

Disability Access Services Overview

The California Department of Rehabilitation (DOR) works in partnership with consumers and other stakeholders to provide services and advocacy resulting in employment, independent living, and equality for individuals with disabilities.

DOR established Disability Access Services (DAS) to serve as a resource that provides public information, consultation, training, technical assistance, and remediation to state and local government, employers and businesses to help prevent accessibility issues.

DAS provides the following:

- Physical, digital and communication accessibility expertise for employers, businesses, and consumers.
- Guidance to public organizations on their responsibilities and the requirements of accessibility for persons with disabilities.
- Services at little to no cost for state and local government and DOR affiliated partners.
- Specific information and links on the major laws, regulations, resources, and referrals regarding disability access and rights in California for public entities, citizens, businesses, and other interested persons.

The information provided is intended solely as informational guidance and not a substitute for legal counsel. For specific legal advice concerning disability laws please contact an attorney. DAS is not involved in the enforcement of these laws.

Accommodations

DOR is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made 10 working days prior to the event.

DOR Class Offerings

Classes are provided in a classroom setting with live trainer led instruction and interactive hands on exercises. The training curriculum is not designed for virtual training, videoconference, video/multimedia recording, and/or webinar platforms, unless otherwise noted.

To learn more about [DAS training](#) classes check out the opportunities on the next pages or visit <https://dor.ca.gov/Home/DasTrainings> or contact DAS via email at DASTraining@dor.ca.gov, Voice 1-916-558-5755, or TTY 1-844-729-2800.

Department of Rehabilitation Training Opportunities

Table of Contents

DISABILITY AWARENESS	2
Disability Awareness and Etiquette Training.....	2
DOCUMENT ACCESSIBILITY	3
Accessible Microsoft Office Documents.....	3
Accessible PDF Documents 2.1	3
EMPLOYMENT	4
Introduction to ADA/FEHA	4
Consumer Self Disclosure of Disability	4
Working with Individuals with Hidden Disabilities	4
Practical Solutions to Reasonable Accommodations.....	5
Hiring and Supervising an Employee with a Disability	5
PHYSICAL ACCESS.....	5
Physical Access Overview.....	5
How to Survey	6
PROGRAM ACCESS.....	6
ADA Basics.....	6
Serving Customers with Disabilities.....	6

DISABILITY AWARENESS

Disability Awareness and Etiquette Training

Course Description

Participants will explore myths and misconceptions that create barriers for employees and customers with a disability. Participants will learn best practices for serving and communicating with individuals with disabilities.

Intended Audience

This class is recommended for staff that might have contact or work on the behalf of persons with disabilities. Classes are in a classroom type setting.

Class Size and Hours

25-35 students; 2-4 Hours of Instruction

DOCUMENT ACCESSIBILITY

Accessible Microsoft Office Documents

Course Description

This class teaches seven basic principles to create accessible content in Microsoft Word, Excel, Outlook, and PowerPoint. This class will cover the basic steps in the creation of accessible documents in Microsoft Office. This class includes the basic accessibility features built into Microsoft Office 2016. Some pros and cons of each format will be discussed. Utilizing the principles learned in this class will help ensure that electronic content is accessible to employees, reviewers, stakeholders, and customers with disabilities and usable by persons who utilize assistive technologies. This class is a mixture of lecture and hands-on training with a laptop.

Intended Audience

This class is not intended for new Microsoft Office users. This class is recommended for anyone that creates, reviews or distributes electronic content. The information taught in this class is specific to the accessibility features within the software.

Class Size and Hours

12-18 students in a computer lab setting that includes Microsoft Office 2016, color contrast analyzer, and screen reader; 6 Hours of Instruction

Accessible PDF Documents 2.1

Course Description

Content creators will learn to create accessible PDF documents, including forms. Analysts who create and manage existing PDF documents will learn how to fix common errors from the accessibility report. We will highlight the importance of using assistive technologies and human testing in accessibility checks. All too often document authors rely solely on software tools to check for accessibility resulting in electronic content that has significant problems with both accessibility and usability for persons who utilize assistive technologies. This class is a mixture of lecture and hands-on training with a laptop.

Prerequisites

Accessible Microsoft Office Documents is a prerequisite for the Accessible PDF Documents 2.1 training.

Intended Audience

This class will not teach you how to use Adobe Acrobat Pro. The focus of this class is specific to the accessibility features within the software. This class is recommended for anyone that is responsible for creating and remediating PDF documents.

Class Size and Hours

12-18 students in a computer lab setting that includes Microsoft Office 2016, Adobe Pro XI or DC, color contrast analyzer, and screen reader; 6 Hours of Instruction

EMPLOYMENT

Introduction to ADA/FEHA

Course Description

This class is designed to provide familiarity with the basic employment provisions of the California's Fair Employment and Housing Act (FEHA) and the Americans with Disabilities Act (ADA).

Intended Audience

This class is designed for new staff, supervisors, and managers interested in learning more about the ADA/FEHA.

Class Size and Hours

25-30 students; 2 Hours of Instruction

Self-Disclosure of Disability

Course Description

This training will review the scope of permissible and inappropriate medical inquiries and confidentiality requirements outlined by both the ADA and California's counterpart, the Fair Employment and Housing Act (FEHA). Program staff will learn what medical information is needed and how to use this information for vocational planning, job placement and job retention purposes.

Intended Audience

This class is recommended for service providers and staff who interact with employers and provide placement services for job seekers with a disability.

Class Size and Hours

25-30 students; 4 Hours of Instruction

Working with Individuals with Hidden Disabilities

Course Description

Individuals with non-obvious disabilities including mental health conditions, autism, learning histories, diabetes, and/or other types of episodic health impairments experience significant challenges in obtaining or maintaining employment opportunities due to myths and misinformation regarding their health conditions and misconceptions regarding the legal protections afforded job seekers and the employers. This training will provide straight forward answers to the most frequently asked questions asked by Workforce staff regarding vocational planning, job placement and job retention strategies for individuals with hidden disabilities.

Intended Audience

This class is recommended for service providers and staff who interact with employers and provide placement services for job seekers with a disability.

Class Size and Hours

25-30 students; 6 Hours of Instruction

Practical Solutions to Reasonable Accommodations

Course Description

This class is designed to develop competency in the reasonable accommodation process for employees with disabilities from recruitment, hiring, onboarding, training, and employment.

Intended Audience

This hands-on class is designed for Reasonable Accommodation Coordinators, Return to Work Coordinators and staff responsible for implementing or oversight of their department's reasonable accommodation process.

Class Size and Hours

25-30 students; 6 Hours of Instruction

Hiring and Supervising an Employee with a Disability

Course Description

This class is designed specifically for supervisors and managers to learn the basic provisions of the California's Fair Employment and Housing Act (FEHA) and the Americans with Disabilities Act (ADA) and understand their responsibilities during the reasonable accommodation process.

Intended Audience

For hiring supervisors and managers.

Class Size and Hours

25-30 students; 6 Hours of Instruction

PHYSICAL ACCESS

Physical Access Overview

Course Description

This class is an overview of federal and state access requirements for the built environment focusing on the criteria that impact accessibility for individuals with disabilities. Attendees will learn basic ADA and State requirements for access in existing buildings, physical barriers that impede the delivery of services to customers with disabilities, overview of self-evaluation and transition plan requirements, survey checklist, reference guide, and tools used to conduct surveys.

Intended Audience

This class is recommended for managers and supervisors responsible for the physical accessibility of their buildings and locations.

Class Size and Hours

25-30 students; 4 Hours of Instruction

How to Survey

Course Description

In this class you will learn the fundamental principles of access to programs, services, and activities and apply basic ADA and State requirements for access in existing buildings. You will gain knowledge of spatial awareness as it relates to movement throughout the built environment and identify barriers that impact accessibility and impede the delivery of services to customers with disabilities. Through hands-on small group instruction, you will use a survey checklist, reference guide and tools to survey exterior and interior access elements for physical accessibility and acquire basic surveying skills used to accurately measure interior and exterior physical elements.

Intended Audience

This class is recommended for staff who will survey facilities to ensure accessibility of the built environment including facilities managers and supervisors and space planners.

Class Size and Hours

6-8 students; 12 Hours of Instruction

PROGRAM ACCESS

ADA Basics

Course Description

This class is designed to provide familiarity with the basic program accessibility provisions and the five titles of the Americans with Disabilities Act (ADA).

Intended Audience

This class is recommended for executives, managers, supervisors, and key equal opportunity personnel providing programs, services, and activities for customers with disabilities.

Class Size and Hours

25-30 students; 2 Hours of Instruction

Serving Customers with Disabilities

Course Description

This course will examine the demographic changes occurring in California, and the inclusionary requirements of Title II of the Americans with Disabilities Act, as well as, California's Government Code Section 11135 designed to improve customer service interactions with individuals with disabilities and increase participation and customer satisfaction of individuals with disabilities by learning disability etiquette practices and using effective communication strategies.

Intended Audience

This class is for anyone who provides customer services to the public.

Class Size and Hours

25-30 students; 4 Hours of Instruction