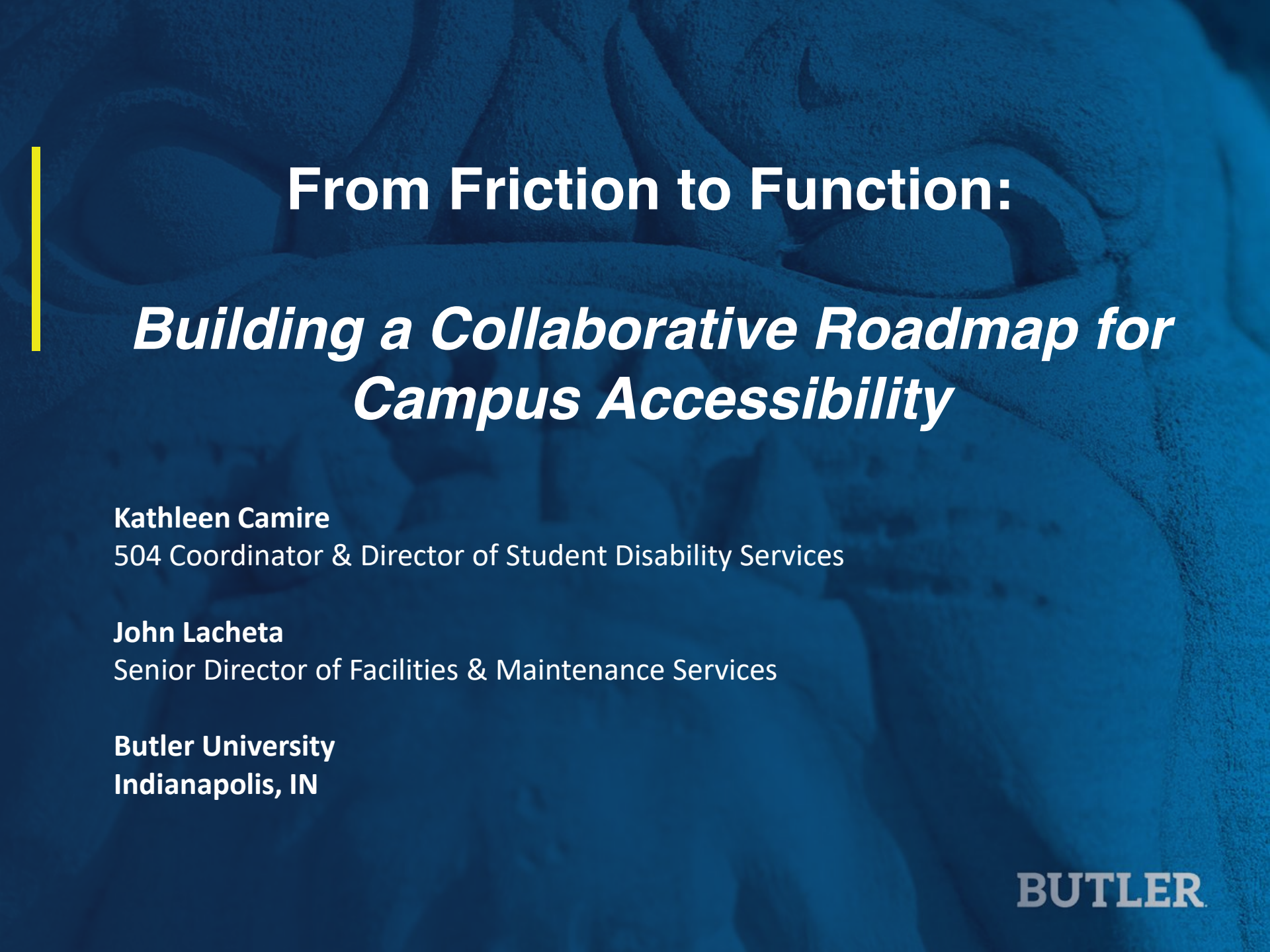




From Friction to Function:

Building a Collaborative Roadmap for Campus Accessibility

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BUTLER

Session Overview & Learning Outcomes

Why does this matter, and why now?

LEARNING GOALS

Identify & Analyze

Identify and analyze root causes of systemic tension & misunderstandings between Disability Services and Facilities departments.

Take Action

Take away actionable strategies and low-effort, high-impact projects to kickstart collaboration.

What brought you here today?

What are your hopes, dreams, and frustrations as it relates to your relationship with Facilities & Operations?

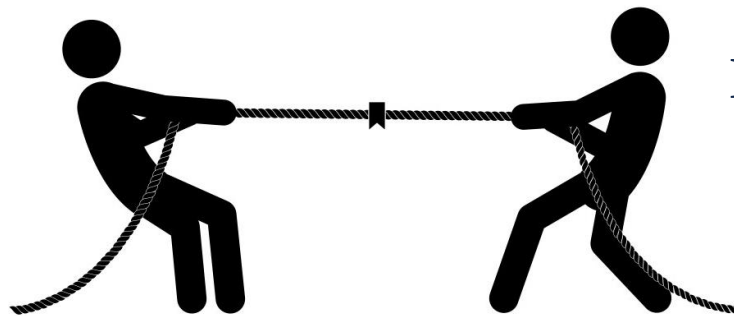
The Current Landscape: “Default Antagonism”

Facilities & Operations Priorities:

Code, Budget,
Marketable
Improvements

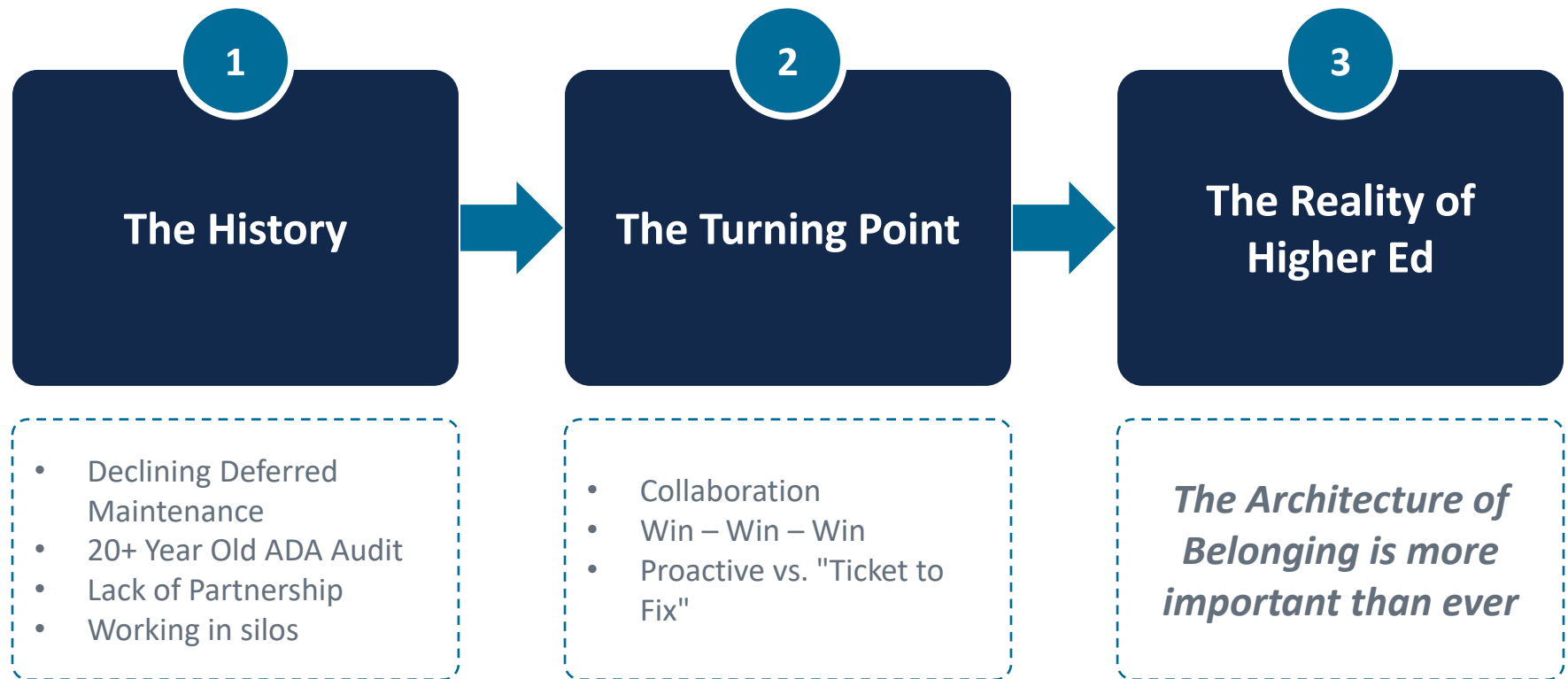
Disability Services/ ADA Priorities:

Usability vs. Access,
Equity & Compliance



The Rope =
Departmental Priorities + External Pressures + Lack of Mutual
Understanding of the Two

Case Study: A Mid-Size Private University's Story



NEW PERSPECTIVES

What Facilities professionals wish their ADA/DS Offices understood better about their pressures & constraints

CONVERSATION STARTERS

- The competing demands on limited time, budgets, and staff
- The realities of aging buildings and deferred maintenance
- Balancing daily operations with long-term compliance goals

THE OTHER SIDE OF THE TABLE

What ADA/DS Offices assume Facilities teams already understand about accessibility — **but often don't**

COMMON BLIND SPOTS

- The difference between meeting code and being truly accessible
- How small barriers add up to exclude people day to day
- Why timelines and follow-through matter as much as the fix

Taking Intentional Steps (1 of 3)

- **Step 1: Building Trust & Mutual Support**

- Cultural shift:

- Accessibility is a “We” problem, not a “You” problem*

- The “Golden Rule:” publicly backing each other; refusing to throw colleagues under the bus

- Empathy in Action: Actively learning each other’s unique roles, pressures and constraints

Taking Intentional Steps (2 of 3)

- **Step 2: Securing Institutional Buy-In**

- Leveraging Institutional Data: are you using metrics & student numbers to catch leadership's attention?
- Involving University Administrators: the compounded power of pitching joint efforts to leadership when seeking fund allocation
- Mutual Benefit Argument: Framing the partnership as a win for risk management, campus morale, and administrative efficiency (not to mention a gesture of good faith if OCR comes calling!)

Taking Intentional Steps (3 of 3)

- **Step 3: Identifying & Implementing Proactive Strategies**

- Leveraging Institutional Data: are you using metrics & student numbers to catch leadership's attention?
- Involving University Administrators: the compounded power of pitching joint efforts to leadership when seeking fund allocation or justifying action
- Mutual Benefit Argument: Framing the partnership as a win for risk management, campus morale, and administrative efficiency (not to mention a gesture of good faith if OCR comes calling!)

Practical Examples:

Utilize the Systems You Already Have

Identify “pain points”- fresh eyes can facilitate creation of simple improvements with big impact

- **Streamlined Communication**

- Elevator outages
- Barrier reports

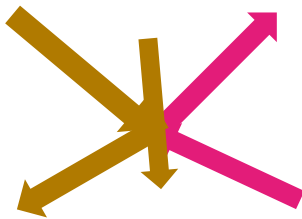
- **Smart Maintenance**

- QR code stickers for immediate
- auto door opener work orders

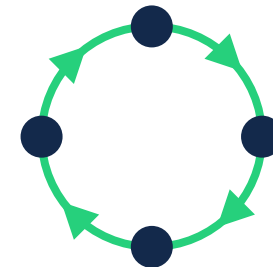


Taking Intentional Steps

- **Step 4: Moving from Reactive to Proactive**
 - **Shifting the Mindset**
 - Cycle of “emergency/crisis response” only serves to fuel conflict and negative perceptions
 - **Formal Standards**
 - Co-establishing guidelines that define an “accessibility baseline” above minimum code
 - University of Maryland has some excellent examples for this!
 - **Preventative Measures**
 - Integrating accessibility checks into routine, preventative maintenance schedules



Make ***the*** shift



Results & Big Picture:

The Good, The Difficult, & The Future

THE GOOD

Successful Joint Projects

- Shared governance barrier report
- Shared governance sidewalk audits and repairs

THE DIFFICULT

Projects/Plans That are Harder Than we Thought

- Construction guidelines: policy, then practice
- MONEY

THE FUTURE

Plans for the Future

- Campus-wide ADA audit
- Creation of data-informed priorities list for future: low-hanging fruit, mid-size bites, and larger capital projects to consider
- A full-fledged ADA Transition Plan

Your Roadmap: How to Break the Ice

- What are some actionable first steps?
 - Get to know each other (an informal meet up) or drop a card, cookies or snack off at their office
 - Conduct a joint "Empathy Walk"
 - Informal “listening session” with your Facilities counterparts
 - Map out one joint, low-cost “icebreaker” project
 - Identify one shared pain point to fix together (communication is a good one!)



Questions?

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Session Evaluation

tiny.cc/8zu1101

Thank you for attending!

Your feedback helps shape future programming.

