incorporated into the event budget



Resources

- Planning Accessible Events:
[Accessible Event Checklist](#)

The screenshot shows a web browser window with the URL <https://accessibility.charlotte.edu/alerts-events/planning-accessible-events>. The page features a dark green header with the University of North Carolina at Charlotte logo and the text "CAMPUS ACCESSIBILITY". Below the header is a navigation menu with links: COMMITTEE, USING CAMPUS RESOURCES, CREATING ACCESS, TRAINING, ALERTS & EVENTS, REQUEST SERVICES FOR AN EVENT, ACCESSIBILITY AWARD, and REPORT A BARRIER TO ACCESS. The main content area has a breadcrumb trail: Home / Alerts & Events / Planning Accessible Events. The title "PLANNING ACCESSIBLE EVENTS" is prominently displayed in large green letters. On the left, there is a sidebar menu under the heading "ALERTS & EVENTS" with options: Campus Alerts, Commencement, and Planning Accessible Events (which is highlighted). The main text explains that when planning events, it is important to consider individuals with disabilities who may attend. It lists considerations such as accessible parking, pathways, restrooms, and appropriate access for individuals with visual, auditory, or mobility impairments. It also states that a request for event accommodations should be addressed early to ensure services can be arranged. A link to the "Accessible Event Checklist" is provided for detailed information. Finally, it emphasizes the need to provide public notification about requesting accommodations and to hold events in accessible locations, including a statement at the foot of the event announcement.

Home / Alerts & Events / Planning Accessible Events

PLANNING ACCESSIBLE EVENTS

ALERTS & EVENTS

- Campus Alerts
- Commencement
- Planning Accessible Events

When planning events it is important to consider individuals with disabilities who may attend the events. Accessible planning should include the faculty, staff, students and campus visitors who may need accessible features in order to participate in events. Planning should consider accessible parking, pathways, restrooms, and appropriate access for individuals who may have visual, auditory or mobility impairments. A request for event accommodations should be addressed early to ensure that services can be arranged.

Detailed information for planning accessible events is available in the [Accessible Event Checklist](#).

It is essential to provide public notification about requesting accommodations as well as to hold events in accessible locations. Include a statement at the foot of the event announcement informing individuals about whom they should contact in order to request an accommodation.



Questions?

