



★  
*Attitude  
is the  
biggest  
disability* ★

★  
Office of Equal Opportunity  
Programs  
Phone: 561-297-3004  
TTY: 800-955-8771



Pamela White, ADA  
Coordinator, 561-297-  
3094

**INSIDE THIS ISSUE:**

✓ *Scholarships for Children  
and Spouses of Disabled  
Veterans*

✓ *Take a Second Look*

✓ *Ability to Work*

*10 Steps to Being an Effective  
Self-Advocate*

Anyone who requires accommodation for a disability to attend any event at FAU is asked to get in touch with the contact person for the event at least five to ten working days in advance.

## SCHOLARSHIPS FOR CHILDREN AND SPOUSES OF DISABLED VETERANS



The Scholarships for Children and Spouses of Deceased or Disabled Veterans and

Service members (CSDDV) provides scholarships for dependent children or un-remarried spouses of Florida veterans or service members who died as a result of service-connected injuries, diseases, or disabilities sustained

while on active duty or who have been certified by the Florida Department of Veterans Affairs (FDVA) as having service-connected 100% permanent and total disabilities. CSDDV provides funding for tuition and registration fees at an eligible postsecondary institution, like FAU, or the equivalent at an eligible private postsecondary institution in Florida.

The spouse of the disabled service member must have been married to the disabled service member for

one or more years as certified by the FDVA; have been, with the service member, a Florida Resident for one year immediately preceding the occurrence of the service member's disability as certified by the FDVA; and accept scholarship funding only during the duration of the marriage and up to the point of termination of the marriage by dissolution or annulment.

Find out more at: <http://www.floridastudentfinancialaid.org/SSFAD/factsheets/CDDV.htm>

## TAKE A SECOND LOOK

**H**ave you considered that the new year might be a good time to take a new look at an old policy. Perhaps you should. It just may be time to write a new policy to ensure your businesses compliance with the Americans with Disabilities Act.

There are over seven million businesses in the United States that provide goods or services to the public. From Chartwells to Bank Atlantic, all businesses that provide goods or services to the public, even small ones with only one or two employees, must comply with the Americans with Disabilities Act.

Compliance means, among other things, "reasonable modifications" in policies, practices, or procedures when necessary so that people with disabilities can



be your customers. Businesses are not required to make changes that would fundamentally alter or change the nature of the business or its services.

### What are some examples of reasonable modifications?

• Modifying procedures at a bank so customers who have difficulty standing for a long

time can sit down without losing their place in line.

• Modifying a membership policy at a health club to allow a person who uses a wheelchair to bring an aide to provide assistance in getting on and off exercise equipment, in and out of a swimming pool, or to assist with showering and dressing in the locker room, **at no additional charge** to the club member.

Compliance also requires that businesses must communicate effectively with customers who have vision, hearing, or speech disabilities. The businesses, not the customers, are responsible for providing the tools or services that are needed for effective communication.

After all, isn't the bottom line for your bottom line effective service to everyone?



**Source:** Article reprinted from the U.S. Department of Labor website located at: <http://www.dol.gov/odep/pubs/ek00/career.htm>

## ABILITY TO WORK

**H**iring and retaining qualified employees is the number one staffing issue cited by employers, a concern that will become more pressing as we begin to feel the crunch of a shrinking and aging workforce. To remain competitive, employers are looking beyond the traditional labor sources to access skilled, qualified candidates. This includes focusing their recruitment efforts on alternative sources of available job candidates, including those who are traditionally under represented.

The successful employment of people with disabilities starts with active recruitment and an

understanding of the legal environment in which hiring takes place. The recruitment process can be made easier by understanding how hiring people with disabilities can increase diversity and further an organization's mission or a business's bottom line.

Once an employee with a disability is a part of the workplace, there are many resources available to provide accommodations and help maintain productivity. In addition, many employees who experience an illness or injury can remain on the job if an employer has an understanding of the value of retention and the availability of accom-

modations.

People with disabilities are like other employees; they want to do a good job, appreciate constructive supervision, enjoy new challenges and want to get ahead. Businesses that successfully recruit and retain qualified employees maintain a competitive edge in the global marketplace. One way for employers to retain employees is to establish career development plans for all employees, including those with disabilities. Typical programs include goal setting, team building, networking, mentoring, performance evaluations, leadership opportunities, supervisory and management development, and professional skills training.

## Ten Steps to Being An Effective Self Advocate



**B**eing an effective Self-Advocate requires a belief in yourself and in your right to receive thoughtful, professional and equitable services, under the law and University policy. These are some tools the "**Advocacy Center for Persons with Disabilities, Inc.**" website recommends to help you be an effective Self-Advocate:

1. **Believe in Yourself**-You are worth the effort it takes to protect your interests and your rights.
2. **Realize You Have Rights**-You are entitled to equality under the law. Inform yourself by asking questions and using [the appropriate] resources....

3. **Discuss Your Concerns**-Talk directly to your service provider...state your message clearly and simply...document who you speak with as well as the phone number and what was generally discussed.
4. **Get the Facts**-Problem solve by gathering information. Get the facts in writing. Ask for a copy of the policies, rules or regulations being quoted to you.
5. **Use the Chain of Command**-Use the chain of command to make sure a supervisor or someone else with authority has an opportunity to work with you on the problem and resolution.
6. **Know Your Appeal Rights**-Request clear

written information on your appeal rights either within an agency or outside an agency. Know what the next step will be if you are dissatisfied.

7. **Be Assertive and Persistent**-Keep after what you want.
8. **Use Communication Skills**-Be willing to listen because what [others say] may be as important as what you say.
9. **Ask For Help**-Link up with advocacy organizations for more specific information on problems....
10. **Follow Up**-Don't give up. You are entitled to know and exercise all your options to obtain the assistance you need. Remember to thank people along the way.