

# OHSU Physical Access Committee

## Creating a Community of Inclusion



### 2013 Annual Report

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## COMMITTEE MEMBERSHIP

### Executive Sponsors

Jeanette Mladenovic, MD, MBA, MACP  
*Provost*

Norwood Knight-Richardson, MD, MA, MBA  
*Senior Vice President, Chief Administrative Officer,  
Chief Diversity Officer*

### Co-Chairs

Kyle Majchrowski  
*Design & Construction*

### Members

Kalen Beck  
*Interpreter Services*

Michelle Gaylord  
*Transportation & Parking*

Claire Tronvig  
*Affirmative Action & Equal Opportunity*



Michael Tom, JD  
*Affirmative Action & Equal Opportunity*

Verian Wedeking  
*Family Medicine, Director of Residency Programs*

Debbie Lamberger, MPA  
*Ambulatory Services Administration*

# EXECUTIVE SUMMARY

## Charge

The Physical Access Committee (PAC) is charged with identifying barriers that interfere with the ability of individuals with disabilities to access OHSU. Findings and recommendations by the PAC shall be used to improve accessibility and facilitate meaningful use of campus facilities related to patient care, instruction, academic support, and assembly.

## Background

The PAC is a statutorily required OHSU committee. The PAC formally launched on August 9<sup>th</sup>, 2006, and reports to its Executive Sponsors: the OHSU Provost and Chief Administrative Officer.

## Business Case

### Federal and State Legislation Trends

Amendments to the Americans with Disabilities Act (ADA) became effective on January 1, 2009, clarifying and reiterating who is covered by the law's civil rights protections. The ADA Amendment Act of 2008 revised the definition of "disability" by broadening the scope of who is considered a person with a disability. With the changes to the ADA, a larger number of the population accessing OHSU for employment, education, services and community interactions undoubtedly fall within this category.

In March of 2014, the Office of Federal Contract Compliance Programs (OFCCP) began enforcing rules that will add affirmative action and reporting obligations for federal contractors in regard to recruitment and employment of individuals with disabilities, including a hiring benchmark/placement goal of 7 percent of a contractor's workforce to be comprised of qualified workers with disabilities and separate goals for disabled protected veterans.

### Accommodation Trends:

Over the past 5 years, the number of students with disability accommodations has increased 200%, from 28 to 84 students from 2008 to 2013.<sup>1</sup> Similarly, employees requesting reasonable accommodation have increased by 88%, from 56 to 105 requests from 2008 to 2011.<sup>1</sup>

### Accessibility Improvement Benefits:

An accessible, welcoming and culturally competent campus provides meaningful use of and universally accessible facilities for individuals with disabilities, including students, workforce, customers, community partners and visitors. Universal access also benefits parents with strollers, elderly individuals with mobility challenges, and even those who use or visit OHSU who have temporary medical conditions that limit their physical abilities. Accessing health and personal care facilities, navigating barriers with ease, and interacting with staff that appropriately accommodate individual and cultural needs fosters customer loyalty through improved experiences.

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<sup>1</sup> Student Access and Affirmative Action & Equal Opportunity (AAEO) tabulate reasonable accommodation requests at the end of each fiscal year.

60% of employers who hired an employee with a disability reported that the average cost of adapting their office to meet the employee's needs was \$500 or less.<sup>i</sup> Improved accessibility to OHSU's services encourages increased revenue through customer base expansion.<sup>ii</sup>

#### Customer, Workforce and Student Realities:

- The 2010 Census indicates that there are 54 million Americans living with a disability, an 8% increase from 2000.<sup>iii</sup> As the baby boomer population ages and more veterans return from war, this number is expected to double in the next 20 years.<sup>iv</sup>
- 6 out of 10 Baby Boomers are expected to be managing more than 1 chronic condition by 2030.<sup>v</sup>
- People with disabilities constitute the largest minority group in the United States, an estimated 20% of the total population.<sup>vi</sup>
- Nearly 60% of adult Oregonians were obese or overweight in 2005. The percent increase in prevalence of obesity among adult Oregonians between 1990 and 2005 was 118%. Obesity is linked to chronic health conditions like diabetes, mobility limitations, and high blood pressure, and often leads to disabling conditions.
- 2.3 million undergraduate and graduate students reported disabilities in 2004, more than double the 1.1 million reported in 1996.<sup>vi</sup>
- The number of American workers collecting federal disability payments has climbed every month for the past 16 years and has increased 53% in the past 10 years.<sup>vii</sup>

#### Identified Priorities for 2014 – 2015

1. OHSU Auditorium – addressing accessibility barriers
2. Accessible Parking Structure Maps
3. Collaborative Life Sciences Building – Ongoing ADA consultation
4. Door Actuator Improvements
5. Baird Hall – Accessibility Assessment
6. Additional Accessible Restrooms
7. Elevator Accessibility Improvements



The 4th annual Night for Networking took place at the Center for Health and Healing on October 22, 2013. Over 300 people participated in the event, including community members, OHSU departments and employees, and 34 external business, non-profit and state and federal agency sponsors. Joe Smith of KGW 8 served as emcee. Featured speakers included: Peter Rapp and Michael Tom of OHSU; Dean Freiss, Incight; Commissioner Amanda Fritz, City of Portland.

## PAC CURRENT INITIATIVES

INITIATIVE	DESCRIPTION	2013	2014	2015
Access Barrier Triage List	Maintain and update PAC triage list of reported physical access barriers	Ongoing	Ongoing	Ongoing
Accessible Parking	Identify and ensure adequate accessible parking is available on OHSU campus	Make Recommendations	Ongoing	Ongoing
	Develop a map of accessible parking for OHSU community and visitors	Complete Map	Publish Online	Complete
ADA Consultant	Retain a consultant to guide OHSU in updating the ADA transition plan	Identification of Vendor	Ongoing Implementation	Ongoing Implementation
Collaborative Life Sciences Building	Collaborate with project managers, architects and PSU to enhance accessibility features to the CLSB	Ongoing Consultation	Ongoing Consultation	Advocacy for Upgrades
Employing Individuals with Disabilities	Determine cost, recruitment strategies, and create partnerships to develop pipelines	Develop Strategies and Partnerships	Ongoing	Ongoing
External Partnerships	Develop and maintain partnerships with community stakeholders	Develop Outreach Plan	Ongoing Outreach	Ongoing Outreach
Internal Partnerships	Collaborate with OHSU partners to increase ADA projects, consult in design and construction phases, and gain institutional leverage. Partner with Disability Employee Resource Group to collaborate on strategic initiatives, events and projects.	Ongoing	Ongoing	Ongoing
Night For Networking	Annual networking event for businesses and individuals with disabilities	Increase Impact	Increase Impact	Increase Impact
OHSU Accessibility Standards and Guidelines	Gain support for OHSU Accessible Design Standards and Guiding Principles to supplement ADA and Oregon Structural Specialty Code requirements	Vetting with Stakeholders	Implementation and Consultation	Implementation and Consultation
Wayfinding	Consult with the wayfinding initiative to improve accessible way-finding	Pending Recommendations	Consultation and Implementation	Consultation and Implementation



The Physical Access Committee and its Executive Sponsors, Dr. Norwood Knight-Richardson and Dr. Jeanette Mladenovic, hosted a ribbon cutting ceremony for the accessibility improvements to the Sam Jackson Hall Accessible pathway. The universally accessible improvements include a safe, near-zero slope and visible route between the Physician's Pavilion and the main hospital.

## PAC ACCOMPLISHMENTS

### 2014 – Projects

INITIATIVE	DESCRIPTION
Center for Health & Healing-March Wellness restroom and shower	Universally accessible restroom and shower upgrade in CHH March Wellness.
Auditorium/Old Library	Address accessibility barriers of Old Library to add accessible restroom, improved accessibility to various spaces in the building. Programming completed in 2013.

### 2013 – Projects Completed

INITIATIVE	DESCRIPTION
Marquam Plaza Accessible Restroom	Accessible unisex restroom and shower in Marquam Plaza completed.
Mackenzie Hall Grip-Strip Repair	Replacing the grips strips located near the research store for better traction.
ADA Maintenance Improvements	Ongoing improvements being made to address accessibility needs (e.g. automatic door actuators, replacing "heavy" doors, adding hooks/shelves, lowering paper towel dispenser, etc.)
Sam Jackson Hall Accessible Pathway	Enhancing the external safety and universal accessibility of Sam Jackson Hall and the accessible route between Physicians Pavilion and the main hospital.

### 2012

INITIATIVE	DESCRIPTION
CDRC Accessibility Improvement Project	Identified accessibility barrier and consulted on the design and construction of an accessible ramp, parking lot route and parking spaces to improve accessibility to CDRC and other nearby facilities.
Disability Culture and Etiquette Training	Affirmative Action & Equal Opportunity hired a Disability Trainer & Community Outreach Specialist to implement a disability awareness training module for OHSU employees and volunteers. The training is available to all OHSU departments.
Mackenzie Hall Door Actuator Upgrades	Installed door actuators to the exterior doors of Mac Hall Café, the Marquam Room (Mac 1116) and the accessible restroom on the first floor.
Physical Access Committee Access Barrier Triage List Ranking Procedure	Created measurement and ranking process for the PAC's access barrier triage list to guide OHSU project recommendations and advocacy efforts.
Live Resume	OHSU Hosted Incight's Live Resume networking event.



The OHSU Auditorium/Old Library remains a top priority on the PAC triage list. It is a widely-used venue for lectures, grand rounds, conferences and other highly visible events, but lacks several accessibility features. Visitors with disabilities must travel to other buildings to use accessible restrooms and cannot access the upstairs classrooms or lobby without obtaining special access. The PAC is collaborating with Design & Construction to provide programming for future construction proposals.

## 2011

INITIATIVE	DESCRIPTION
Disability Etiquette Training Module	Developed disability etiquette training module with subject matter expert constituents (CDRC, CAT and others). Pilot training implemented in 2012.
Accessible Design Standards	Developed Accessible Design Standards. Draft completed in 2011.
Physicians Pavilion and Sam Jackson Hall Drop-Off	Participated in the relocation of accessible patient drop-off/pick-up area from the street level to the Sam Jackson Hall and Physician's Pavilion main level.

## 2010

INITIATIVE	DESCRIPTION
Hospital Entrance Accessibility Upgrade	Identified accessibility barrier that led to upgraded accessibility features at the OHSU's main hospital entry.
Temporary Accessibility Signage/Routes	Temporary signage for accessible routes to, between and within priority buildings is visibly indicated throughout the OHSU campus.
Physical Maps	Included accessibility features in maps in order to meet patient and visitor needs in priority buildings.
Center for Health & Healing Consultation	Consulted with the Center for Health & Healing to improve accessible automatic entrance features and external signage.
Night For Networking	Established an annual networking event for business community and individuals with disabilities to create community and business relationships.
Facilities Request System	Developed a process for identifying and reporting access barriers in collaboration with the Facilities and Real Estate department.

## 2009

INITIATIVE	DESCRIPTION
Physicians Pavilion TriMet Lift Stop Location	Consulted with Facilities and other stakeholders to make accessibility improvements and add curb cuts by TriMet's lift stop at Physicians Pavilion.
Biomedical Information Communication Center Barrier Removal	Worked with Facilities to correct uneven surface "lip" at the BICC street level entrance.
People First Language	OHSU integrates People First Language, guidelines for improving policy language and etiquette related to individuals with disabilities.

## 2008

INITIATIVE	DESCRIPTION
Focus Groups	Conducted focus groups to develop a list of access concerns and suggestions.
Sam Jackson Hall Turnaround Improvement Project	Led efforts that resulted in the accessibility and safety improvements made to the walkway and turnaround between Sam Jackson Hall and the OHSU 9th floor entrance.

# OHSU POLICY MANUAL - CHAPTER 8 - COMMUNICATIONS

Physical Access Committee: No. 08-01-006

Effective Date: August 9, 2006

## 1. Generally

The Physical Access Committee is charged with identifying barriers to access by people with disabilities at OHSU and to present findings and recommendations to OHSU's administration concerning access needs and priorities for meeting those needs.

## 2. Committee Composition and Appointment Authority

The Provost and Chief Administrative Officer shall appoint the following representatives to the committee:

- A. One or more students who experience a disability, or if there are no students with a disability willing to participate, a person who experiences a disability and uses OHSU's facilities;
- B. One or more members of the faculty or staff who experience a disability;
- C. The coordinator of Disability Services for OHSU;
- D. One or more administrators of OHSU including at least the Director or designee of Affirmative Action & Equal Opportunity (AAEO);
- E. One or more members of Facilities Management and Real Estate; and
- F. Such other persons from OHSU programs or units that the Provost and Chief Administrative Officer deem appropriate to secure a balance of representation on the committee so as to secure representation of diverse disciplines, units, and departments.

Committee members shall serve at the pleasure of the Provost and Chief Administrative Officer. The Provost and Chief Administrative Officer shall consult with the Directors of the Office for Student Access (OSA) and AAEO regarding appointments to this committee.

The Provost and Chief Administrative Officer shall identify appropriate administrative staff to support the Committee's activities.

## 3. Committee Responsibilities

The committee's primary responsibility is to identify barriers that interfere with the ability of disabled people to access OHSU. The committee shall present its findings and recommendations to the Provost and Chief Administrative Officer, identifying access needs and priorities for meeting those needs. Findings and recommendations shall identify the barriers to access that prevent disabled people from meaningfully using campus facilities related to instruction, academic support, assembly and residence.

## 4. Fiscal Responsibility

When preparing OHSU's budget request to the OHSU Board each year, the Provost and Chief Administrative Officer shall consult with the committee and review its findings and recommendations concerning barriers to access to allocate funds for improvements that will be applied to the substantial reduction and eventual elimination of barriers to access by disabled people at OHSU.

Background: ORS 353.210

Responsible Office: Affirmative Action & Equal Opportunity and the Office of Academic Affairs

## OHSU DIVERSITY DEFINITION

### OHSU Policy No. 03-05-030

At OHSU, we embrace the full spectrum of diversity, including age, color, culture, disability, ethnicity, gender identity or expression, marital status, national origin, race, religion, sex, sexual orientation, and socioeconomic status. We respect and support diversity of thought, ideas and more.

To fully leverage the richness of our diversity at OHSU, we must create, maintain and promote a community of inclusion. Inclusion means we honor, respect, embrace and value the unique contributions and perspectives of all employees, patients, students, volunteers and our local and global communities. It also includes removing barriers to individual success.

Diversity and inclusion maximize our true business potential, creativity, innovation, quality patient care, educational excellence and outstanding service.

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## DIVERSITY ACTION PLAN 2013 GOALS

### Goal 1: Increase Recruitment

Increase recruitment and representation of diverse students, residents, fellows, faculty and the workforce throughout OHSU.

### Goal 2: Strengthen Retention

Strengthen retention of diverse students, residents, fellows, faculty and workforce.

### Goal 3: Improve the Climate of Inclusion

Improve the climate of inclusion throughout OHSU to support and advance diversity.

### Goal 4: Build Community Partnerships

Build and enhance community, academic and business partnerships to engage diverse communities in achieving OHSU missions.

### Goal 5: Benchmark for Excellence

Develop and implement diversity and inclusion benchmarks to ensure responsibility and accountability.



The OHSU community gathered together at the State of Diversity on March 14, 2013, for an informative discussion of OHSU's accomplishments, current needs, and the Diversity Action Plan 2013 for enhancing diversity and inclusion at OHSU. Speakers highlighted the diverse disability communities as integral to OHSU's definition of diversity. Photo: Kalen Beck, Director of Interpreter Services translates for Charles Wilhoite, OHSU Board Chairman, during the State of Diversity.

## OHSU DIVERSITY CLIMATE SURVEY FINDINGS OF 2010

Student and employee climate surveys, completed in 2010, provided critical insight into the experience and perceptions regarding diversity and inclusion, helping to identify gaps between expectations and performance. The surveys were designed to identify OHSU priorities for diversity, provide a baseline for measuring progress, and help shape the Diversity Action Plan 2013.

### Key Findings Relevant to Accessibility

- Both employee and student respondents with disabilities, those from underrepresented minorities and individuals who identified as lesbian, gay, bi-sexual or transgender (LGBT), were least likely to be satisfied with their experiences at OHSU.
- More than half the respondents suggested that the OHSU climate does not foster diversity.
- Respondents with disabilities rated the diversity climate much lower than those without disabilities.
- Many respondents believed that organizational diversity strategies were limited and not adequately funded, especially faculty and student recruitment and support.
- More respondents wanted OHSU to make a stronger institutional commitment, address a wide range of specific tasks, and assign responsibility for improving OHSU's climate for the future.

## FOCUS GROUP FINDINGS ON ACCESSIBILITY AT OHSU

In an effort to assess accessibility barriers from a user perspective, in 2008, the PAC coordinated four focus groups to survey the accessibility climate at OHSU. Key findings indicated the following:

### General Findings

- Participants expressed frustration with accessibility issues, concerns and recommendations that had not yet been addressed.
- Some participants expressed that they had “given up” on OHSU and used other facilities when given the choice. Others, however, acknowledged appreciation of OHSU making an effort to improve accessibility.
- Those with vision impairments and individuals with bariatric conditions using large automated wheelchairs seemed to have the most difficulties due to what they perceived as seemingly little or no consideration of their needs.
- Participants also expressed concerns about OHSU employees’ lack of disability awareness, skills and general attitudes about working with people with disabilities.

### Specific Examples

- Poor signage and way-finding resources specific to persons with disabilities
- Heavy doors without automatic openers
- Space/size limitations for wheelchair-users and large individuals (restrooms, elevators, furniture arrangements, particular exam rooms, exam table height, etc.)
- Lack of accessible restrooms in high-traffic buildings; other restrooms lacking accessible features
- Poor coordination between OHSU and the TriMet lift system
- Lack of curb-cuts and their visual indicators
- Numerous accessibility barriers at the Center for Health and Healing
- Elevators too small for multiple wheelchairs
- Lack of accessible parking spots and identifiers
- Lack of technical assistance features and equipment for the visually or hearing impaired (audible information/assistive listening devices, Braille, computer software, etc.)
- Delayed maintenance of facilities (curling or bunching carpets, tread on ramps, uneven sidewalks, etc.)
- Lack of communication on rights and resources for individuals with disabilities
- Lack of visual indicators on stair edges
- Some ramps are too steep, too long and/or too narrow for wheelchair users
- Extra equipment is often stored in hallways or entryways, making navigation difficult and dangerous

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## CLOSING

OHSU prides itself on being an organization that values diversity and inclusion in every aspect of its campus. Students, employees, patients and visitors should have universal access to OHSU’s campus and services as an important piece of its business and inclusion model. As the number of persons with disabilities in the country continues to grow, the importance of striving to understand how OHSU can better accommodate and serve this population of individuals becomes increasingly vital. Since its beginning in 2006, the Physical Access Committee has increased the number of initiatives and accomplishments working towards this goal each year, as well as discovering users with disabilities’ perspectives regarding accessibility on campus through focus group findings. Through outreach events like Night for Networking, and positions like the Disability Awareness Trainer, the Physical Access Committee has improved OHSU’s

outreach and increased awareness about disability. Each initiative, project and outreach effort by the Physical Access Committee is done to ensure that OHSU is striving to be an inclusive and accessible environment for all, and one that continues to embrace and increase diversity.

## REFERENCES

- i Diversity Inc., 2009.
- ii Solutions Marketing Group. <http://disability-marketing.com/facts/>
- iii <http://www.census.gov/newsroom/releases/pdf/cb10ff-13.pdf>. This is 19 percent of the civilian non-institutionalized population.
- iv Disability Funders Network, 2009.
- v Baby Boomers to Challenge and Change Tomorrow's Health Care System. American Hospital Association. Press Release. 5/8/2007. <http://www.aha.org/aha/press-release/2007/070508-pr-boomers.html>
- vi Disability Funders Network, 2009.
- viii Social Security Administration, 2013. <http://www.socialsecurity.gov/OACT/ProgData/icp.html>