

# Leading During and Beyond COVID-19

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We ask you to join us in creating a culture that reflects...

Access and Inclusion

and

Civility and Respect

...consistent with the [AHEAD Statement of Civility](#) during our conference and in all aspects of our organization.

# 7 Leadership Areas

1. Defining and Communicating Access
2. Seek Opportunities
3. Anticipate Barriers to Come
4. Resilience, Persistence and Courage
5. Embrace Failure
6. Remove Disability Office Barriers to Access
7. Bring Solutions, Not Problems

# Defining and Communicating Access

The first step is clearly defining what it is you're after because, without knowing that, you'll never get it.

-- Halle Berry

# Begin with the End in Mind

Why do we do the work that we do?

**ACCESS**

But what does that mean exactly?

# What is the goal of access?

- To eliminate discrimination on the basis of disability
  - Cannot be excluded from participation in or be denied the benefits of any program, activity, aid, benefit or service
  - Must provide an opportunity to participate in or benefit from a service that is equal to or as effective as that provided to others
  - Cannot provide different or separate aid, benefits, or services unless such action is necessary to provide disabled people with aid, benefits, or services that are as effective as those provided to others;
  - Must afford equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement, in the most integrated setting appropriate to the person's needs.

# Equal Access Means No Barriers

Disabled students experience equal access when they are able to:

- Fully engage and participate in the same activities;
- Utilize the same information shared with everyone;
- Have the same opportunity to achieve;
- Enjoy the same campus services, benefits and experiences as a person without a disability.

**How does your office/team define access within your operations?**

**How easily can you articulate this definition to campus stakeholders and tie it to current COVID-19 barriers and access needs?**



# Seek Opportunities

In the middle of difficulty lies opportunity.

-- Albert Einstein

# Campuses “Under Construction”

- Campus-wide policies and practices
- Courses
  - Attendance policies
  - Testing policies and practices
  - Online course design
- Facilities
  - Pathways
  - Better door entry methods

# Disability Office “Under Construction”

- Adjusted approaches for new student meetings
- Documentation policies and practices
- Changes in accommodated testing involvement
- Changes in how office teams function as a unit

# Anticipate Barriers to Come

Any design, whether it's for a ship or an airplane, must be done in anticipation of potential failures.

-- Henry Petroski

# Be Proactive Where Possible

- What will be the barriers are new things are being considered?
  - Barriers with face covering requirements campus-wide?
  - Online accommodated testing challenges?
  - Continuing to offer some or many classes in-person

# We have a Valuable Perspective

- Our general daily work consists of seeing things from a different angle to create access
- How can we use this skillset to benefit the campus during this time?

# Resilience, Persistence and Courage

You never know what's around the corner. It could be everything. Or it could be nothing. You keep putting one foot in front of the other, and then one day you look back and you've climbed a mountain.

— Tom Hiddleston

# Keep Going

- Need to pivot quickly as things unfold (even if not as desired or anticipated)
- Attempt new approaches (such as internal office changes)
- Have courage to initiate conversations with campus personnel
- Strategically push issues (repeatedly even) until perspective recognized



# From “Dare to Lead” by Brene Brown

- Rumbling with vulnerability;
- Living into their values;
- Braving trust;
- Learning to rise.

# Embrace Failure

The one who falls and gets up is stronger than the one who never tried. Do not fear failure but rather fear not trying.

— Roy T. Bennett

# Attempt What Makes Sense in the Moment

- Every idea or initiative will not always work
- Collect appropriate amount of information and act
- Great opportunity to learn from failure
- Talk about failure as a team; make it comfortable
- Give yourself appropriate leniency; no one is 100% perfect 100% of time

# Remove Disability Office Barriers to Access

Preconceived ideas can sometimes become barriers.

-- Rocky Bleier

# Don't Be the Very Barrier Seeking to Remove

- Easy to see barriers “out there” but what are internal barriers?
- Think beyond “We have always done it this way.”
- What practices or policies do not make sense today that may have made sense 6 months ago?
- What short-term changes need to be made?
- What long-term changes could be made from this experience?

# Bring Solutions, Not Problems

If you're not part of the solution, you're part of the problem.

-- African Proverb

# Support the Disability and University Teams

- Supervisors most often get problems and issues but rarely get solutions
- Uncharted territory for all of us. Previous playbooks do not apply now.
- Problems will be more readily received if solution ideas come with it.
  - Can be easier to build on a solution idea than to create from new
- Solutions directly influence desired outcomes (access)

# Ensuring Digital and Remote Accessibility

- Accessibility of learning technology for screen reader users
- Real-time delivery for ASL Interpretation and CART
- Accessible documents
- Accessible platforms for synchronous delivery



# Supporting Mental Health

- Contributing by providing input and support for mental health and wellness initiatives as it makes sense on your campus;
- Offering education on the impact of mental health conditions as a disability and potential barriers;
- May require difficult conversations with students, faculty and staff.

# General Discussion

- Thoughts?
- Observations?
- Questions?

# Session Evaluation

- Access Session Evaluation at:  
[tinyurl.com/AHEAD2020-SessionEval](https://tinyurl.com/AHEAD2020-SessionEval)
- Your feedback helps shape future programming.
- Thank you for attending!