welcome everyone. We will get started here in a few minutes after 230. We want to make sure that those that are trying or able to come successfully. We will not have any sound playing while we wait to start so if you don't hear anything coming through your speakers, it's not a problem. Our microphones are just muted questions, put them in our chat, and I will explain all that shortly. We will get started in just a few minutes. Let us wait for more people to come in. Thank you. Hello everyone. It is 231. Karen, if you want to wait a couple of minutes to see if anyone else were to join what we want to get started?

>> let me unmute. Let's wait one minute.

>> okay. It's now 232. We will start at 223 -- 33. In about one minute. Okay. It is 233. We can start recording. We can take it off. Okay. Good afternoon everyone. I am the outreach specialist for tools4life house within the Center for Inclusive Design and Innovation. We're so glad to have you with us today. We are covering workplace accommodations, reopening during Covid 19. This is the final webinar and are work accommodations series. We started back in September or October so we've had several months -- weeks of delivering these webinars. And we are so excited to see everyone on today. If you have any questions or comments, during the webinar, he can type them in the chat box at the bottom right-hand side of the screen. There is a purple arrow and Speedwell that you can click on. Participants do not have access to their microphone so type in questions. This is being recorded. On the tools4life archives page with -- within a week or so so you can go back and view and also share with others. We are offering continuing education credits. We are offering CEU's through the -- Institute and CRC through the commission of rehabilitation counseling certification. I believe that's what the acronym is. It's a mouthful. If you would like to receive links for those, I will put in my e-mail and you can click the e-mail when it is finished, and I will make sure that you have access to all information for credit. And at this time, I'm going to go ahead and pass it over to Karen. I also what to say thank you to someone who is our captionist for today. So thank you so much Simon. And Karen, I will toss it to you.

>> can you say a few words about how people can turn on the captioning that they are interested?

>> sure. When you join, it should of had a pop-up window at the top that asked if he wanted to see captions. And as far as putting them on afterward, I believe there is a way to do it, but I am not sure. Go to the purple arrow at the bottom of your screen at the very far right icon. There is a gear and click on that, and it should show a box where you can display close captions when available.

>> thank you. So welcome everyone. Today, I'm gonna be talking about accommodations for reopening during Covid 19. I'm not so sure that this is the most timely presentation. I was listening to CNN for numbers going up yet again. But I'm hopeful that one of these days, more of us are going to be returning back to our offices that will be returning back to other types of workplaces. And some people already have. And we found is that a lot of new safety regulations have been put in place in order to deal with this. And while that makes people safer, it also sometimes poses new accommodation problems. That's what we're going to be talking about today. As Terry mentioned, this is part of a series of webinars as we been conducting. In combination with two different projects. Work ACCESS which is an assessment system -- electrical examination system that we are developing. And we also have another project quality assistive software knowledgebase which we are developing and it's a centralized online resource on assistive software and mobile apps that are used as workplace accommodations. We been doing this every other week series. I have a link near the end of this presentation we can pull up or archives. I will talk about that later. This is our last session for this calendar year but there's been some talk about doing some more sessions starting in January. We'll talk about that more towards the end of this presentation as well. Finally, I like to think the national Institute on disability independent living and rehabilitation research or regular for funding these projects. So let me get on to what we wanted to talk about today. Today, we are going to be talking about some different guidelines related to Covid 19 safety regulations. And talk about some of the different problems and solutions that might be occur as a result. So we gonna be talking about physical distancing guidelines, using Personal Protective Equipment, hygiene and cleaning guidelines and finally learning and following all these new procedures and then gonna talk -- I will share some resources.

I should mention that this information -- quite a bit of that came about as part of our development of the Work ACCESS tool. Earlier this summer, we conducted a number of focus groups were we had people -- actually, that's a brainstorming session actually. We had people go through some of these different scenarios and discuss some of the different types of solutions that might be tried. I'm sharing love that information here today. Learning objectives: Participants will be able to describe at least find -- five Covid 19 safety guidelines that are being adopted by businesses and participants will be able to list three accommodation problems and potential solutions related to physical distancing guidelines and project -- Personal Protective Equipment and hygiene and cleaning guidelines. And finally, participants will be able to describe two work access resources that can be used to identify other solutions to these problems. Let's get on to that first learning objectives. Quite off the bat. Some covered Covid 19 guidelines. We scoured some of the things information that

was coming out from the CDC, our own University, State of Georgia and put together this list. First of all, there are some guidelines that are related to physical distancing. And these might include setting up employee workspaces. At least 6 feet away. Limiting the number of people in the workplace at the same time. Using video conferencing instead of physical meetings.

Of course, there is using predictive protective equipment guidelines which involve wearing a cloth face mask covering. And in some cases protective gloves or protective gowns. Hygiene and cleaning guidelines. Promoting frequent hand washing. Performing routine environmental cleaning. Cleaning doorknobs, handles, et cetera. And finally, learning and following new procedures so training the employees on these new policies and procedures, and I have one here that I threw under the which doesn't seem to fit. Conducting daily in-person or virtual health checks such as daily temperature checks. I have it down there because some the issues that you run into with that are related to following directions and sharing information and in an accessible format. That's why I have that group down there. Let's look at the first one of these. Physical distancing guidelines. We look at the guideline for standing up work stations, at least 6 feet away from each other, some of the potential problems that we came up with work that -- first of all, an employee with a cognitive revision issue might not know how much room to leave between themselves and other workers. The other issue is that some of this distancing assumes that employees are at the same height.

Not one standing and one seated. Let's look at that first one. One of the solutions that we came up with was really just describing the spacing in concrete terms. That the person is familiar with. Being -- a lot of people might have difficulty visualizing a 6-foot space. So being able to describe things as every other seat or the length of a cart or something else in the workplace that person would understand or the space of all people with arms stretched out. The one that -- the science that I have here -- there are a number of signs out there. Most of them humorous as opposed to serious it seems. Trying to illustrate the spacing in terms of other objects. This was my favorite. Obviously are out of the state of Florida, we have two people were advised to keep one alligator apart. These are some of the things you might do it. Practically for a person with a cognitive disability. We can also look at marking physical boundaries that are needed for safe spacing. You see the sometimes with tape on the floor around a work area and people aren't supposed to cross that border.

Otherwise they will be too close to the person. In the case, he might use of right posts to provide more a tactile are more obvious. Between people. I've also seen some situations where companies are using maps to work a work area or in one case, they were actually trying to promote carpet in a different color around that person as an

incentive. I don't know that many businesses are going to re- carpet there for right now. But that's another way of approaching this. What I have in this case is a picture are some people on a bike path with a sign up on the bigger saying keep this far apart. The ADA is that you can look and compare how where you are in relation to the other people to see whether or not you have left sufficient space. And then finally, in terms of keeping workers separated, sometimes people will erect physical barriers. I think we've all seen this in some businesses right now with the plexiglass barriers between customers and workers.

I have one of those on the left ear of a very between customers and someone working at a restaurant counter area. But it can also be between employees. Such as the picture I have on the right where you have people working in the line with a hanging plastic barrier between each of them. I should mention that I like the picture on the left because they do have some very obvious borders on the. And that helps people realize that it's there. You don't want to create a situation where people are running into whatever fear you have created. Another problem that you need to run into -- that you need to be careful that you don't run into is making sure that barriers do not reduce the clear space needed for wheelchair accessible travel route.

 This goes for both of these physical theories as well as the type of physical barriers I was mentioning at the previous site where you might have some upright post marking off areas. We don't want to create another problem while trying to fix one. This could be a challenge because if you have barriers between people trying to keep them 6 feet apart, reasonably, that means that there are 3 feet between you and the wall. If you're using a wheelchair where you would normally want 36 inches of clearance, you're pushing it there. Possibly depending on how your workstation is set up. That something you need to be very cautious about. Another issue that we had not thought of ourselves originally, but her focus group came up with was that employees are not at the same height.

As a result, if I am talking to you, and I am spraying droplets, but in time they get to you, some of them are going to have to have sunk a little bit so hitting you lower down on your body and some of them may have sunk before they even get to. If you have a person who standing and talking to a person who is using a wheelchair, he might not run into that situation. In fact, if their faces are 6 feet apart on a diagonal, that might not be far enough.

In addition, those droplets are going to sink and -- in their direction. Some ideas that came up probably the main one was to where I had covering such as a baseball cap to deflect droplets. For those people who need to wear a poncho or gown as part of their data for the job, you might want to make sure that it covers both the person and

the wheelchair so that they aren't again contaminated from interacting with their wheelchair. Hold on. Another guidelines related to physical distancing or social distancing has to do with limiting the number of people in the workplace at the same time. There are several problems that result from this. First of all, when people have different work schedules, if you have only -- no have multiple shifts with smaller groups, having those different work schedules might prevent an employee from getting help from coworkers who previously had been assisting them. Of course, you have still the issue of -- or does coworkers even able to assist without getting a little bit too close? And that's a whole separate issue that is going to be dependent on the workplace situation there but one possible solution is to look at trying to schedule people together or asking a different coworker to provide that assistance depending on what may be needed.

Another problem -- job coaches or personal care assistant may not be able to access the business. I know that our particular place of employment, we are not accepting any sort of visitors. So there might need to be exceptions. To the visitor policy for some of those situations where a job coach or an assistant is needed. Another challenge: Different work schedules might limit public transportation options. So again, we need to work with the employee to plan his or her work schedule. District that you may have -- that the person may have been assigned to initially may not be what works best for them. They may be -- may be changed to a different type of schedule.

Finally, for this this section, we have a lot of businesses now particularly restaurants that are trying to serve customers outside. Work they are doing curbside pickup or in some cases, adding additional sitting outside. We need to make sure that those efforts to serve customers are not blocking accessible parking and/or travel. So I the picture here. This is probably one of my only pictures were I didn't put a credit link because I don't want anyone to be blamed, but we have a nice restaurant table that is smack dab in between two of the accessible parking spaces. If anyone was going to go to that business and needed to part, I'm not sure what they do. That's something you need to keep in mind. With the stables and move lines into businesses to make sure that an accessible route is maintained. One last guidelines related to physical distancing is the idea of using video conferencing instead of physical meetings. Even though people are slowly returning to the workplace, we are being told that the social try to avoid meeting in larger groups. Meetings may still be held online even though you might be in the workplace. The problem that you run into with that is that not all video conferencing platforms are accessible. And I will reference the resources that we have at the very end. But we recently put together a handout and also conducted a webinar on things as ability of telework platforms.

I will ask you to reference those for more information. About some of your options. I don't know if anyone has any questions or comments at this point before I move on. I would like to make one request though. As opposed to some of our other webinars that we have done -- some the other ones we have done have been around problems that have existed for quite a while like reading, time management, and we have been trying to share some new solutions to some very old problems. For this particular session, things are a little bit more different. We are going with some very new problems. So as a result, I would love to learn from you as well. We have some ideas but I'm sure that there are other experiences that people are having.

So if you have another problem that you have encountered that we are not addressing today that you would like to share, please do so. If I cover a solution that you look at it and say, oh, we tried that and that did not work. Let us know. or, if you have another solution that you tried that was successful that maybe we don't have mention or maybe do, sure that as well. So I encourage you to help us add to our list of possible solutions here. Taylor, comments or anything so for?

>> I see question about using captions. Journal of that's for the chat or similar but there are no questions.

>> okay. Oh. Yes. I think be very gotten through that but there was a option when you signed on asking if you want to use captions and one for yes and no. And you can turn captions on that way. And that something that you might -- that's one of those features you might want to use. If you are trying to hold those business meetings online. So if you haven't -- if you're interested in camping and have not turned on, yet, you can go into the sit ins at the bottom of the screen and turn it on. I will continue then. Let me shift gears and talk about using Personal Protective Equipment next. A lot of different issues related to this. The big one right off the bat is that you run into situations where a person is unsure whether they can wear a mask due to medical reasons or claustrophobia or hypersensitivity to touch, inability to remove mask without assistance as I.

And hopefully that is a legit complaint and is not -- effort there are some people who were going around printing up. Medical documentation to get out of wearing masks. Earlier this summer. Hopefully that has been put an end to. If you do have an employee who finds themselves in that situation, some of the solutions that you might consider -- right off the bat, if the employee has been teleworking, and they continued that? Well -- critically for employees who have respiratory conditions -- that might be the best option. Another option -- can the employee break in an area that separate were Max -- mask use may not be needed? In our particular office, we are asked to wear masks while moving through the workplace. But once we get to our private offices, we can

take those out. So the might be a situation where a person might be able to wear it just for a short. of time and tolerate that for that amount of time but then work in an area where it's not needed. One of the challenges that you need to run into with both that teleworking and separate work area option is you want to make sure that you are not adding to the work or social isolation of that individual from other employees. Right now, for those of us who are teleworking, we are all in same boat. Were all feeling isolated. But that puts everyone on an even playing field. If we -- if we run into a situation where nine out of ten people are now working together again and that that person is isolated, we need to make sure that that they are being included and are participating in the workplace. The same as the others. Some other options to consider: This would be particularly if you're able to work a little bit more separate from other people would be experimenting to see if there is a mask design or material that would be more tolerable such as wearing a loose scarf. Or possibly explore whether a face shield would provide sufficient protection. These options might not be as effective as a regular facemask but if you're able to reduce the risk through other ways, it might still be better than nothing.

 So the might be something you would consider. I'm gonna be talking about face shields a little bit more in a second. Some other potential problems: What specific things. For people are hard of hearing or deaf, if we run into issues were masks get in the way of lip reading or reading facial expressions. They also can muffle speech. If you have a person with a visual difficulty, employees glasses can fog up so I can add to that problem. An employee's features might distort vision. And for people with motor difficulties, an employee might have difficulty putting on or taking off the mask, gloves or gown. What are some solutions?

 First of all, for the palm of mask skin in the way of lip reading or reading facial expressions, we could look at whether a face shield would provide sufficient protection. Again, you probably want to make sure you have sufficient physical distancing because the CDC has said that face shields alone do not provide sufficient protection in general. If used without a mask, the shield should wrap around the sides of the wearer's face and extend below the chin. So again, by itself, in close quarters, probably not going to be sufficient. But if you're able to combine that with some physical distancing as well, he might be able to come up with an option that will work. Some that might work better is this approach. Having coworkers use a face mask with clear plastic center panels. This picture is of the safe and clear mask. This is a mask that actually has achieved some medical certification in terms of effectiveness. It was designed to try to avoid fogging up as a person is talking.

I'm not sure how effective that is. If any of you have some experiences using this, please let is know in the chat. This might work best for some short communications. Since masks are gonna be more difficult to breathe through. But still, that is an option. that's available already that people can use. Finally, and that solution would be to use other communication methods instead of lip reading. Using texting or real-time captioning app. Gestures or sign language. Those are options you can use. So as to the problem of muffle speech, some the solutions that we came up with included amplifying the person speech through an app on the cell phone. This would be if the person is having trouble hearing their coworkers who are wearing masks. There are several apps available. I don't know how well they work but -- they basically turn your cell phone into a type of hearing aid.

And although I'm not sure -- not for sure I would recommend them in place of hearing aids for this type of application we just went to amplify things little bit, it might work sufficiently and many of them are free, and you can experiment pretty easily. You might also a bullfight the person's voice through and amplifier. And then finally, you can explore other communication methods. Texting, real-time captioning app, gestures or sign language and what I have here is a picture is alive transcribed app -- live transcription app. This something that's been developed by Google. It is a artificial intelligence automatic captioning system.

The phone microphone will pick up what others are saying and it will put their words on the screen as they are spoken. Not going to be 100 percent accurate. But for some communications, the might be all you need. Actually, lip reading isn't 100 percent accurate either. It may be sufficient for what the person needs. Switching over to vision. I mentioned that less is a can fog out. They might add to other vision problems. Or face shield used to protect the eyes might distort vision. For the fogging problem, let me point out that masks with nose wires or similar designs that fit closer to the face under the eyes really do seem to result in less fogging of glasses.

 Your hot breath is not directed in other directions. Not towards her glasses. We still had some discussions using possibly using masks defogger which is something that scuba divers use. My only concern is that usually that involves a mask or sheet of glass that is where it. I don't know if it would have any effect -- beneficial effect once it dries off or, if it only works well when it's wet. We will have to experiment with that as the weather gets colder.

Another issue with the face shields is although they protect the eyes, I was in a doctor's office and the edges been issued the new fee shields and there's all sorts of complaining because it was distorting the written and they weren't so sure they would be able to make injections and take blood with the level of resulting vision that day

had from that. One possibility might be to explore whether goggles would provide sufficient protection. As an alternative. Finally, we run into an issue where employee might have difficulty putting on or taking off the mask, or gown. We were able to come up with any solutions yet to try to make this a little bit easier. I will say that there are some different types of masks out there that might tie on or slip on over the years. Or slip on over the head. You might need to experiment to see if one person is going to be little bit easier to put on and off than others. I will note that the CDC advises against mask wearing for people who are unable to remove it without assistance. That said, we were in a session with some people with spinal cord injuries and they brought up the issue that if their choices taking that risk versus having to stay home at not being able to go out, they are willing to take that risk. That something that you are going to have to work with the employee individually to figure out how he wants to proceed. Hygiene and cleaning guidelines. So the first guideline here is promoting frequent hand washing. That might include some problems might include that the employee with mobility or reach a story problems has difficulty washing their hands or using hand sanitizer. That written paper towel bins block travel.

Part of the employee can get -- contaminates their hands using a manual wheelchair after hand washing. So to some extent, this is not the solutions that we have here aren't that new. We already have ADA accessibility guidelines for making bathroom sinks accessible -- accessible. Now we getting to make sure that we are actually some of those rules. This might make -- include making sure that there is sufficient space to move near the sink and provide sufficient knee clearance and providing easy to operate faucet controls. One person in one of our focus groups pointed out that in some businesses, if you have some evidence that are being closed for more frequent cleaning, you always make sure that there is an accessible restroom, accessible sink available for people during those cleaning. . Times. Another issue is the employee might have difficulty accessing soap or hand sanitizer. And I don't mean just because Kruger always seems to be out of it.

 Possible solutions might include putting -- position dispensers next to a clear floor space and add a height that a person is able to reach is Lee. You might want to make sure you're not position it too high. You also might use a portable -- or hand sanitizer dispenser that can be positioned as desired by the user. And that might be interesting to a wall-mounted dispenser or instead of it. You might use a motion activated dispensers rather than a pump dispenser. Don't be easier for a person to access. Some people are so experiment team with but our dispensers so that what you don't have to use their hands. You do need to be careful though.

That might work for some businesses, and it might not work for others because again, if you have anyone with a mobility impairment and that could include balancing and not been able to stand on 1 foot while operating a pedal with the other, that might be a problem. Know your employees. And what their specific needs are. I should point out that when we're talking about accommodations for the workplace, we often want to follow the ADA guidelines. In terms of public places. But for those businesses that aren't places of public accommodation, you really are looking at coming up with accommodations that fit the needs of your specific employees. You don't have to follow the general guidelines in those cases.

 Make sure that whatever you are doing this meet the needs of your specific employees. Another problem that we can that we often are running into now is that people don't want to operate the restroom until right after they have washed their hands. So people are often putting paper towels bins very close to the door so that day can open the door with the towel in hand and that and not stored away immediately. That's great until you move the been close enough to the door that is now blocking traffic. So that's something you need to watch. Watch out for. Another problem is that employee may contaminate their hands from using their manual wheelchair. So wearing protective gloves when preparing the wheelchair might be a possibility. Also you might want to look at using hand sanitizer wipes or towels with hand sanitizing liquid on them to clean handles and part of the wheelchair as well. When you are using it. I'm going to take a break. Questions? Or comments?

>> nothing has been added for a chat, but we can pause for a couple of minutes.

>> we have another quite group today. Like I said, if you do have some experiences with any of this, please think about sharing it over in the chat so that we can learn from it and share those ideas with others. I heard a beep. Did something come in?

>> it's great information. No questions. Do you know of any masks that are easier to take up or put on?

>> depends upon the individual. From my experience, the types that just loop over your ears seem to be easier to put on then the ones that tied behind your head, however, you also went into the risk that they are also usually not as tight. So it depends on on your work situation. I will admit that although I recommended the nose wires masks earlier as a way of keeping your glasses from fogging up, I've also noticed that the mask that I had to have the nose wires don't slip on me and the others do. Whenever you see people walking around whether mask is below the nose and constantly tried to push it up, the nose wires keep everything in place. The might be a lot easier for

someone who doesn't want to keep addressing it constantly. --
adjusting it constantly. That would be my suggestion. Anything else?

>> Rachel sister or mask that can attach to eyeglasses or hooks that
can be added -- that wasn't a question. Was it?

>> that's not a question but that was an idea. Please read through
that.

>> there are masks that can attach to eyeglasses or hooks that can be
added to glasses.

>> that might be something else to look for. Thank you. Not hearing
anything else. Let me continue. We are towards the end. One other
guideline that we're hearing a lot about us performing routine
environmental cleaning. And so some of the problems that you run into
there are that surfaces that employees or customers come in contact
with need to be disinfected. And an employee might have chemical
sensitivity to the cleaning products used. And cleaning may be a new
job task that the employee has difficulty completing.

 Let's talk about that a little bit more. While we were getting ready
to start, tell it what talking about how the bus drivers on campus
yelling at people for holding onto the railing while getting on the
bus. That something we need to keep in mind. People might need to be
holding onto railings and other sorts of support. Particularly at they
have a mobility limitation. Those are areas that need to be cleaned.
Not just some of these door handles. And for a person with disability,
they might also include automatic door buttons, stair and ramp
handrails, real science, all the things that might need regular
disinfection. Not really a problem, do something to keep in mind for
the cleaning crew. Something that could be a problem though is the
possibility that an employee might have chemical sensitivity to
cleaning products -- products. This is a tough one.

 I'm not an expert on this topic. We have been told that using soap
and water and hydrogen peroxide or alcohol are generally tolerated a
little bit better. Ammonium, chlorine bleach and female which is the
active ingredient in light so are tolerated all that well. So there
might be something to keep in mind. If you do have an employee that
has issues with that, try to avoid cleaning products that have added
frequencies when possible. Finally, although in many cases, our
cleaning crews are very busy of all these additional tasks and in some
cases, people are being asked to do some of that cleaning themselves.
I know we had some sharp faculty when they were told at the beginning
of the semester that in order to with a cleaning crew focus more on
bathrooms that they are being asked to dispose of their own -- and the
out their own trash cans. So that's fine. But keep in mind that all of
a sudden, these are additional work tasks that the person may need to
complete. So you might need additional accommodations for that. Or one

thing that's always a valid possibility that those cleaning tasks we need to be resigned -- reassigned to a different employee. That is allowed. critically since is not a man job function those are all the human mind. -- thing to keep in mind.

Gather the applicable all these different types of guidelines, we still need to make sure that people know how to follow these new procedures. Some of the potential problems are that an employee might have difficulty understanding print materials on the new procedures and employee might have difficulty understanding the presentation on new procedures and an employee forgets to follow new procedures or follows them incorrectly. So I think you've heard about a lot of these things before, but it doesn't hurt to review them. For an employee who is having difficulty understanding print material on these new procedures, keep in mind that those materials should be in formats that are accessible to the employee. Formats that are compatible with the employee's assistive technology. The person is using a screen reader, make sure that it is in a form that technology can access. For people who are not strong written text users, human 20 illustrate the new procedures through images or videos. And if the procedure involves following checklists.

Such is a willingness and temperature checks for the person may to fill out each day, work with the employee to develop questions with wording that he or she understands. So if you are -- asking them to do a temperature check, you might want to make sure that that's presented in terms of between two numbers or greater than this number. Or something like that. This also applies to presentations. And I want to make a comment here about the importance of this not only because you can -- it can keep you from getting sued, but it also might be one of the CEU case questions. Anyway, back when we had the anthrax scare when people were sending possibly dangerous materials through the mail, FedEx and UPS were providing training to their employees on how to deal with this. Did you with this new safety regulations that they're putting in place.

Both of them were sued. Why? Because they didn't provide captioning or sign language interpreters so none of their employees who are deaf or hard of hearing had any idea what was going on. That's something that we need to keep in mind. If we are providing training, we need to make sure that we are doing it in a way that's accessible. That might include using meeting platforms that are compatible with the employee's assistive technology. Perhaps providing copies of presentations that can be reviewed. Following a training session. Possibly recording presentations. For later review. Particularly if the person has difficulty taking notes.

They can listen to the recording again instead. And employees with low vision or blindness might need a large high contrast verbal text and

verbal destruction of graphics that are being reviewed. And employees who are deaf or hard of hearing may need captioning or sign language interpreters like you mentioned. Whoops. Stealing a slide from a previous presentation. There are different types of captioning. Thank you Simon for providing our external human captioning today. That really is the most accurate option out there. And there are some platforms that support it like Blackboard, WebEx and zoom. But we often can't wear also seen systems that use automatic live captioning with artificial intelligence to generate captions. There are more options and more platforms that provide that. It is easy to set up an exit at last minute. Probably what you run into is that your accuracy is not going to be 100 percent so if you need to think about what type of training you are providing. If you can get by with people missing the occasional word, that might be sufficient. If you are dealing with things that involve some very specific details and if they get one of those details wrong, there could be a problem, then maybe that's not the way to go.

That's what I am going to say about that. There are also some systems that will generate automatic transcript after the session. So that a person a person can see a listing of what took place. Print out. And the use automatic generate captions for those as well. I'm going to continue on with my presentation but if you have any successes or problems that you have encountered with captioning, please let us know so that we can maybe suggest that people are trying certain platforms rather than others. I will say that we have heard rumors that Google meet is the system that does the best generate captions. Of course that was information from last month. That may have already changed. All of this technology is changing very quickly right now. Another issue that you might want to look at is sign language interpreters. The issue here is that you want to make sure that your sign language interpreter is visible on the screen and is always visible on the screen.

 it isn't getting lost in the shuffle so he went to make sure that you can do something called pinning the interpreter to the main screen. Zoom is very popular for doing that. That is the go to application for people who need interpreters. You do need to also be careful if you're trying to do something with mobile devices because you are -- your camera might not be steady enough to read lips and do some of those -- read some of those gestures. Okay. I'm getting close to the end. We also need to make sure that once a person has been trained, that day have reminders to follow those new procedures. Again, provide reminders in a format that is accessible to and is understood by the employee. . Use text or images. You might want to ask the person to help develop the reminder so that it's in language and terminology and with the appropriate prompt that they're going to understand and remember what it is that they are supposed to do. That's it for our

officer problems and solutions. I want to finish up with a couple resources that we want to share.

We have developed a set of three handouts related to Covid 19. Looking at accommodation problems and solutions associated with telework, problems and solutions associated with reopening and in other words this presentation today, and we have also created a Telework Platform Accessibility Matrix. And we invite you to check all three of those out for more information. We also as I mentioned, this presentation has been part of a webinar series. We are hoping to do one more session on cognitive aids in the workplace in January. But one of our questions is would you like to do more sessions and would you like us to focus on the type of approach that we did today with the problems and solutions from our decision trees? Would you like us to focus more on new software and apps? Would you like us to do a combination of both? Let us know in the chat.

Otherwise, I would like to point you to our archives. We've also gotten permission to offer CEU's after the fact so if that is something that you are interested in, you are able to go back to those archived webinars and get CEU's for completing those courses. So with that, and just a couple of minutes left, or there any questions? Or comments or thoughts? I don't see anything. And I'm going to throw out one more question for people. You might surprise me and answer these. We are interested in learning what people would like us to cover in our tools that we are developing for future work task. Of you been looking at so far has often been that has been many other things you would encounter with an office-based job such as using a computer or moving around the workplace or using a workstation all at an office setting. What else should we be covering? Are there particular work settings that you would like us to cover? Are the particular work tasks that have been that either if you encounter frequently so if you think it would be helpful to have that documented or something that's been particularly challenging to where we might take a deeper dive into it and see if we can come up with some solutions? Let us know in the chat or feel free to e-mail after the fact if you prefer to communicate that way or, if you have a great insight tonight while eating dinner. So, then give you another minute. If anyone has any comments or questions. I am hearing none. I think we will wrap this up. Thank you again. For joining us today. Please let us know if you do have any additional comments or questions. This particular session was inspired by some of our interview brainstorming session that we been holding in different types of work tasks. We have several of those going on this month. If you would like to participate. And otherwise, thank you very much. And I would like to thank my dealer for funding this work. Have a good rest of your day.