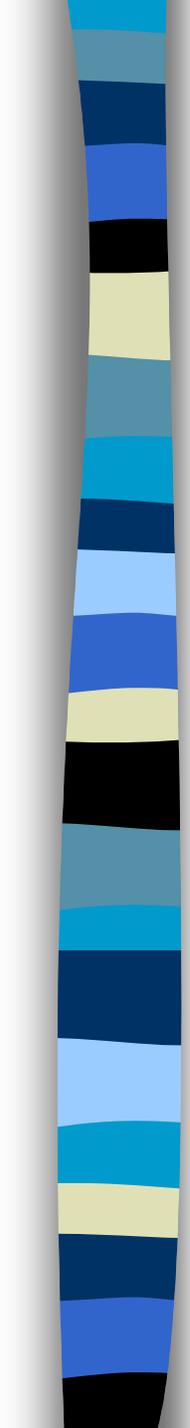


Universal Design in a One-Stop Career Center



Elena Varney, M.S., C.R.C.
**National Center on Workforce
and Disability/Adult**

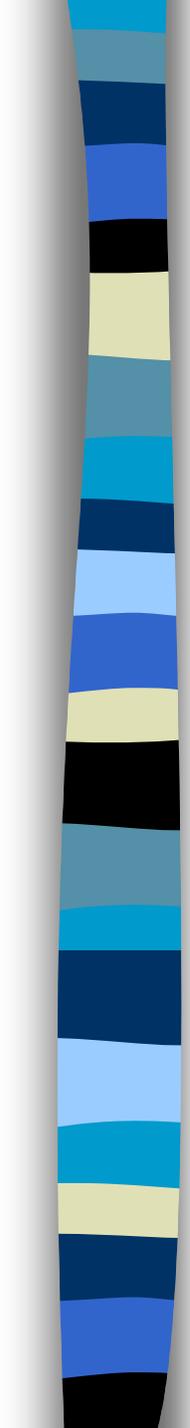
www.onestops.info



Universal Access

One of the main principles of service provision indicated in the Workforce Investment Act:

- Any individual should be able to go into a One-Stop and receive core services
- Done in an anticipatory way, and incorporated into typical service delivery



Universal Design

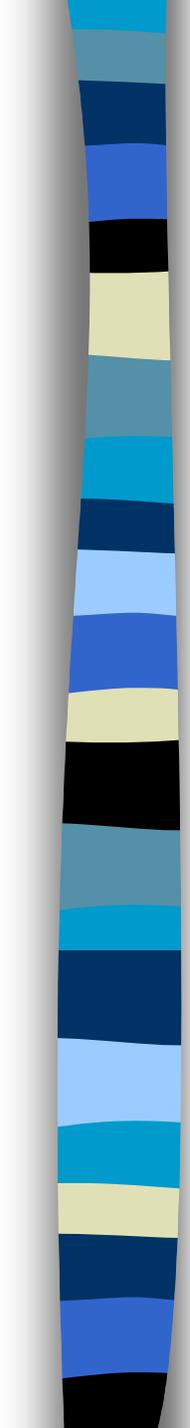
- Create and design environments and services to meet as wide a range of preferences and needs of individuals as possible.
- Use alternative approaches to benefit customers from various backgrounds, learning styles, abilities, and disabilities.

7 Types of Intelligence

Howard Gardner



- Linguistic: *reading and writing*
- Logical-Mathematical: *analytical*
- Visual-Spatial: *picture smart/mind mappers*
- Musical: *use sound/rhythm to learn*
- Kinesthetic: *body smart/hands on*
- Interpersonal: *process well in groups*
- Intrapersonal: *process well independently*

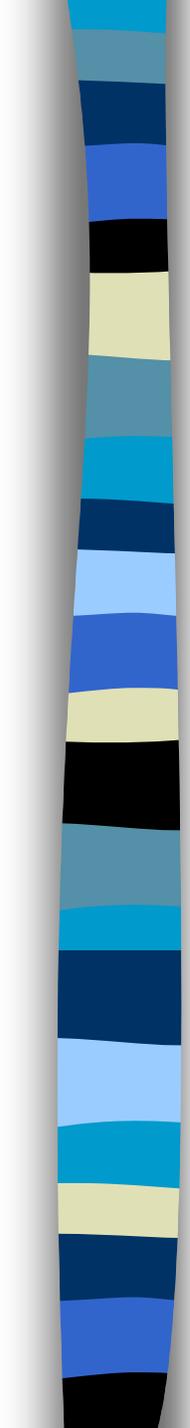


Universal Access

Benefits Beyond Disability

- Curb Cuts: *wheelchairs, strollers, bicycles, rolling luggage*
- Closed Captioned TV: *deaf/hearing impaired, gyms, sports bars, considerate spouse*
- Door Opener: *wheelchairs, delivery people*

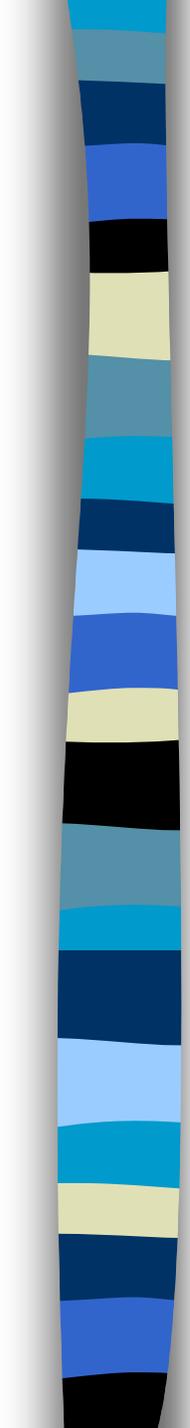




Universal Access

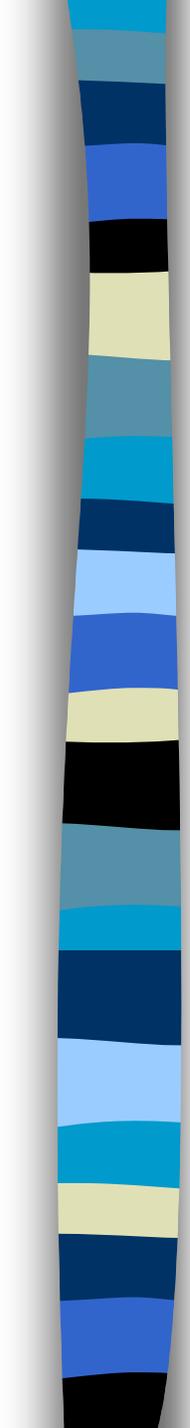
Materials/Handouts

- 16 point font
- High contrast (e.g. black & white)
- Pages numbered
- Formatting for visual ease
- Graphics to supplement content
- Basic, concrete language
- Ample white space (not dense)
- Available in electronic format



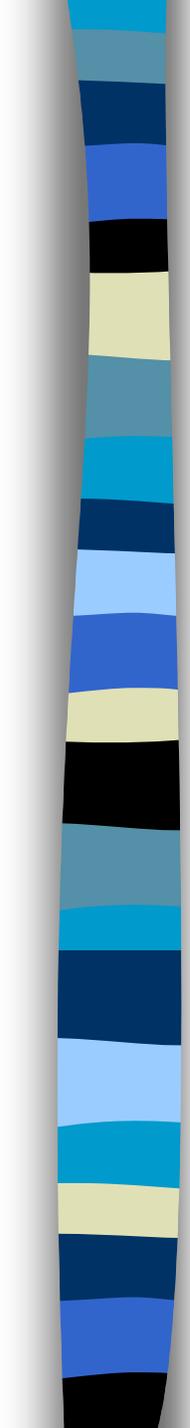
Presentation of Information

- Give overview of information to be presented
- Articulate clearly, use basic, concrete language
- Present material verbally and visually (handouts, flip chart, etc.)
- Indicate that additional assistance is available
- Frequently offer opportunity for clarification or explanation



Signage

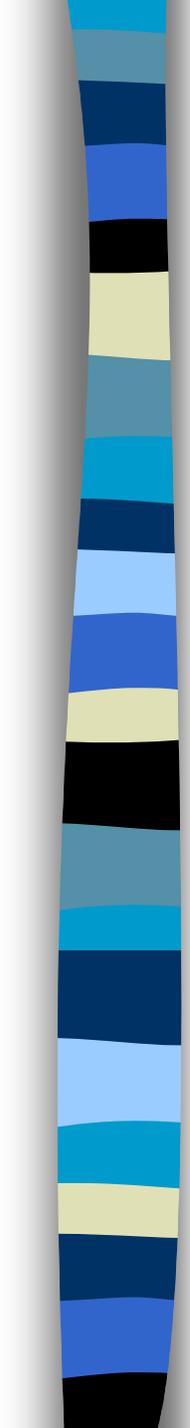
- Large print, clear language on contrasting background
- Symbols and graphics to accompany words
- Indication of how and where to request help
- Clearly label resources and equipment available



Universal Access Ideas

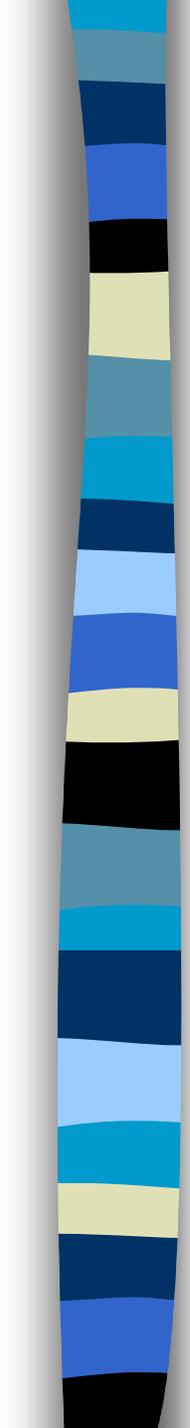
Welcome

- Greeting by a person, eye contact, clear speech
- Clear signage in words and graphics of what to do
- Easy-read calendars and handouts within reach



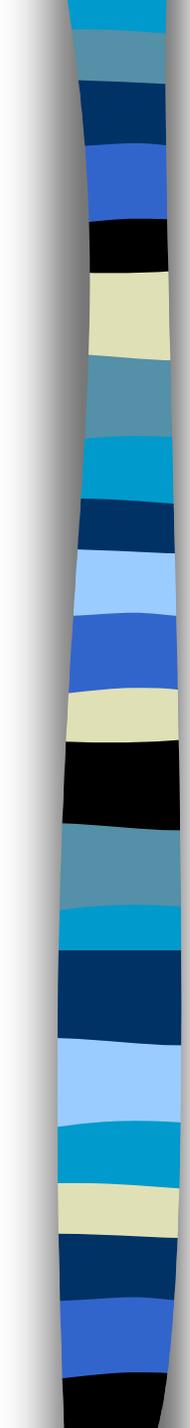
Intake

- Verbal/written instructions for each step of application process
- Verbal/written indicators of assistance available if required
- Offer of different space or extra time to complete paperwork



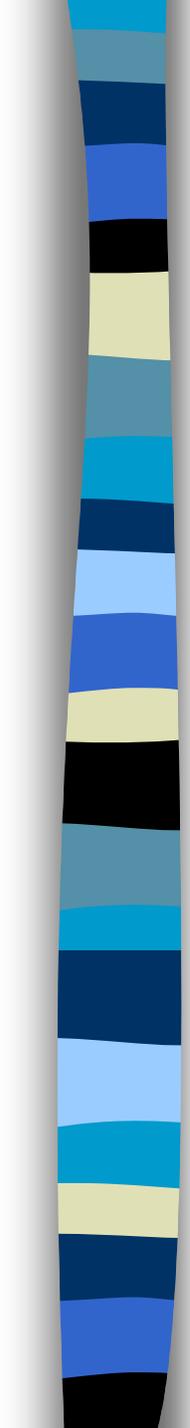
Orientation

- Organize materials and information to be presented
- Reference handouts and materials alongside verbal information
- Provide concrete examples
- Monitor rate and volume of speech



Resource Library

- Clear, color-coded signs for each section/equipment/assistive technology
- Job listings arranged in organized, clearly labeled manner
- Symbols to designate help desk, phones, etc.
- Offer demonstrations of equipment as well as written instructions



Workshops

- Provide orientation to workshop before starting
- Use a variety of teaching formats (group discussions, role-plays, demonstrations)
- Check in to ensure understanding
- Paraphrase participant question