

Renae Roberts: Good morning and welcome to the Extra on KRDO NewsRadio show that connects you with the topics and issues and people that are important to you, very important topic being discussed by very important people today. Did you like that?

Dana Barton: I did. Yeah. Thanks.

Renae Roberts: From the Rocky Mountain ADA Center, it is very important topics today. Director Dana Barton is here. Dana!

Dana Barton: Good morning. How are you?

Renae Roberts: It's good to see you.

Dana Barton: Oh. It's good to see you.

Renae Roberts: And Emily Shuman is here. She's the Media Coordinator. Emily, great to see you again.

Emily Shuman: You too. Good morning.

Renae Roberts: And joining us is new Training Facilitator Sarah Garcia.

Sarah Garcia: Good morning.

Renae Roberts: Thank you all for coming in this morning. So much to talk about today.

Dana Barton: Yes.

Renae Roberts: There is so much going on. But first, for those that don't know, tell them what the, um, what the Rocky Mountain ADA Center is. What you do. I mean, cause there's a lot.

Dana Barton: There is a lot. So we are one of 10 federally funded centers in the United States that provides information, training and guidance on the Americans with Disabilities Act. So, we answer phone calls all throughout the day, Monday through Friday of individuals who might have a question about how to implement the ADA. We take emails. Um, we do a great deal of research where we research how the ADA is being implemented within our region.

Renae Roberts: Okay.

Dana Barton: Um, we serve 6 states, uh, but we are located here in Colorado Springs but we serve Colorado, Utah, Wyoming, Montana and the Dakotas.

Renae Roberts: That's a large area to serve.

Dana Barton: It is. It's, uh, actually the largest geographic region with the smallest population. So, a lot of the issues that we deal with center around world communities.

Renae Roberts: And do you have like satellite locations for those other states that you're in?

Dana Barton: We don't.

Renae Roberts: Okay.

Dana Barton: We don't. So, we get to go to all of these really fun places in the middle of winter.

Renae Roberts: And you've reached, I mean, there's so much you guys do not only keeping up ...

Dana Barton: Yes.

Renae Roberts: With everything that has to do with the Americans with Disabilities Act but training which we're going to talk about.

Dana Barton: Yeah. Yeah.

Renae Roberts: Some huge training events coming up.

Dana Barton: Yes. Yes. We do lots of training. We want people to be armed with the information that they need to really be able to implement the ADA and make the world a more inclusive place for individuals with disabilities.

Renae Roberts: But you also help people that say, you have disabilities.

Dana Barton: Sure. Yeah. Yeah.

Renae Roberts: That to understand, okay, this is ...

Dana Barton: Yeah. Here are what my rights are.

Renae Roberts: Right.

Dana Barton: And here's what I can ask for or let's say someone calls and they're having an issue with their employer. They've asked for an accommodation. They're not sure how to get what they need. We can help walk them through that. Or on the flip side, if you're an employer and someone come to you asking for an accommodation but you're not really sure how to make that happen, we can help that employer as well.

Renae Roberts: Right.

Dana Barton: So, we work with, you know, individuals with disabilities. We work with employers, small businesses, state and local governments, um, transportation. I mean, everyone.

Renae Roberts: Everyone.

Dana Barton: We're here for everyone.

Renae Roberts: And what is one of the biggest kind of, and I know it's not, Dana, not easy to generalize right now.

Dana Barton: Sure.

Renae Roberts: But what is one of the biggest things that, you know, the Rocky Mountain ADA Center is seeing right now in your region as far as concerns or things that need to be addressed?

Dana Barton: Sure. Um, actually our number one call is around facility access. So, individuals or, um, architect sometimes are building a building, they're remodeling and they're not sure, you know, what is an accessible restroom need to look like or I went to this location and I couldn't get up the 3 stairs to get into the business to, you know, buy my goods. Um, so we see a lot of facility access questions. Of course in the winter time, we see a lot of, um, questions around parking.

Renae Roberts: Yeah. Oh yeah.

Dana Barton: Um, an accessible parking unfortunately, uh, a lot of times, snow removal gets dumped into the accessible parking spots.

Renae Roberts: Mm-hmm (affirmative).

Dana Barton: Which is really a disservice to those individuals who need those accessible spots.

Renae Roberts: Well, I know with shoveling too and clearing side walks ...

Dana Barton: Yes.

Renae Roberts: Yeah.

Dana Barton: Yeah. And if you're an individual with disabilities, you're actually more likely to take public transportation and so if your neighbor hasn't shoveled their sidewalk ...

Renae Roberts: Which they must do within 24 hours.

Dana Barton: But they don't always, right?

Renae Roberts: Right.

Dana Barton: So, you need to now trapes through the snow and maybe where someone's piled it up, you might have to go into the actual road, um, which is completely unsafe to get to a bus stop, um, or public transportation might not run on time because of the weather. So, this time of year is a parking, public transportation is a hot topic for us.

Renae Roberts: Oh I bet. And what we're going to do is we're going to go ahead and take a quick break. And when we come back, let's talk about laws because the last time you were here ...

Dana Barton: Yes.

Renae Roberts: We talked about a lot. Is there an in- are we seeing an increase in law suits right now?

Dana Barton: It's insane.

Renae Roberts: Is it really?

Dana Barton: Insane. Yeah. Over 10,000 law suits were filed against businesses, um, for not, um, meeting ADA standards last year alone.

Renae Roberts: And that's why the training facilitators ...

Dana Barton: Yes.

Renae Roberts: ... to help businesses and ...

Dana Barton: Yeah. We want to help. Yeah.

Renae Roberts: Absolutely.

Dana Barton: We don't want people to be afraid, right? So, one thing to mention is that we're, we're not the ADA police. Um, we're not enforcement.

Renae Roberts: Right.

Dana Barton: So you can call us confidentially and we will help you, um, to make sure that you're compliant.

Renae Roberts: Okay. So, let's take a break and when we come, we have so much more to discuss. We're talking about the Rocky Mountain ADA Center right here on KRDO NewsRadio.

Rena Roberts: And welcome back to the Extra on KRDO NewsRadio. We're talking with the crew from Rocky Mountain ADA Center. Director Dana Barton is here. Hello!

Dana Barton: Good morning.

Rena Roberts: Emily Shuman, Media Coordinator is here. Hi, Emily, great to see you.

Emily Shuman: You too. Hi.

Rena Roberts: And introducing Training Facilitator, Sarah Garcia, new, newest member of the team, right?

Sarah Garcia: Yes.

Rena Roberts: Hi, Sarah.

Sarah Garcia: Good morning.

Rena Roberts: And we've ... you have so much information for us because it's so important about trainings that are coming up. You even have your free training which we're going to touch on but for, before we get to the trainings which a lot of businesses and like we're talking about government agencies or like we need the training.

Dana Barton: Mm-hmm (affirmative).

Dana Barton: Yeah.

Rena Roberts: We need help making sure we're compliant. We, we are cut in touching on law suits. And you said, Dana, there's been a large increase in law suits and a lot of that has to do with online accessibility which I'm sure for a lot of business owners and it's like, wait a minute, right?

Dana Barton: Yeah. I know it's, um, it's a huge monumental task but website accessibility, um, is really important. And what we're seeing is different courts are, um, deciding different things but basically, um, the belief is that the website is an extension of the physical locations.

Rena Roberts: Right.

Dana Barton: So, for example, if you buy your groceries online, like I do, right? Because I've no time to go inside of the store anymore, right?

Rena Roberts: Right turn! High five! Front yard! Bam! Okay.

Dana Barton: Who has time for that, right? Right? And um, but say you want to go and you got to fill your cart. Well if that service is not accessible to someone, say using a

screen reader or maybe someone who has mobility issues and can't use a mouse and needs to tab through. That's the extension of the physical location. Therefore, if it's not accessible, um, they are able to be sued. We'd seen a large grocery actually Winn Dixie which is in the south. Um, they were sued and had to redo their website at the tune of \$250,000 ...

Renae Roberts: Wow!

Dana Barton: ... Um, to make sure that their site is accessible. Domino's Pizza had a similar law suit but in that, um, district court, um, the judge ruled that the website did not have to be accessible. So, we're seeing a lot of different things but I think the message is at some point, um, website accessibility is going to become a requirement. We saw over 10,000 law suits last year and it's time to get your, uh, website accessible.

Renae Roberts: Okay. Before we get people a panic attack ...

Dana Barton: I know. Sorry.

Renae Roberts: (laughs)

Dana Barton: I know. Doom and gloom, huh?

Renae Roberts: Right. Let's describe, whoever wants to jump on this question, what are we talking about for that one website, the Winn Dixie, was it the scroll, the tabbing? But what are other things that businesses, people, agencies, organizations can start with to start hitting with the accessibility?

Dana Barton: Absolutely. For Emily, take this one.

Emily Shuman: Yeah. So, I think, like you said, um, if you can, you don't, aren't able to use a mouse you then there needs to be a way for them to tab through the website and get to all of the areas of the website that way. If, um, if you're using a screen reader because you can't see, um, everything on your website should be able to be read by a screen reader.

Renae Roberts: So that means putting an, like a, a title for that photo or that ...

Emily Shuman: Yeah.

Renae Roberts: Alt texts?

Emily Shuman: Yeah. Absolutely.

Renae Roberts: Links? Yeah. Alt text. Okay.

Emily Shuman: Photos, yeah. Photos you have to have alt text which is going to be, um, a description of what's in that photo. Um, and these are things that, um, if you have a website developer, they should know how to get all these things going on your website.

Rena Roberts: And what about videos? Is that, is that kind of jumping into this realm as well as far as accessibility?

Emily Shuman: Yeah. Absolutely. So, if you're posting videos on your website, they need to be captioned. Um, and ideally, they should also be audio described or you should have an audio described version of it.

Rena Roberts: And now define auto described.

Emily Shuman: So, um, an audio described version of a, of a video is where you'll have, you know, the people talking or whatever's going on in the video but then there's additional narration that covers, um, that's just saying what's happening. What are people doing, so.

Rena Roberts: People like, people are clapping.

Emily Shuman: Yeah. People are clapping. You know, Joan is walking towards the fire hydrant or whatever.

Rena Roberts: Okay.

Emily Shuman: So, um, that's what an audio described video is like.

Rena Roberts: Okay.

Emily Shuman: Yeah. And if you can't do that, um, providing a transcript, um, is also, you know, a good, a good accessibility tip.

Rena Roberts: So, like it's just a transcript that they can download from that video?

Emily Shuman: Mm-hmm (affirmative).

Rena Roberts: So they can see, okay. And it can be read?

Emily Shuman: Right.

Rena Roberts: Now, if people are panicking right now, don't panic.

Dana Barton: Don't panic.

Rena Roberts: There's training.

Dana Barton: Yes. We have lots of training. So, uh, Sara, why don't you talk about the training that you can provide.

Sarah Garcia: Sure. So, what we're going to be having is an event. Um, I will call it a sampler. We're going to talk about all the different areas that the ADA touches. A lot of people have no idea the different realms so we're going to be talking about title one in employment and some of the definitions. Often times, people will say, "What is reasonable?" The easy answer is it's anything that isn't unreasonable.

Rena Roberts: (laughs)

Sarah Garcia: So we're going to, we're going to get into the weeds. Yeah.

Dana Barton: I know. Alright.

Sarah Garcia: So that we understand the definitions then we feel a little bit comfortable with what the law is saying ...

Rena Roberts: Okay.

Sarah Garcia: And how to implement it.

Rena Roberts: And in all different aspects?

Sarah Garcia: Yeah. Yeah. We're going to touch on all the different topics. And then anyone who's interested at more information especially as it relates specifically to their business or their sector, um, that's when they can talk to me for more training.

Rena Roberts: So you can literally go into businesses, organizations, agencies and work with them directly one-on-one in training.

Sarah Garcia: Yeah. We have a lot of off the shelf trainings. So, trainings we already developed, um, but we can also customize based on someone's unique needs.

Rena Roberts: Okay. And and, Dana, before you came on the air ...

Dana Barton: Yes.

Rena Roberts: ... Because there's that training.

Dana Barton: Yes.

Rena Roberts: That's coming up, March 19th.

Dana Barton: Yes.

Rena Roberts: But it's about ready to quickly cap out.

Dana Barton: Yeah. We have been really overwhelmed by the response of this community interested in, um, receiving this training so, um, we're going to add a second session. Um, hopefully that same day, March 19th in the afternoon. I've got to work on space but be looking out for that. Um, and because this has been successful, we do hope to be able to provide these, um, sessions within, um, the communities that we serve moving forward. Um, we're also hosting in May in Denver our day and a half training so really intense training.

Renae Roberts: Intense training, okay.

Dana Barton: Um, and so that information if, uh, if anyone is interested, it's on our website. You can sign up for that event. It's up in Denver but it's a statewide kind of, um, conference or workshop. And then it'll go into detail on more than just the sampler and the basics.

Renae Roberts: Right.

Dana Barton: But really talk about what are the standards. What does it say in employment? Let's talk about service animals, you know. How do you make accommodations? How do you change your policies and procedures to be inclusive?

Renae Roberts: So, if folks would like information about the March 19th event, where is it happening and all of the details on that or to get registered.

Dana Barton: Mm-hmm (affirmative).

Dana Barton: Sure. Yes.

Dana Barton: So, you can register on our website, RockyMountainADA.org and, um, it's at the Tim Gill Center downtown. Um, and again, we'll add a second time for that. Um, also if you follow us on Facebook, we have an event setup for Facebook for that as well.

Renae Roberts: Perfect.

Dana Barton: Um, and if you're not following us on Facebook, let me just stop here and tell you, you should.

Renae Roberts: You should.

Dana Barton: Yeah.

Renae Roberts: Lots of great information shared. Yeah.

Dana Barton: We put out so much information. We try to, you know, be really well-rounded. Emily does a great job of that. Um, my favorite thing that Emily does is her Friday Fail where we put up a picture of where we have failed in accessibility.

And um, then people can kind of see that comment on what's wrong with the picture but it really raises awareness.

Rena Roberts: Awareness, yeah.

Dana Barton: It's been so popular that people are just sending us pictures now. Um, like, oh my Gosh! Look at this. And, um, we're able to actually make an impact, um, we've contacted businesses and said, "Hey! Just so you know, this is out there." Um, again, we're not enforcement but we want to ...

Rena Roberts: Trying to help.

Dana Barton: Yeah. We want to educate people.

Rena Roberts: Absolutely.

Dana Barton: Yeah.

Rena Roberts: Okay. We do need to take a quick news break. And when we come back, it's a controversial topic and that's service animals. We're going to ...

Dana Barton: Oh yeah. Let's do it.

Rena Roberts: Yeah. We're going to talk about that and also implicit bias.

Dana Barton: Yes.

Rena Roberts: Important.

Dana Barton: Let's do that as well.

Rena Roberts: Okay. We've got more. We're Rocky Mountain ADA Center and when we come back on the Extra on KRDO NewsRadio.

Rena Roberts: Welcome back to the Extra on KRDO NewsRadio. Today, we're talking with Rocky Mountain ADA Center joining us this morning, Dana Barton. She's the Director, Emily Shuman, Media Coordinator and Sarah Garcia, a Training Facilitator. Hello team!

Dana Barton: Hello.

Emily Shuman: Hello.

Sarah Garcia: Hello.

Rena Roberts: And we were talking and this is very interesting because I looked at you guys when you said this and like, kind of go like, but how does this work? So we were

talking about seeing an increase in accessibility law suits especially when it has to do with online and that of course is moving over to social media.

Dana Barton: Right.

Renae Roberts: But how does that work?

Dana Barton: (laughs)

Renae Roberts: Most social media sites do not provide, right?

Dana Barton: Right.

Renae Roberts: A way to do that.

Dana Barton: Yeah. So Emily's our guru.

Renae Roberts: Okay. Emily, guru.

Emily Shuman: Yeah. So, um, you know, one of the things I see a lot is for example, um, like a police station has a Twitter account and sometimes they will tweet out, um, you know, don't go to this area because there's something dangerous going on. So this is how I think eventually, um, people could make the argument that your social media is an extension of your website or it's another service that you provide as a business. Um, so making social media accessible is important. Um, for that reason but it's also important just because it's the biggest way that people connect to each other.

Renae Roberts: And communicate and share information.

Emily Shuman: Absolutely.

Renae Roberts: Yeah.

Emily Shuman: And you know, it's um, if you're discriminating against people with disabilities, you're losing out on, um, you know, potential business, um, money that could be coming in. Um, so, and you know if you think about social media, it's a very audio visual medium so, um, the specific ways that you can make your social media more accessible is for example, captioning your photos. Um, some platforms ...

Renae Roberts: So, like your, like say your post, in your post ...

Emily Shuman: Mm-hmm (affirmative).

Renae Roberts: So then you might go in parenthesis and know or ...

Emily Shuman: Yeah. So, on Facebook for example, you could do, you know, you do your picture, you write what you're going to write and then underneath in brackets, you'd say image and then describe what's in that image. Um, just so that if somebody's using a screen reader, they're not missing out on that important piece of the content of your post. Um, in some platforms like Twitter, it's doing a good job of allowing you to write all texts, um, within their platforms so it doesn't have to be part of your post, um, but you know Facebook and Instagram are kind of yet to catch up with Twitter.

Rena Roberts: I was going to say. So, is, are we going to see a shift in some social media providers? Because like we were talking about YouTube in the break.

Dana Barton: Mm-hmm (affirmative).

Rena Roberts: And where they're kind of forced to add this. You have to, you know, put the, um, captions, right?

Emily Shuman: Yeah. Yeah. Youtube, um, started captioning, auto-captioning videos as a result of a law suit. Um, so they, they were made to do that. Um, so I definitely think that it's becoming more of, um, mainstream, you know, topic. And I think the, um, the social media platforms are picking up on the fact that this is something that they need to get, get programed.

Rena Roberts: Get with the program.

Emily Shuman: Yeah.

Rena Roberts: So again though, if you don't have a way to all text on image or something, go ahead and just do brackets.

Emily Shuman: Mm-hmm (affirmative).

Rena Roberts: Put a quick description of that image.

Emily Shuman: Mm-hmm (affirmative).

Emily Shuman: Yeah. The other thing you can do is even just describe the image in, you know, in your main content of your post.

Rena Roberts: Okay.

Emily Shuman: Um, so you could say, "Look at me standing next to Dana and Sarah in the radio studio, you know. Aren't we fabulous?" And then, and then you touch the picture and somebody kind of knows what's in that picture.

Rena Roberts: Okay.

Emily Shuman: Yeah.

Renae Roberts: That makes sense. Because, again, I was like, wait a minute. Because again, like you said, a lot of these social media providers are not quite up to that but I'm glad to hear there's a shift.

Emily Shuman: Mm-hmm (affirmative). Yeah. Definitely.

Renae Roberts: But there's things you can do also to be more accessible.

Emily Shuman: Right.

Renae Roberts: Perfect.

Emily Shuman: And you know, if you're using videos, you've definitely want to make sure those are captioned.

Renae Roberts: Right.

Emily Shuman: So that somebody's deaf watching your video, um, they're not missing out on what's being said in the video.

Renae Roberts: Okay. Perfect. And of course, they can reach out.

Emily Shuman: Absolutely.

Renae Roberts: As you said, Emily can DM me.

Emily Shuman: Yes. Slide into my DMs if you have questions about what you need to do.

Renae Roberts: (laughs)

Renae Roberts: The very social media E, DM Emily.

Emily Shuman: Yes.

Renae Roberts: Okay. Because the show goes so, so fast, we do need to kind of jump, um, to another topic. And we've touched on this before but it is a very hot controversial and you guys were, you guys her Go Team was here.

Dana Barton: Yeah. Yeah.

Renae Roberts: I'm talking about service animals.

Dana Barton: Yes.

Renae Roberts: So, when Go Team was here and of course they are, um, my brain you guys, it's the end of my shift.

Dana Barton: (laughs) No worries.

Renae Roberts: They're not service animals.

Dana Barton: No.

Renae Roberts: They are not emotional support animals, they are therapy dogs.

Dana Barton: Sure. Yeah.

Renae Roberts: Now, there is a big distinction between all of these and some of them are ADA okay and your business has to be, you know, accessible to that.

Dana Barton: Correct.

Renae Roberts: But others, do not fall into that category which creates the controversy.

Dana Barton: Yeah. Yeah. It's sticky. So, um, the ADA covers service animals and service animals only, not emotional support, not therapy. And according to the ADA, a service animal is any animal, uh, or any dog or sometimes a miniature horse, just to, make a little more sticky, right?

Renae Roberts: Throw it out there. Okay.

Dana Barton: So, any dog or a miniature horse that has been trained to perform an individual, individually trained to perform a task for an individual with a disability.

Renae Roberts: And when we're talking tasks, we're talking like opening doors or maybe they're a epilepsy, a seizure dog?

Dana Barton: Right. Yeah.

Renae Roberts: That says it.

Dana Barton: Yeah. They can sense low blood sugar for a person with diabetes, uh, someone who may have a mobility issue and cannot bend over. A dog can, um, take things out of a grocery basket and put it onto the conveyor belt. [crosstalk 00:18:45]

Renae Roberts: Yeah. Have you literally seen a dog vet in grocery shops.

Dana Barton: I have. Yeah.

Renae Roberts: Yeah.

Dana Barton: It's pretty amazing.

Renae Roberts: Yeah.

Dana Barton: Um, and um, they might be a hearing dog for a person who's deaf and can alert if the doorbell rings or if the phone rings or fire alarm. Uh, seeing eye dog, you know, I think those are the most common. Um, but it's individually trained to perform a task for that person, right?

Renae Roberts: Yeah.

Dana Barton: So, it's one-on-one. Um, and where it gets tricky is that, um, you really can only ask 2 questions. And the question ...

Renae Roberts: If you're a business owner?

Dana Barton: Correct. Yeah. Or anyone, right? So, um, going into the county courthouse, et cetera. Um, you can ask, is this animal required because of the disability? But you can only ask that question if the disability is not obvious. Don't ask a person who is obviously blind if the dog is needed because of a disability, right?

Renae Roberts: Right.

Dana Barton: Um, so you can ask that question and it's a yes or no answer. And then, you can ask, what is the tasks that it has been trained to perform? And, um, as Sarah likes to say, that's not a show and tell. You don't have to show anyone what the task is. So, for example, if it's a dog that senses with what, or blood sugar for diabetes, how would you have them show you, right, at that moment? So, all you'd have to say is, "It detects level of low blood sugar." That's it. End of story.

Renae Roberts: Okay.

Dana Barton: Um, and those ... That's it.

Renae Roberts: But, so let's go over those 2 questions again that business ... because I feel like and I've heard of, you know, friends that manage large companies or even smaller companies and they feel like they cannot say anything.

Dana Barton: Well, you can ask these 2 questions. Is this animal required because of a disability? Yes or no. And what is the task that it has been trained to perform?

Renae Roberts: Okay.

Dana Barton: Now, one thing that we get sometimes is people say, "It makes me feel better. This dog makes me feel better." That's not an individual task.

Renae Roberts: That's not a service dog.

Dana Barton: That's what pets do, right?

Rena Roberts: Yeah. Right.

Dana Barton: That's what they're there for.

Rena Roberts: Right.

Dana Barton: So, um, you're looking for a real vertebrae like the action they perform.

Rena Roberts: They have to perform an action.

Dana Barton: Yeah.

Rena Roberts: So say somebody does come in to a business and they do have say a support animal, that business can ask them to leave, if they cannot answer those 2 questions?

Dana Barton: That's correct.

Rena Roberts: Okay.

Dana Barton: Yup. Yup.

Rena Roberts: So, they can say ...

Dana Barton: I'm sorry, under the Americans for Disabilities Act, we do allow service animals, this is a support animal. I'm asking you to remove this animal from the premises.

Rena Roberts: Now, how impactful was it? Especially for, you know, the Rocky Mountain ADA Center and other ADA centers across the country, uh, to see President Bush with Sully.

Dana Barton: Yeah. With Sully.

Rena Roberts: And you know, it was so impactful.

Dana Barton: Yeah. Yeah.

Rena Roberts: You know, I mean the impact he has had for Americans with disabilities and the American with disabilities action then to see Sully and of course everybody fell in love with Sully.

Dana Barton: Yeah. Yeah. So for people who don't know, George H. W. Bush signed, um, the ADA into law and really the law became full circle for him when he did receive a service animal on his, uh, final few months to, um, help him with his mobility. So, um, really cool.

Renae Roberts: I really, um, really, yeah. It was full circle, wasn't it?

Dana Barton: Really cool.

Renae Roberts: And then everybody wanted to know, what happened with Sully? He went to a veteran's center.

Dana Barton: Yeah. Is he at Walter Reed?

Renae Roberts: I think so.

Dana Barton: Yeah. Yeah.

Renae Roberts: Yeah.

Dana Barton: So, really, really special story. And just, um, I think, you know, President Bush would have never been able to foresee that he would have needed, um, this law for himself.

Renae Roberts: A service animal. Yeah.

Dana Barton: And what an impact he made so that he was, um, he was able to see that come to fruition.

Renae Roberts: Absolutely.

Dana Barton: It was really cool.

Renae Roberts: It was. It was.

Dana Barton: Yeah.

Renae Roberts: Okay. We're going to take a break and when we come back, we are going to talk about implicit bias.

Dana Barton: Yeah.

Renae Roberts: Uh huh. Explicit. Implicit.

Dana Barton: Get your coffee ready.

Renae Roberts: Okay. It's deep. We're going to have more. It is deep.

Dana Barton: (laughs)

Renae Roberts: We'll have more when we come back with Rocky Mountain ADA Center next on the Extra on KRDO NewsRadio.

Renae Roberts: Welcome back to the Extra on KRDO NewsRadio. Today, we're talking with Dana Barton, Director, Emily Shuman, Media Coordinator and Sarah Garcia, Training Facilitator, Facilitator for Rocky Mountain ADA Center. And very, going to a very interesting training but this is also a research that the Rocky Mountain ADA Center is doing and it is on implicit bias. So what is implicit bias, Sarah?

Sarah Garcia: Sure.

Renae Roberts: Help us understand.

Sarah Garcia: Sure. Implicit bias are unconscious, automatic thought processes and perceptions.

Renae Roberts: Okay.

Sarah Garcia: Our brain has to make a bunch of decisions every single day all the time. So our brain wants to be efficient. So, sometimes our brains will jump to conclusions that are easy and simple, the path of least resistance rather than really critically thinking about every single situation.

Renae Roberts: Okay.

Sarah Garcia: So, it's comfortable. It's quick. But it's not always true and accurate.

Renae Roberts: And so like you said though, this is, you're doing it subconsciously. You don't know.

Sarah Garcia: Yeah.

Renae Roberts: And do these thoughts and biases come from maybe where you were raised?

Sarah Garcia: Oh absolutely. All, every aspects of our culture. Those informal conversations you have around the dinner table. Your formal education. The media you consume. All, you get all of these messages in our culture and most of us are really good students of our culture. So, we, we learn from the world around us. And then that's, that's where these ideas come from and we, if we don't challenge them, we can believe that they're true.

Renae Roberts: Mm-hmm (affirmative). Interesting. So, the research that you guys are doing into implicit bias, it's going to help better understand this?

Dana Barton: Yeah. So, actually, we um, partnered with Harvard University in something called Project Implicit where you can actually go online. You guys Google it. Um, and you can take an assessment that, uh, shows your bias. And it, they have dozens of these. So, we're looking specifically individuals with disabilities. Um, but the idea is that you take this assessment, um, you see where you may or may not have biases and then, um, Sarah really facilitates this great training that

helps you identify the biases and gives you solutions for how to mitigate those biases. And then, we're testing again at the end, um, 3 months later to see if we've made any impacts on people's implicit bias. We can change that based on this, um, this training, this intervention if you will. Um, and right now we're seeing really, really great results ...

Rena Roberts: Wow. That's good.

Dana Barton: ... and we're doing some kind of training. Um, and people seem to be really entrusted and really ...

Rena Roberts: In responding. Yeah. Right.

Dana Barton: Yeah. Yeah. I mean you don't know what you don't know.

Rena Roberts: Right.

Dana Barton: And so we're not here to ...

Rena Roberts: And if you don't know that you're doing it, right?

Dana Barton: Yeah. Yeah.

Rena Roberts: Yeah.

Sarah Garcia: We talked about it as like driving a car, there's automatic and manual. Most of the time, we go with automatic. And so, for my training, it's putting your brain into manual and really looking at our decisions and our thought processes.

Rena Roberts: Well, I'm, you have to talk about your armpit reference of course.

Sarah Garcia: Oh yes. Of course. Well, you know, sometimes it can be really embarrassing in this training. People feel like they're being criticized but the truth is, we all have bias, we all understand stereotypes and I say, you know, it's like armpits, everyone has them and some of them stink and so I consider my training, deodorant.

Rena Roberts: (laughs)

Rena Roberts: Right.

Sarah Garcia: We got to put on deodorant everyday, every single day because our biases are going to be tested everyday.

Rena Roberts: Yeah. And if folks wanted to get more information on that, they just reach out.

Dana Barton: Yeah. Yeah. Visit our website at RockyMountainADA.org. You can give us a call. We're at 1800-949-4232. Um, and we can setup that training. We can talk you through it. Um, and really we are hoping to challenge people and to use this training as a mechanism to, um, make especially work places more inclusive for individuals with disabilities.

Renae Roberts: Right. Right. Again, if you don't really know you're doing it, it's hard to challenge that, right?

Dana Barton: Yeah. It is. It is.

Renae Roberts: Yeah.

Dana Barton: So, yes. It's a fun training. It's tough.

Renae Roberts: I'm, I'm sure it's tough but I'm sure it's interesting and, and very eye opening.

Dana Barton: Oh definitely.

Renae Roberts: Absolutely.

Renae Roberts: Okay. We only have a couple of minutes left so I do want to talk about again the March 19th event.

Dana Barton: Yes.

Renae Roberts: It's big.

Dana Barton: It is big. Tim Gill Center, um, and Sarah's going to be facilitating that training. You want to talk about what you're going to go over?

Sarah Garcia: Yes. It's going to be a sampler so we're going to touch on all the different parts of the ADA. We're going to go over some of the basic definitions but the thing about the ADA is it doesn't tell us what to do in every single situation. So, once we get that foundation of knowing, what parts of the ADA, um, are touched, uh, and different definitions then we can focus on where the rubber meets the road ...

Renae Roberts: Right.

Sarah Garcia: ... For you as a person, as an employer, as a business.

Renae Roberts: Right. So, reach out from the website, right?

Sarah Garcia: Yeah. Yes.

Renae Roberts: Or should they call? Because it sounds like you're opening up again a second session.

Dana Barton: Yeah.

Renae Roberts: Because it's filling up so quickly.

Dana Barton: I hope to get that online today. Um, the second session, um, we're about at capacity. It's a free training so of course that's a really attractive to people ...

Renae Roberts: Yeah.

Dana Barton: ... Um, to come to a free training. But go online to register.

Renae Roberts: Okay.

Dana Barton: Come to our website, RockyMountainADA.org. Um, and then again, if you're looking for something a little deeper, we are having a statewide training in Denver, um, at the beginning of May. You can find that information on our website as well.

Renae Roberts: Or you can have Sarah come in.

Dana Barton: That's right. Yeah.

Renae Roberts: And work directly.

Dana Barton: Absolutely. She does go into businesses, um, different organizations and does training. Um, we also have an online training and that training also is free.

Renae Roberts: Okay.

Dana Barton: So right now, we've got about 5 or 6 courses up that's self paced, um, through a learning management system.

Renae Roberts: Right.

Dana Barton: Again, on our website, we've got a really great instructional designer who has developed these courses to be, um, user friendly and, um kind of test your knowledge along the way. So, we've got a lot of ways for people to get information and we just really want to raise awareness and make sure people know that we're available for questions or available for training and we're here to help.

Renae Roberts: Absolutely. And give your Facebook page again. How to find you on Facebook? Because of all the information that's put on Facebook as well, social media.

Emily Shuman: Yeah. So, for any of the social media platforms, if you just search Rocky Mountain ADA Center, um, you'll find us and we're on Facebook, Twitter, LinkedIn, YouTube, Pinterest and we have an Instagram account, um, that's RockyMountainSignOftheDay where we teach, um, an American sign language sign everyday.

Rena Roberts: That's fantastic.

Emily Shuman: Yeah.

Dana Barton: It's really cool.

Rena Roberts: It is. You know, I used to know sign language.

Dana Barton: Yes. Yes.

Rena Roberts: That kind of goes away when you don't use it.

Emily Shuman: Yeah.

Dana Barton: When you don't use it, yeah. Well, follow us on Insta.

Rena Roberts: Absolutely. I love it. Well, Dana, Emily and Sarah from Rocky Mountain ADA Center. Thank you so much, all of you for coming in today.

Dana Barton: Thank you.

Rena Roberts: Absolutely. And have fun in your training in Hawaii.

Dana Barton: Yeah.

Sarah Garcia: Yeah.

Rena Roberts: It's really [inaudible 00:29:03]. And that's rough.

Rena Roberts: Coming up [inaudible 00:29:06] Extra Catherine Hammond, Hammond Law Groups will be here. That's on the Extra on KRDO NewsRadio.