



Appendix 3.7

Accommodations Training Table

Chapter 3: Providing Accommodations

Below is a table with examples for who may need to be trained, what challenges, topics, or attitudes training could address, when to conduct training, and how to conduct the trainings. This should be used as a starting point to develop a customized training plan for your organization.

| Who | What | When | How |
|----------------------------|--|--|---|
| Leadership | Not seen as a priority, required, or valuable | <ul style="list-style-type: none"> • Annually • Ad hoc | <ul style="list-style-type: none"> • Didactic |
| | Lack of disability competency - creating an affirming environment, making sure patients feel safe and welcome with needs met | | |
| | Lack of awareness of laws and requirements related to providing accommodations | | |
| | Lack of awareness of evidence-based accommodations | | |
| | Lack of awareness of how to respond when there is a disability and accommodation need | | |
| Implementation team | Not seen as a priority, required, or valuable | <ul style="list-style-type: none"> • Orientation • Annually • Every two years • Every 6 months • Ad hoc | <ul style="list-style-type: none"> • Didactic (could be in-person or online) • EHR tools (e.g., best practice advisories) • Laminated guides |
| | Lack of disability competency - creating an affirming environment, making sure patients feel safe and welcome with needs met | | |
| | Lack of awareness of laws and requirements related to providing accommodations | | |
| | Lack of awareness of potential or available accommodations | | |
| | Lack of awareness of how to respond when there is a disability and accommodation need | | |
| | Lack of awareness of how to find and provide accommodations | | |
| | Challenge coordinating across departments and roles | | |
| Clinician and staff | Not seen as a priority, required, or valuable | <ul style="list-style-type: none"> • Orientation • Annually • Every two years • Every 6 months • Ad hoc | <ul style="list-style-type: none"> • Didactic (could be in-person or online) • EHR tools (e.g., best practice advisories) • Laminated guides |
| | Lack of disability competency - creating an affirming environment, making sure patients feel safe and welcome with needs met | | |
| | Lack of awareness of available accommodations | | |
| | Lack of awareness of how to respond when there is a disability and accommodation need | | |
| | Lack of awareness on how to find and provide accommodations | | |
| | How to use a given accommodation | | |