Technology and Accessible Communication

MAY 23, 2022

WELCOME

ASL, captions, and

language interpreters will be provided today.

EFFECTIVE & INCLUSIVE COMMUNICATION

- Verify that your microphone is muted when others are speaking during the meeting.

- Always speak slowly and clearly.

- Utilize the "raise hand" or chat feature for your questions and comments.

- Always take turns when speaking.

SCHEDULE

Training #1 – March 21 (Housing)

Training #2- April 11 (The intersection of disability and abuse)

Training #3 – May 23 (Technology and effective communication)

THE ENABLE PROJECT

This training is brought to you by the Enable Project, a coalition that brings together non-profit and social justice organizations and their staff to create channels for integration of people with disabilities within their organizations and movements.

MINDFULNESS

Chaplain Beyssa Buil

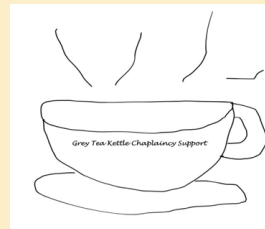The Grey Tea Kettle Chaplaincy

Community Care & Support

Introduction -

Creating a safe space for triggering discussions

A place to be seen and heard

Website: www.greyteakettle.com

Email: chaplainbeyssa@greyteakettle.com

"SACRED SPACE"

This will be a safe place.

This will be a sacred and holy place.

A place without time.

A place where we are all welcome.

Feel seen, heard and supported.

SPEAKERS

Deborah Dietz, DIG

Chaplain Beyssa Buil, The Grey Tea Kettle Chaplaincy Community Care & Support

Mark McGuire, Deaf Accessibility & Inclusion Specialist

Liz Silva, Division Director 311, Miami-Dade County

Ali Riaz, Police Communications Coordinator 911, Miami-Dade County

VIDEO 1

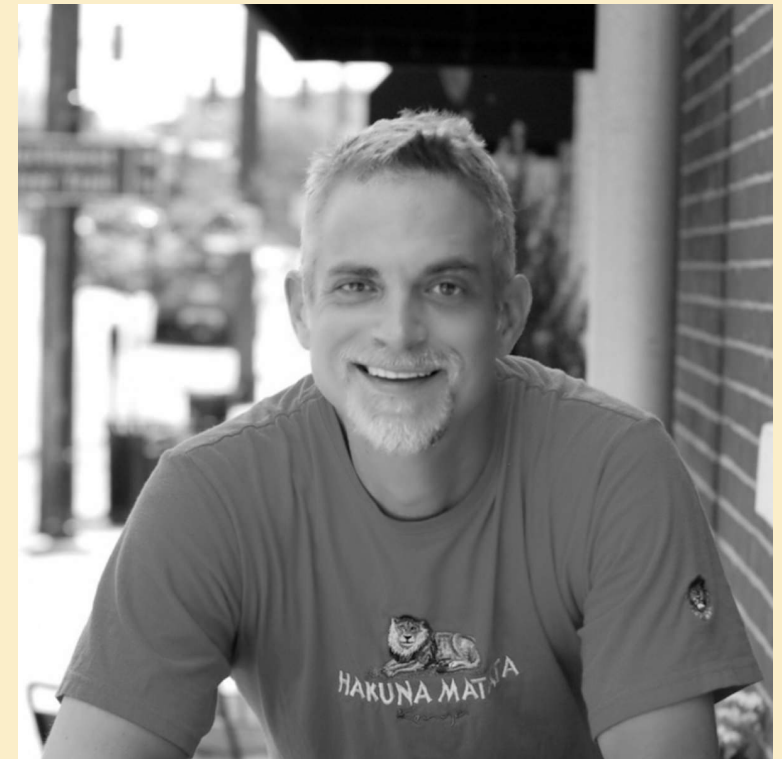https://youtu.be/Pvf0O_9p5Io

TECHNOLOGY & COMMUNICATION

INTRODUCTION MARK

- Pronouns/Identity/Language: He/Deaf/ASL

- Deaf Accessibility and Inclusion Specialist

- Certified Professional in Web Accessibility (CPWA) by the International Association of Accessibility Professionals (IAAP)

- Founder and President of Great Accessibility Online

EFFECTIVE COMMUNICATION 1

Per the Americans with Disabilities Act, all communications must be equally effective for all people with communication disabilities as it is for people without communication disabilities.

A great file to download and distribute or refer to as needed is the U.S. Department of Justice's Effective Communication [PDF].

What does effective communication mean? Let's find out.

EFFECTIVE COMMUNICATION 2

People who have disabilities that affect hearing, seeing, speaking, reading, writing, or understanding may use different ways to communicate than people who do not.

Let's find out some examples…

EFFECTIVE COMMUNICATION 3

For people who are blind, or have low vision, or are deaf-blind, effective communication can be done using any or all of the following:

- A qualified person who will read and speak the text accurately and clearly

- Large-print materials

- Braille materials

- Electronic materials that can be used with assistive technology

EFFECTIVE COMMUNICATION 4

For people who have speech disabilities, effective communication can be done using any or all of the following:

- A qualified speech transliterator

- Allow more time

- Assistive technology such as communication board, pen and paper

- Written materials

EFFECTIVE COMMUNICATION 5

For people who are deaf, have hearing loss, or are deaf-blind, effective communication can be done using any or all of the following:

- A qualified notetaker to take accurate and clear notes

- A qualified language interpreter who can present accurate and clear information in sign language, oral language, cued-speech, or tactile language

- Assistive technology such as captions

- Written materials

EFFECTIVE COMMUNICATION 6

A great file to download and distribute or refer to as needed is the U.S. Department of Justice's Effective Communication [PDF].

Bonus power points to you for printing it out and posting it somewhere for everyone to educate themselves.

EFFECTIVE COMMUNICATION 7

The best approach is to ask then adapt to the individual.

"How would you prefer we communicate?"

Let the individual respond and then adapt your skills to include their preferred communication method and languages.

DISCUSSION BY MARK MCGUIRE 1

Just because one person prefers a specific method of communication does not mean that every persons with a similar disability prefers the same method.

- Some deaf and hard of hearing people do not know sign language

- Some deaf and hard of hearing people have limited reading and writing skills

- Some deaf and hard of hearing people understand sign language better than spoken or written language

- Some DeafBlind people do not know sign or tacticle languages

DISCUSSION BY MARK MCGUIRE 2

Let's put ourself in different situations and discuss how would some of us communicate that we need help?

On a sidewalk with people passing us?

In a loud environment where no one can understand each other?

In a room where no sound can get through?

GUIDED BODY SCAN

Reset your nervous system and mindfulness

Reflect for one minute and observe what has come up for you it can be a physical sensation, a memory, emotion, a thought

WHAT IS 311?

Liz Silva, Division Director
311 Contact Center
Miami-Dade County

What is 311?

- The one source to contact for non-emergency government services, assistance in three languages and service request initiation via multiple channels.

- The Communications and Customer Experience Department manages the County's primary contact channels to ensure accurate information and quality services are provided to its customers.

311 CONTACT CENTER

1.35+Million
Annual calls answered

480,000+
Service Requests

60,000+
Emails Answered

Garbage, Recycling or Bulky Trash Service	Green Garbage Cart or Blue Recycling Cart
Pet Adoption and Dog Licenses	Injured Animals
Neighborhood Code Compliance	Building without Permits
Potholes, Pavement Markings, Storm Drains	Traffic Signs and Signals
Overgrown Trees or Medians	Property Tax – Exemptions and Annual Payments
County Parks Concerns	Storm Drains
Using Public Transportation	Illegal Dumping
Mosquito Inspection	City of Miami

Contact Us

Share:

The 311 Contact Center provides a fast, simple and convenient way for you to get information on local government services. You can call Monday through Friday from 7 a.m. - 7 p.m. and Saturday 8 a.m. - 5 p.m. The 311 Contact Center is closed on Sundays and holidays.

Call Us

Report Problems Online

Tweet @Miamidade311

311Direct Mobile App

Email Us

311 Service Centers

Reach 311 by Phone

Call Us

By dialing 311 or 305-468-5900, you can get one-on-one personal customer service in English, Spanish or Creole. Individuals with a hearing or speech disability can contact us by calling Florida Relay at 711.

311@miamidade.gov

Email Us

We are available to answer your questions or take reports for you via email. Just provide us with the information and we will take it from there. We will give you the Service Request number or provide you the answers to your questions.

www.miamidade.gov/311direct

Mobile Apps

311Direct Mobile App

311Direct is a mobile application which enables the residents of Miami-Dade County to report neighborhood problems and code violations to the 311 Contact Center on-the-go! The app is available for download for both Apple and Droid devices.
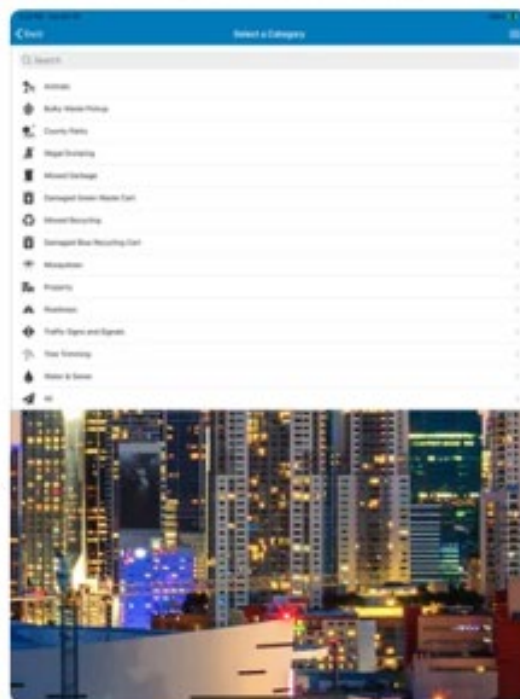
Social Media

Tweet @Miamidade311

Join the conversation on Twitter. Tweet your issue to our team of problem solvers. We know how to find the answers!

@MIAMIDADECOUNTY

@MIAMIDADECOUNTY

@MIAMIDADECOUNTY

@MIAMIDADETV

Visit in Person

311 Service Centers
Our specialists are available for walk-in services at 311 Service Centers located in north, south and west Miami-Dade.

Open Monday – Friday from 9 am – 4 pm, closed from noon to 1 pm daily.

- **Permitting & Inspection Center**
  11805 SW 26 Street, West Dade

- **North Dade Justice Center**
  15555 Biscayne Boulevard, North Miami Beach

- **South Dade Justice Center**
  10710 SW 211 Street, Cutler Bay

Questions?

UPDATE ON 911?

TEXT-TO-911

The Miami-Dade Police Department is finalizing plans to upgrade to allow for the acceptance of text-to-911. Included here is a sample of how this may look once the upgrade and testing is completed.

CARBYNE SILENT CHAT

911 Operators can activate a silent chat using the Carbyne software available today. Callers can chat and send pictures from their cellular phones.
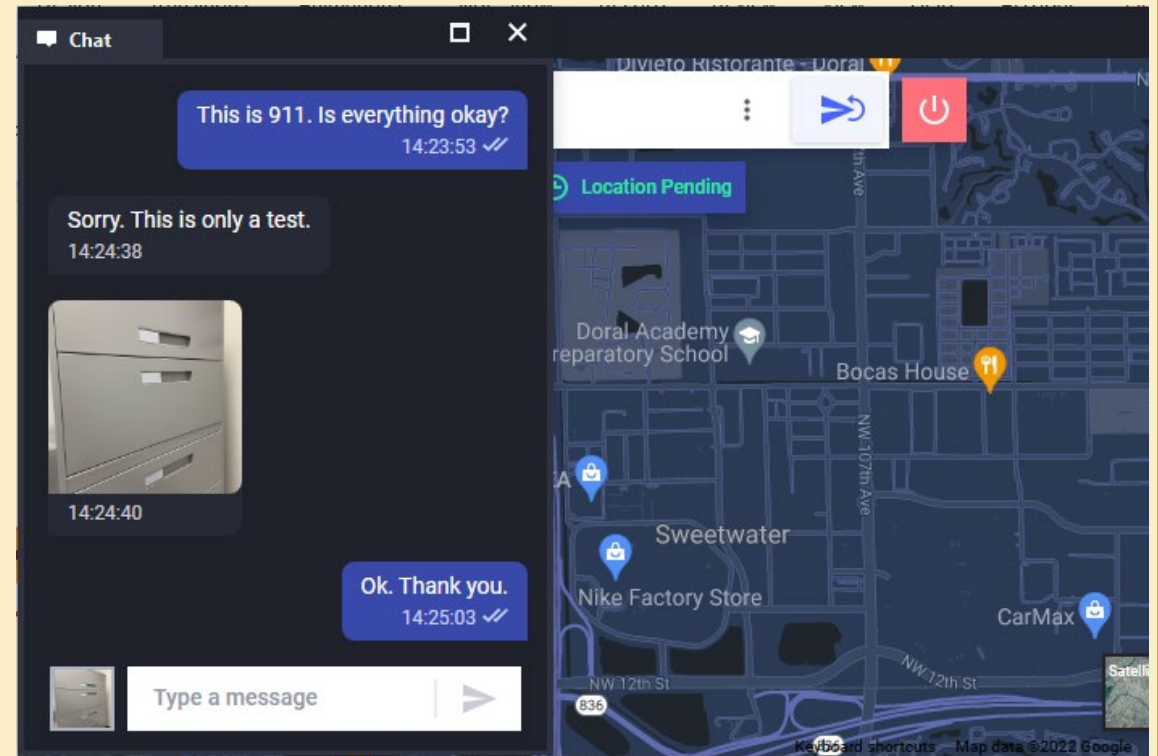
TDD/TTY

Our current phone system accepts TDD/TTY calls from traditional teletypewriters.
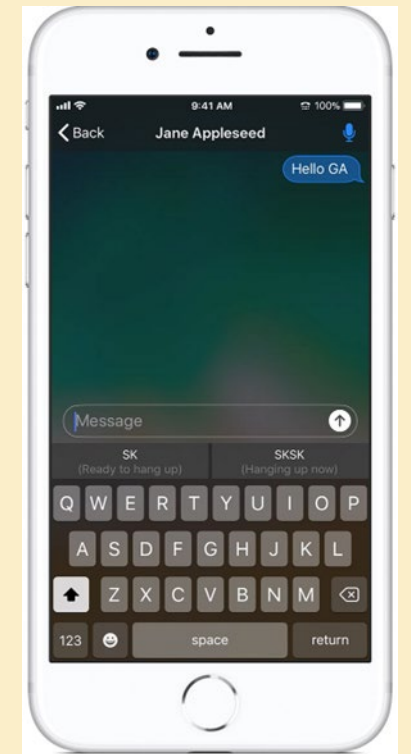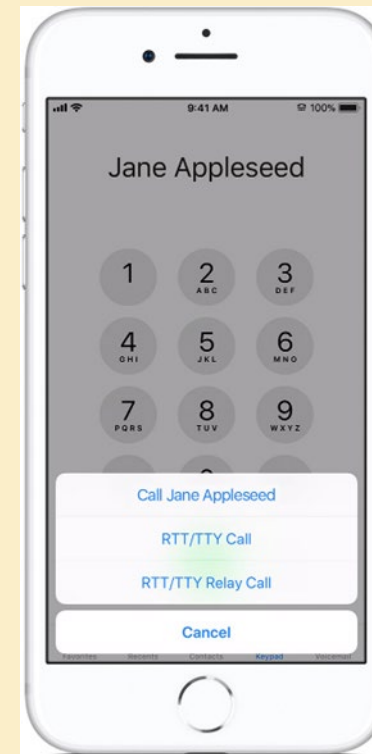
REAL-TIME TEXT (RTT)

RTT is an accessibility feature that is available on most modern cellular phones such as iPhones and Android-running devices.

- https://support.apple.com/en-us/HT208254
- https://support.google.com/accessibility/android/answer/9042284?hl=en

CALL 911 FIRST, THEN USE TDD/RTT/CARBYNE

911 is here to help!

DISCUSSION

ENABLE PROJECT PARTNERS

❖ Catalyst Miami

❖ The Center for Independent Living of South Florida

❖ Disability Independence Group

❖ Advocacy Network on Disabilities
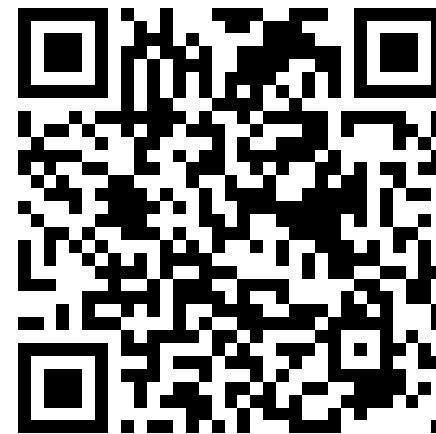
❖ Enable Project Advisors

CALENDAR OF EVENTS

CILSF Activities: https://www.cilsf.org/calendarofevents

PRESENTATION MATERIALS

https://www.justdigit.org/resources-2/

YouTube Channel – Enable Project Playlist

THANK YOU!

https://www.surveymonkey.com/r/CK2J3PF