

211info.org



HOW-TO GUIDE

Updating Agency Accessibility Information

INCLUDES DEFINITIONS



211info, in partnership with the Oregon Office on Disability and Health, is working to improve our information about accessibility of services for people with disabilities.

We ask that you update the accessibility information about the services your agency provides.

Why is this important? Because having accurate accessibility information helps individuals with disabilities plan how to avoid potential challenges or barriers to access.

If you want direct assistance updating your information or would rather update the information over the phone, please contact 211info:

503-416-2698

support@211info.org

1 Login with user name and password

ReferNET
Agency Survey System

2-1-1 Info COMMUNITY RESOURCE SURVEY LOGIN

User ID INFO:

Password ****

Login

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2 Update contact information as needed

ReferNET
Agency Survey System

Friday, November 03, 2023
user Logged In

Text Size +A -a Reset

Survey Complete

When all survey updates are complete, click

Logout | Edit user info | Contact us

COMMUNITY RESOURCE SURVEY
last updated by this user

COVID-19 FINANCIAL RELIEF PROGRAMS

Enter contact information for the person completing the survey.

First Name W Last Name H

Title Resource Analyst

Email @211info.org

Phone 211 211 2111 ext.

All contact information is required.

Save Logout

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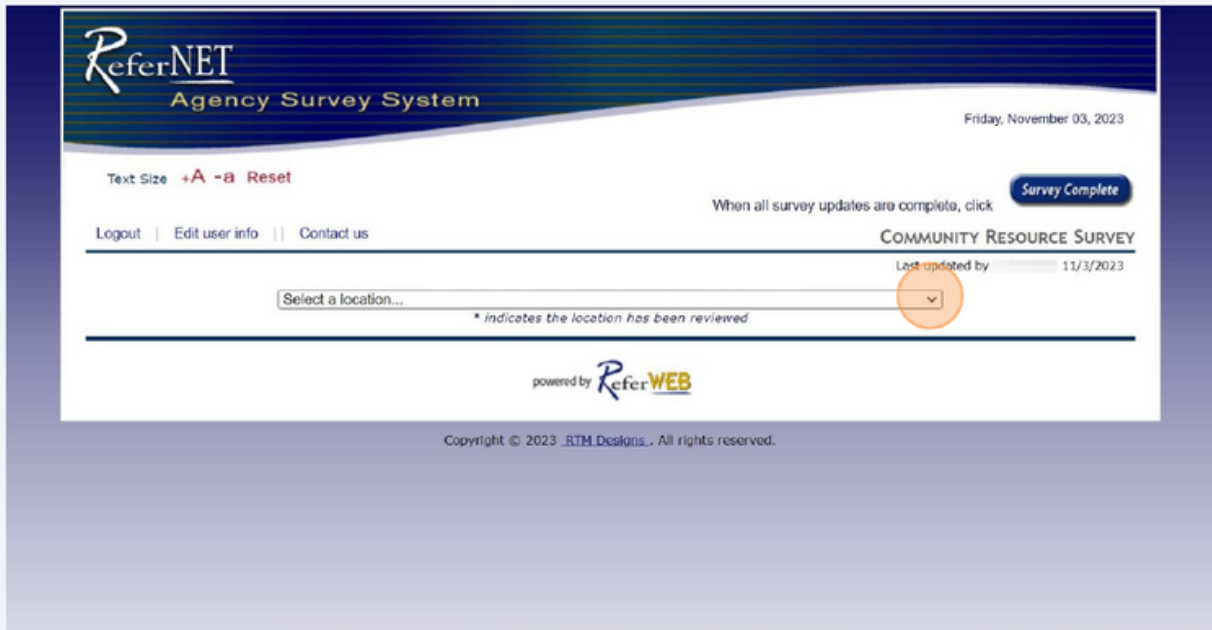
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back_Save_OrgContactInfo();

3

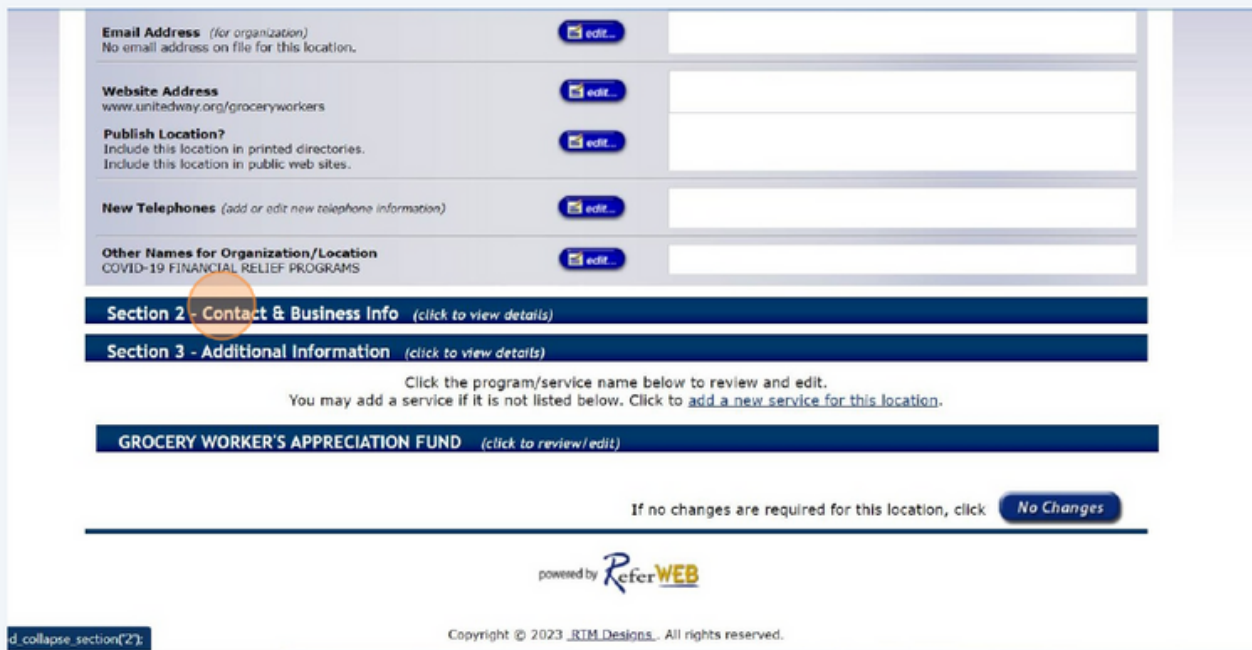
Once contact information is saved, if your agency has multiple locations, you may need to use the drop-down "select a location" menu in order to select accessibility options for each site.

If your agency only has one site, you will not see a drop-down menu.



4







Go to "SECTION 2 - Contact & Business Info"



5 Scroll down to "Accessibility"

Email Address <i>(for organization)</i> No email address on file for this location.	 edit...	
Website Address www.unitedway.org/groceryworkers	 edit...	
Publish Location? Include this location in printed directories. Include this location in public web sites.	 edit...	
New Telephones <i>(add or edit new telephone information)</i>	 edit...	
Other Names for Organization/Location COVID-19 FINANCIAL RELIEF PROGRAMS	 edit...	
Section 2 - Contact & Business Info <i>(click to hide details)</i>		
Administrator Click 'edit' to add administrator information.	 edit...	
Additional Contacts <i>(Additional contact info not released to the public.)</i>	 edit...	
Contact 1 Click 'edit' to add first contact person information.		
Contact 2 Click 'edit' to add second contact person information.	 edit...	
Contact 3 Click 'edit' to add third contact person information.	 edit...	
Funding information Click 'edit' to add funding information.	 edit...	

6 Click the "EDIT" button next to "Accessibility"

Contact 2 Click 'edit' to add second contact person information.	 edit...	
Contact 3 Click 'edit' to add third contact person information.	 edit...	
Funding information Click 'edit' to add funding information.	 edit...	
Accessibility Click 'edit' to add accessibility information.	 edit...	
Business Status Information Agency type: Other	 edit...	
Section 3 - Additional Information <i>(click to view details)</i>		
Click the program/service name below to review and edit. You may add a service if it is not listed below. Click to add a new service for this location .		
GROCERY WORKER'S APPRECIATION FUND <i>(click to review/edit)</i>		
If no changes are required for this location, click 		

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The below accessibility definitions should be used to choose whether each accessibility term applies to your site.

ACCESSIBILITY DEFINITIONS

Alternative Communication Formats

The agency, business, or organization conforms to communication access, including sufficient lighting to read signage, comfortable acoustics, and provision of aids and services (e.g. customer handouts available in braille or large print) in order to effectively communicate with customers with disabilities.

Virtual Service Options

The agency, business, or organization offers virtual formats so that the customer with disabilities can participate in their programs and/or access their goods and services. For example, a business offers to meet with clients via teleconferencing rather than requiring an in-person meeting.

Staff Trained in Disability Awareness

Staff at the agency, business, or organization have taken disability awareness training, and are able to provide assistance as requested by the customer with a disability. This includes fielding disability-related accommodation requests, such as scheduling a sign language interpreter.

Wheelchair Access: Full

A person using a wheelchair is able to travel safely and independently from the street or public parking to the main entrance, and from the main entrance to and within all customer areas of the facility including the waiting area, service counter, merchandise, exam rooms, and restrooms. All built-in elements for customers (e.g. self-service kiosks, point-of-sale credit card readers, restroom soap and towel dispensers, bathing elements) are within reach ranges.

NOTE: "Wheelchair Access: Full" should only be selected if all criteria for this definition are met, and should not also be selected with "Wheelchair Access: Partial" at the same site.

Wheelchair Access: Partial

Definition: The facility conforms to some (but not all) of the physical access items listed under the definition for Wheelchair Access: Full.

Accessible Parking: Private Lot

The facility provides customer parking. The facility has:

- designated accessible and van-accessible parking spaces on level ground
- a level, unobstructed, and wide route connecting the accessible parking spaces to an accessible entrance that is at least 32 inches wide with a low threshold
- an accessible entrance that can be opened with a closed fist (or buzzer to request assistance)

Accessible Parking: Nearby Public/Street Parking

The facility does not provide customer parking.

Customers are expected to park in a nearby lot or on the street. There is a level, unobstructed, and wide (at least 36 inches) route connecting the accessible parking spaces to the facility's entrance. The facility's entrance:

- is at least 32 inches wide with a low threshold
- can be opened with a closed fist (or buzzer to request assistance)

Accessible Restrooms

The facility provides customer restrooms. Restrooms meet standards regarding signage, doors, clear floor space, toilet seat height and positioning, grab bars, sinks, and reach range for built-in elements.

None

The facility does not provide disability accommodations in a manner consistent with any of the above definitions.

NOTE: Be sure only to select "None" as a standalone option, when no other accessibility terms apply to your site.

7 Select all boxes applicable to your location.

Tip! Be sure only to select "None" as a standalone option, when no other accessibility terms apply to your site.

The screenshot shows a web form with several sections: Contact 2, Contact 3, Funding information, Accessibility, and Business Status Information. An 'Edit Accessibility Information' modal is open, displaying a list of checkboxes. The 'Alternative Communication Formats' checkbox is checked, while others are unchecked. The 'None' option is also visible. At the bottom of the modal are 'Cancel', 'Save', and 'Delete' buttons. Below the modal, there is a 'No Changes' button and a footer with 'powered by ReferWEB' and 'Copyright © 2023 .RTH.Designs. All rights reserved.'

Edit Accessibility Information	
<input checked="" type="checkbox"/> Alternative Communication Formats	<input type="checkbox"/> Virtual Service Options
<input type="checkbox"/> Staff Trained in Disability Awareness	<input type="checkbox"/> Wheelchair Access (Full)
<input type="checkbox"/> Wheelchair Access (Partial)	<input type="checkbox"/> Accessible Parking (Private Lot)
<input type="checkbox"/> Accessible Parking (Nearby Public/Street Parking)	<input type="checkbox"/> Accessible Restrooms
<input type="checkbox"/> None	

8 After selecting all applicable accessibility options, click the "SAVE" button

Click 'edit' to add first contact person information.

Contact 2
Click 'edit' to add second contact person information.

Contact 3
Click 'edit' to add third contact person information.

Funding information
Click 'edit' to add funding information.

Accessibility
Click 'edit' to add accessibility information.

Business Status Information
Agency type: Other

Section 3 - Additional Information

You

GROCERY WORKER'S APPRECIATION FUND

If no changes are required for this location, click **No Changes**

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9 Once you're done updating your agency record, click the "SAVE PAGE" button at the bottom of the screen to save all changes

Contact 2
Click 'edit' to add second contact person information.

Contact 3
Click 'edit' to add third contact person information.

Funding information
Click 'edit' to add funding information.

Accessibility
Click 'edit' to add accessibility information.

Business Status Information
Agency type: Other

Section 3 - Additional Information *(click to view details)*

Click the program/service name below to review and edit.
You may add a service if it is not listed below. Click to [add a new service for this location](#).

GROCERY WORKER'S APPRECIATION FUND *(click to review/edit)*

When all changes for this location are done, click **Save Page**

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10 Click **YES** to confirm changes

Contact 2
Click 'edit' to add second contact person information.

Contact 3
Click 'edit' to add third contact person information.

Funding information
Click 'edit' to add funding information.

Accessibility
Click 'edit' to add accessibility information.

Business Status Information
Agency type: Other

Confirm Action
Are you sure all changes for this location are complete?
You can login again at any time to make more changes.

No Yes

Section 3 - Additional Information

Click the program/service name below to review and edit.
You may add a service if it is not listed below. Click to [add a new service](#) for this location.

GROCERY WORKER'S APPRECIATION FUND (click to review/edit)

When all changes for this location are done, click **Save Page**

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11 Go back to the top and click the "**SURVEY COMPLETE**" button

ReferNET
Agency Survey System

Friday, November 03, 2023
Will Hamel is logged in

Text Size +A -a Reset

When all survey updates are complete, click **Survey Complete**

Logout | Edit user info | Contact us

COMMUNITY RESOURCE SURVEY
Last updated by Will Hamel 11/3/2023

Select a location...
* indicates the location has been reviewed

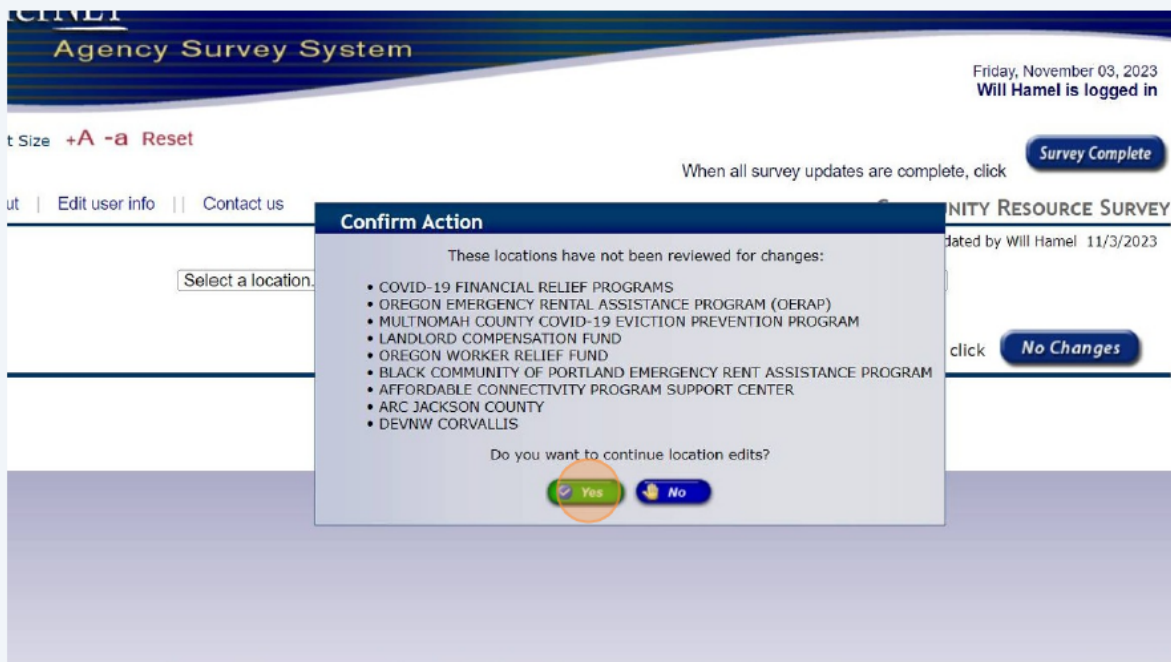
If no changes are required for this location, click **No Changes**

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If you have multiple locations to update, please repeat steps 4 - 11 for each location



Thank you for taking the time to update your agency's accessibility options. If you need assistance, please contact 211info:

503-416-2698

support@211info.org