

VOLUNTEERING FOR ALL: INCORPORATING UNIVERSAL DESIGN INTO SERVICE PROGRAMMING

CREATED AND PRESENTED AT THE TENNESSEE
CONFERENCE ON VOLUNTEERISM & SERVICE-
LEARNING BY **MADISON WOODS**
MADISON.WOODS@VANDERBILT.EDU



WHAT IS UNIVERSAL DESIGN?

Universal Design begins at the planning stage and encourages people to think radically about accessibility.

Anything planned should be accessible and usable to all people, regardless of identity

WHY IS UNIVERSAL DESIGN IN SERVICE IMPORTANT?

- Access to Service, regardless of identity
- Increases Retention
- Reduces Stigma
- Shows Dedication to Providing an Inclusive Environment
- Aligns with Legal Requirements
- Empowers Individuals
- Fosters a Sense of Belonging

WHEN PLANNING A SERVICE EVENT, IT IS IMPORTANT TO INCLUDE THE COMMUNITY IN THE DECISION-MAKING PROCESS AND CONSIDER ASSETS WITHIN THE COMMUNITY.

SERVICE PROGRAM CHECKLIST

- DATES AND TIMES ARE INCLUSIVE OF DIVERSE SCHEDULES
- ENSURE VENUE AND PARKING IS ACCESSIBLE
- PROVIDE INFORMATION IN MULTIPLE FORMATS
- CONSIDER TRANSPORTATION OPTIONS
- SEATING AND SERVICE ARRANGEMENTS ARE ACCESSIBLE
- MULTIPLE OPTIONS FOR SERVICE ARE INCLUSIVE OF ABILITIES
- TRAIN STAFF ON IDENTITY AWARENESS AND INCLUSION
- CONSIDER DIETARY RESTRICTIONS AND ALLERGIES
- CONSIDER SENSORY CONDITIONS AND PROVIDE QUIET SPACES
- PROVIDE CLEAR SIGNAGE AND DIRECTIONS
- AMENITIES SUCH AS CHANGING STATIONS AND LACTATION SPACES
- CONSIDER HOW VISIBLE ACCESSIBILITY IS

RESOURCES

- **HBCU Disability Consortium** (blackdisabledandproud.org)
- **Minnesota State University Mankato Universal Design** (<https://www.mnsu.edu/university-life/campus-services/accessibility-resources/facultystaff/universal-design/>)
- **University of Buffalo: Accessibility at UB** (<https://www.buffalo.edu/access/help-and-support/topic3.html>)

ACCESSIBILITY HUNT

Below is a list of common accessibility challenges. Use the notes section to write down any accessibility challenges not listed that you have witnessed or found, and any thoughts you may have about how these particular challenges can keep potential volunteers or community members from having access to an organization.

LACK OF RAMPS AND ELEVATORS TO ACCESS ENTIRE SPACE

NARROW DOORWAYS AND ENTRANCES

POOR LIGHTING

UNCLEAR SIGNAGE, CONFUSING NAVIGATION

HIGH NOISE LEVELS

LACK OF AVAILABLE INFORMATION IN MULTIPLE LANGUAGES OR FORMATS

LACK OF CHANGING TABLES IN RESTROOMS

LACK OF DESIGNATED LACTATION AREAS

NO ALTERNATIVE TEXT FOR VISUAL IMAGERY AND SMALL FONT SIZES ON WRITTEN COMMUNICATIONS

NARROW OR STRICT SEATING ARRANGEMENTS THAT ARE NOT MOVABLE

PARKING AREAS WITHOUT ACCESSIBLE PARKING SPACES

AREAS WITHOUT SUFFICIENT SEATING OR RESTING AREAS
