

Our Disability Inclusion Training

1. Introduction to Disability Etiquette
 - What is Disability Etiquette?
 - Why is Disability Etiquette Important?
 - Who Values Disability Etiquette? (**not in shorter training**)
2. Addressing People with Disabilities
 - Important Concepts
 - Applying Important Concepts
 - Phrases & Words to Avoid
3. Interacting with Individuals with Disabilities
 - Big Picture Themes
 - Common Mistakes & Assumptions
 - Interaction Best Practices
 - How to Offer Help
 - Speech Differences
 - Quick Pop Quiz (**not in shorter training**)
4. How to be More Accessible
 - Accessibility Best Practices (**not in shorter training**)
 - How to be Mobility-Friendly (**not in shorter training**)
 - Service Animals
 - Industry-Specific Best Practices (already started doing this in the banking industry)
5. Conclusion
 - Final Quiz
 - Sources & Additional Resources
 - Certificate of Completion

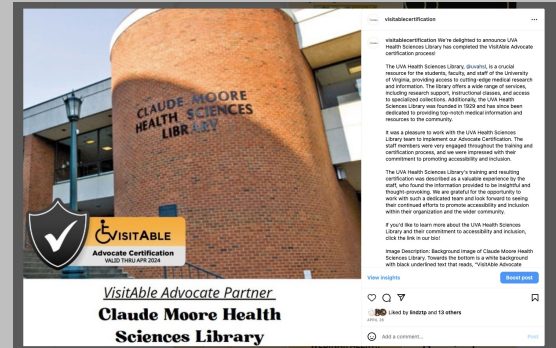
Details: 45 minutes for decision makers and 25 minutes for frontline staff, completion-based, self-guided, at your convenience, and mobile-friendly

Show your commitment through our “Advocate” Certification!

Requirements:

1. Train 80% of staff in an agreed-upon timeframe (usually 3 weeks, but this is flexible)
2. Make the training part of the onboarding process for new employees

Deliverables include: 1 blockchain-verified certificate, coordination (welcome email + follow-ups), 1 content review meeting + 1 customization iteration if needed, **AND** the following



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BANK**

**VIRGINIA BANKERS
ASSOCIATION**

Don't let this session be the end...

1. An interest/price quote form (delivered via a Google Forms link) for our training program will be shared with you – this form is not committing you to anything
 - a) Please check the chat if you are attending this session live
 - b) The form will also be made available on the attendee page after the event
 - c) On September 21st, the DEI Summit follow-up email with the recording link will also contain the form
2. We will email back price quotes as we get responses
3. We will extend a 10% discount opportunity for those who make **the decision to move forward with our program before 5 PM on Tuesday, 11/14 (2 months)**
4. VisitAble will work with your team to roll out this program on a rolling basis as we hear back

QUESTIONS?

Thank you for taking the time to learn more about accessibility and disability inclusion!

Find us on social media!



@visitablecertification



@VisitAble_



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Please feel free to contact us at: joe.jamison@visitable.org or at (703) 731-7963.