

CAPtions

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CAP Offers On-site Assessments in DC Area

A needs assessment is a valuable part of the reasonable accommodation process that helps ensure the appropriate solutions are recommended to federal employees with disabilities and wounded, ill, and injured Service members. Needs assessments conducted on-site permit CAP to get a better understanding of the individual's working environment. To better assist our customers, CAP is now able to conduct free on-site needs assessments for the Department of Defense (DoD) and our 68 federal partner agencies in the Washington, DC metropolitan area.

In order to schedule on-site needs assessments at your agency, CAP requires a minimum of five federal employees to be assessed and at least one month's notice to coordinate the logistics.

On-site needs assessments are ideal for agencies that offer limited access to occupational health specialists or for federal employees who do not have the flexibility to leave their workstations. Each on-site assessment takes approximately 30 minutes



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and the analyst will provide recommendations on-the-spot. Although CAP does not require medical documentation in order to perform needs assessments, medical documentation may be required if the recommended solutions are requested through CAP.

If an individual needs a hands-on assessment and wishes to try the assistive technology in person, CAP can also provide assessments at CAP's Technology Evaluation Center (CAPTEC) located in the Pentagon. CAPTEC also has the ability to provide Video Teleconferencing or telephone assessments upon request. For more information, please contact CAP.CAPTEC@mail.mil.

If you are an agency representative and interested in scheduling needs assessments at your agency, please email CAP.Outreach@mail.mil.



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CAP Partners with the U.S. Forest Service to Increase Public Accessibility

Contributed by Janet Zeller, National Accessibility Program Manager, U.S. Forest Service, Washington, DC

The U.S. Department of Agriculture's Forest Service manages 193 million acres of land across the country in 155 National Forests and Grasslands. These lands range from glaciers in Alaska to rain forests in Puerto Rico, from the Pacific Northwest's tidal pools and volcanoes, through deserts and lush grasslands, the Great Lakes and on to the mountains in New England. Each year more than 160 million individuals visit these lands. The landscapes and the recreation opportunities on these lands vary widely so visitors make full use of the wide range of visitor information services.

Among the 160 million annual visitors to the National Forests, 12 million are people with disabilities. This is based on the agency's statistically valid National Visitor Use Monitor Surveys that include those who have self-identified that at least one individual in their group of more than one, has a disability. It is clear that people with and without disabilities are visiting the National Forests together. The Forest Service is committed to the inclusion of all visitors represented in the services the agency provides.

The Forest Service is firmly committed to the universal design of program and facilities to best serve all people, with and without disabilities. The Forest Service is the leading provider of accessible outdoor recreation facilities including campgrounds, picnic areas, scenic overlooks and the visitor information services that support these opportunities. Whether it's a large visitor center like Mount St. Helen's National Volcanic Monument in

Washington or a smaller facility such as the Norway Beach Visitor Center in Minnesota, the Forest Service is committed to ensuring the facilities and exhibits are accessible.



PAC accommodation provided to Northern Great Lakes Visitor Center.

The Forest Service needed assistance in how best to improve information exchange between their staff and visitors who have low vision or who are deaf or hard of hearing. They turned to CAP.

To date, 24 visitor centers have received accommodations through CAP's Public Accessibility & Communication (PAC) Initiative. It's already making a difference. Stories of the positive impact of this equipment are just beginning to be shared. The Closed Circuit Television (CCTV) at one of the visitor centers was put to excellent use the day it arrived when a couple who had limited vision visited with their family. Thanks to the use of the CCTV, the couple expressed their delight at being able to actually see the route the family would be taking as well as to be able to independently review and select some additional information. The District Ranger shared that story with the rest of that Forest's leadership team.

The PAC Initiative provides the technology needed by federal agencies to provide an equal opportunity for all visitors to fully experience the vast and varied opportunities the public lands provide. Through the PAC Initiative, CAP will continue to improve agency visitor communications for years to come.

To learn more about our PAC Initiative and how CAP can help your agency become more inclusive, visit cap.mil/Programs/ProgramAccessibility/PAC.aspx.

Using Quick Tips to Answer Frequently Asked Questions

CAP recently created a series of Quick Tips videos to help answer some of the most frequently asked questions (FAQs) our office receives. Do you have questions about submitting a request, or what technology is within our scope? Our Quick Tips can help answer some of your questions in short one to two minute videos. A few of the topics currently available are: Choosing the Correct Address, Writing Your Justification, and Reducing Eyestrain While You Work.

Watching CAP's Quick Tips can assist you in better understanding CAP's processes and assist your accommodation quicker. To ensure that you are receiving future Quick



Quick Tips like "Reducing Eyestrain While You Work" can assist you in better understanding CAP's processes.

Tips, sign up for CAP's mailing list at cap.mil/subscribe.aspx. If you would like to see a Quick Tip developed regarding a specific area, please contact us at 703-614-8416 or via email at cap@mail.mil.

To view our available Quick Tips, please visit cap.mil/newsevents/Training/quicktips.aspx.

Using CAP Resources to Plan for National Disability Employment Awareness Month

October is National Disability Employment Awareness Month (NDEAM). NDEAM is a nationwide campaign that raises awareness of not meeting the goals of disability employment issues and honors the contributions of workers with disabilities. This year's theme is "Expect. Employ. Empower."

There are multiple CAP resources available to help agencies participate in NDEAM and bring awareness to disability employment during the month of October and throughout the year.

Resources include:

- **Online Trainings:** CAP has created a series of online training modules. These modules will help employers understand the process of hiring employees with disabilities and how to provide reasonable accommodations after they are hired. Trainings include "Increasing Federal Employment of People with Disabilities," "Providing Reasonable Accommodations," and more. Trainings can be found online at cap.mil/newsevents/Training.aspx.
- **Assistive Technology (AT) Demonstration Videos:** CAP's AT demonstration videos provide in-depth information on the most commonly requested accommodations and how these solutions can help employees with disabilities. Currently there are 14 videos available which can be found on the CAP YouTube Channel at: youtube.com/thedodcap.

- **Materials:** Download free materials on CAP services, employment of individuals with disabilities, workplace accommodations, and ergonomics at cap.mil/newsevents/marketing.aspx.
- **Posters:** CAP has created a series of printable posters themed around reasonable accommodations for use at your agency.

These posters are available for free download at cap.mil/newsevents/marketing/CAPPsters.aspx.

For more information on assistive technology and accommodation solutions available to federal employees at partnering organizations, visit cap.mil.

U.S. Access Board Visits CAPTEC

On July 8th, CAP hosted the U.S. Access Board at our Technology Evaluation Center (CAPTEC). The Access Board is a federal partner agency that promotes equality for people with disabilities through leadership in accessible design and the development of accessibility guidelines and standards for the built environment, transportation, communication, medical diagnostic equipment and information technology.

The Board is structured to function as a coordinating body among federal agencies and to directly represent the public, particularly people with disabilities. Twelve members are representative of federal agencies and the remaining thirteen are comprised of members of the public appointed by the President to four year terms. Eleven public members were in attendance, along with, two staff members and Mr. David Capozzi, the Access Board's Executive Director.

"Everyone was impressed with the CAPTEC staff's depth of knowledge, commitment to service, and the dedication to meeting the



Access Board public members and senior staff tour CAPTEC on July 8.

needs of people with disabilities. The Board has one of the highest percentages of employees with disabilities in the federal service and several of our staff have benefitted from equipment provided by CAPTEC and its excellent assessment services," said Mr. Capozzi.

"Hosting Mr. Capozzi and the members of the Board was truly an honor. The Access Board's commitment to removing architectural and communication barriers is unsurpassed," said CAP's Director, Stephen M. King. He added, "It was a pleasure to provide them with an overview of CAP's mission and services. I look forward to pursuing potential opportunities to collaborate with them in the future."

To learn more about the U.S. Access Board, visit access-board.gov.

