Making Manchester University universally accessible

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WHY?

TO REMOVE THE BARRIERS TO ACCESSING LIFE, SO PEOPLE CAN EXPRESS THEIR BRILLIANCE

Agenda

- 13:00 -13:15   Brief overview of key principles and ideas
- 13:15 – 13:40   Core Values work
  - 13:40 – 13:55   Break out groups
  - 13:55 – 14:10   Feedback
- 14:10 – 14:20 Targets and timescales
  - 14:20 – 14:40   Break out groups
  - !4:40 – 14:55   Feedback
- 14:55 – 15:00   Round up of workshop

# Values

- Respect
- Fair
- Honest

Social model of disability - and activism

- Social model of disability shifts responsibility for change from the disabled person to their society
- Training should focus on everyone's responsibility to take action
  - Informed by disabled people
  - BUT not solely enacted by them
- Activism / advocacy necessary to overturn societal norms
- Access is a right – not a priviledge
- Disabled people should be trusted to identify their own needs

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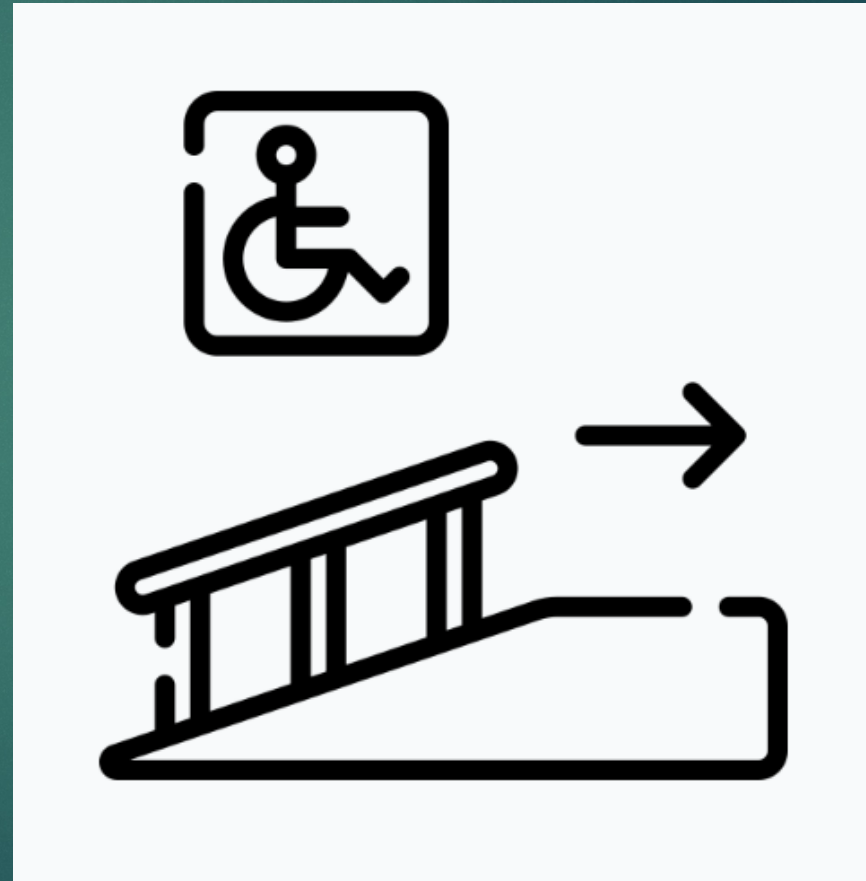
"Ideal academic"

- "Brain on a stick"
- Disembodied, unemotional
- No social responsibilities
- Able and willing to work 24/7/365
- Able to work at 100% at all times
- Male, white, well financed
- Meet all deadlines
- Say yes to all work requests
- Respond immediately to all emails
- Willing to be on/ chair any committee
- Enjoy social networking

© Kalashnyk

Be brave
Be gentle

- Be brave
  - Speak up
  - Ask questions
  - Challenge assumptions
  - Aim high
- Be gentle
  - Everyone comes here from a different place
  - Expect mistakes (language/ ideas) and respond gently
  - Don't judge

Chatham House Rules PLUS

- Please keep what is said here confidential
- Do not identify anyone here outside the room
- Take care when discussing specific cases and people
  - Be sure you have gained consent to disclose any disability
- Limited time and resources – we may not solve all problems to the depth and detail required
- But I want everyone to go away from the workshop with specific ACTIONS they will undertake THIS YEAR.

Lund University – Core Values Work

Suppression technique	Counter strategy	Affirmation technique
Making invisible	Demand attention	Acknowledge
Ridiculing	Question	Respect
Withholding information	Be honest	Inform
Double blinding	Break the pattern	Enforce double reward
Blaming & shaming	Intellectualise	Affirm reasonable norms

Making invisible
Demand attention
Acknowledge

▶ Society invisibles disability

▶ Lack of accommodation

▶ Lack of representation

▶ Out and proud

▶ Demand accommodations

▶ Mentoring, promoting,

▶ Paying for extra costs, mandatory access standards
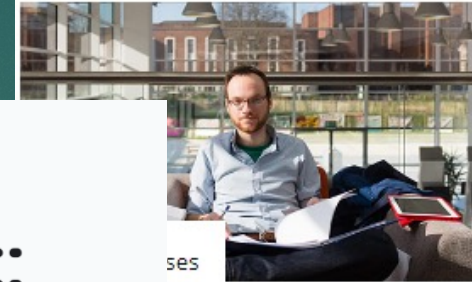
© Paul J

Undergraduate
We'll set you up for success with courses from world-leading minds.

International students
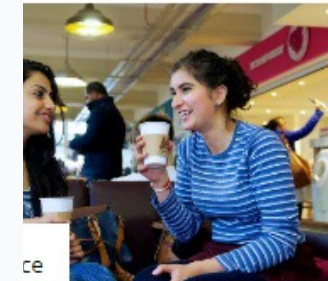With a degree from Manchester, you have access to a world of opportunities.

Postgraduate research
Get involved in a research community that's finding solutions to some of the world's biggest problems.

...nnected with Manchester's pioneering ...g industry connections.

Student support
You'll have access to a wide range of support to help yo... make the most out of University.

Find the latest finance information for students.

The Manchester experience

Welcome

#HelloUoM

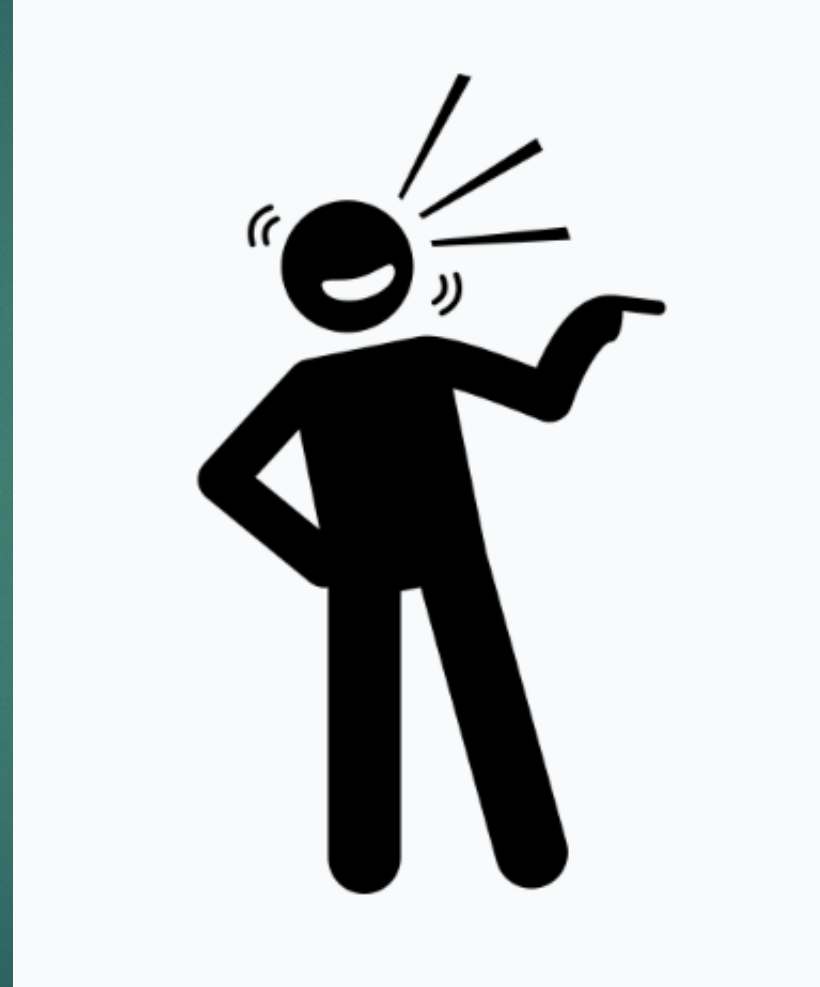# Make visible - Disability Pride 2019: 50 stalls, 6000 visitors
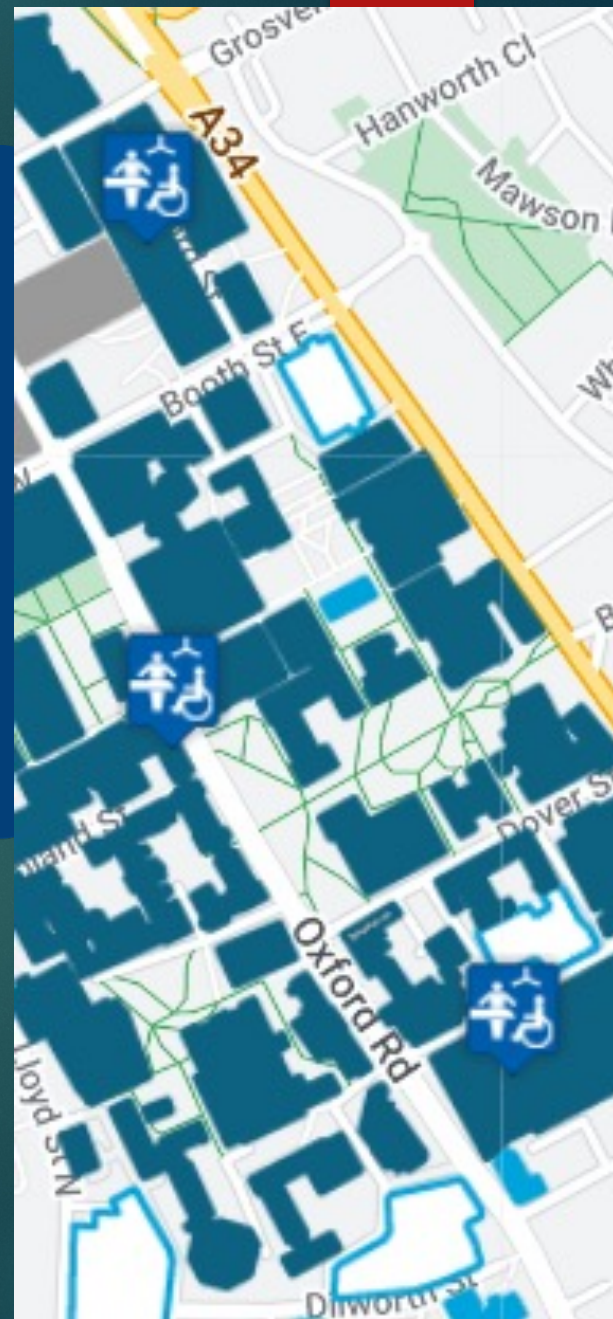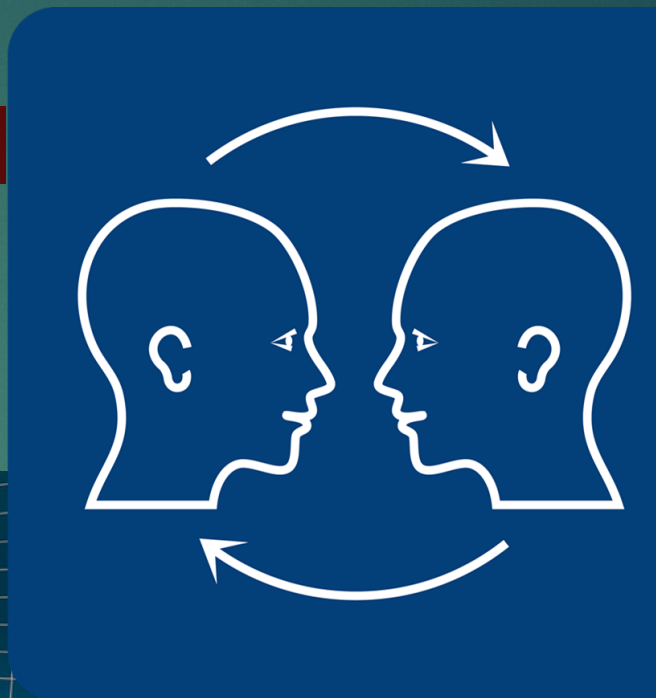
Demand attention / acknowledge

Ridiculing Question Respect

- Language choices
- Poor assumptions

- What do you mean by that?
- Flip the protected characteristic

- Demonstrate respect for all diversities and variability

© Leremy

Demonstrate respect
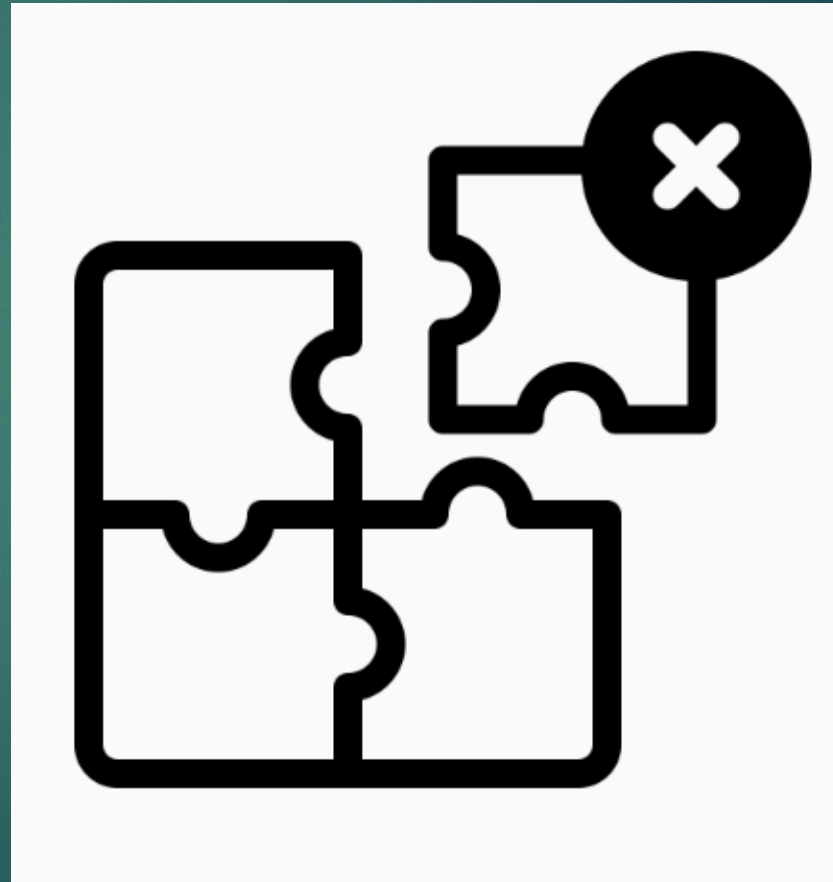
Staff must provide slides a week in advance

Withholding information
Be honest
Inform

- Who is not invited to the table
- Whose information isn't shared

- Adult conversations about limitations
- Explicitly invite diversity

- Mandatory inclusion of diverse advisers to inform work
- Implementation of access guidelines

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Inform - Access Guidelines

Include: quality engagement

Patient Engagement Quality Criteria

- 04 Roles and responsibilities
- 03 Representativeness of stakeholders
- 05 Capacity and capability for engagement
- 02 Respect and accessibility
- QUALITY
- 06 Transparency in communication and documentation
- 01 Shared purpose
- 07 Continuity and sustainability

I know a lot – which is why I have to ask so many questions (Deane 2019 *BMJ Innovations*. 13. https://innovations.bmj.com/content/5/1/43)

Double-blinding
Break the pattern
Enforce double reward

- Exercise: Yes = not really disabled; No = laziness causes disability

- No access > no visible disabled people > so no access needed

- Hold onto your personal integrity

- Recognise internalised ableism

- Everyone needs support sometimes

- Only robots don't need flexibility

- Value diversities

© edt.im

Value diversity – challenge ableism (internal and external)
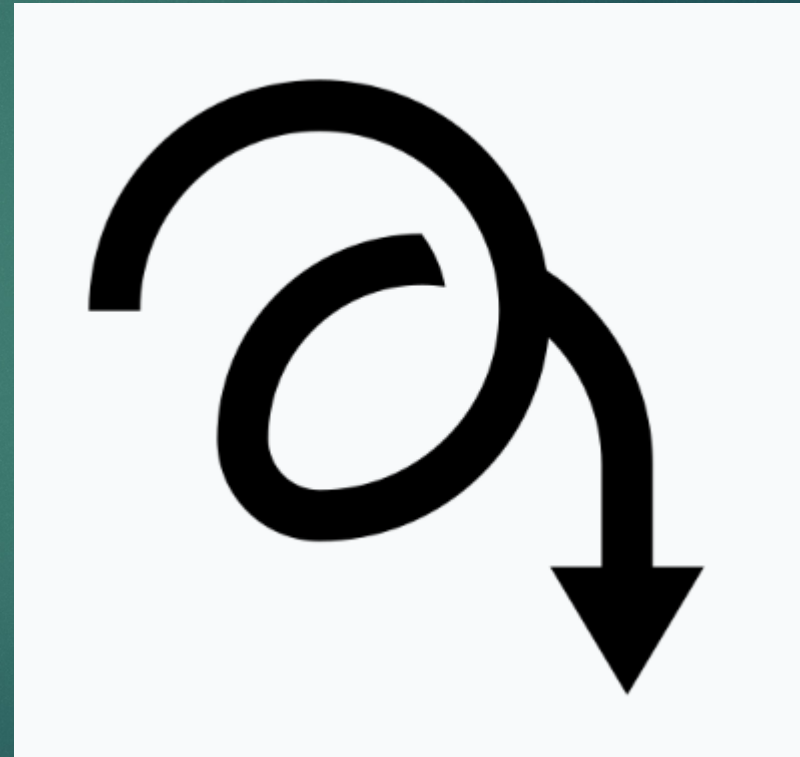
To find a good work/life balance for me and my family, I sometimes send emails outside of traditional office hours. I have no expectation you'll do the same.

****

I mostly work virtually in order to best manage my disabilities. If we are meeting face-to-face indoors I will be wearing a mask and would appreciate it if you could do so as well (unless medically exempt).

****

Reasonable adjustments disability passports

Mental Health First Aider

MHFA England

© tonefotografia

Blaming and shaming
Intellectualise
Affirm reasonable norms

- Your inability to overwork is why the project failed

- You saying "no" overloaded the rest of the team

- Good project planning allows for variability

- Diversity enhances quality

- Sensible working loads are effective

- Holidays etc are mandatory

- Flexibility valuable for all

- Not brains on sticks

© Nualnoi Kinkaeo

Affirm reasonable norms

Workload survey 2021
Data report

A REPORT BY UNIVERSITY AND COLLEGE UNION

Thanks to Empower Ability Consulting

Affirm reasonable norms

- Perfect is the enemy of done
- You have to say "no" in order to have the time to say "yes"
- Stand on the shoulders of giants
- Build teams – solo isn't sustainable
- Be generous with information – charge for implementation
- Change systems so they support positive behaviours
  - Fail safe
  - Redundancy
  - Just the way we always do it

© Parzival' 1997
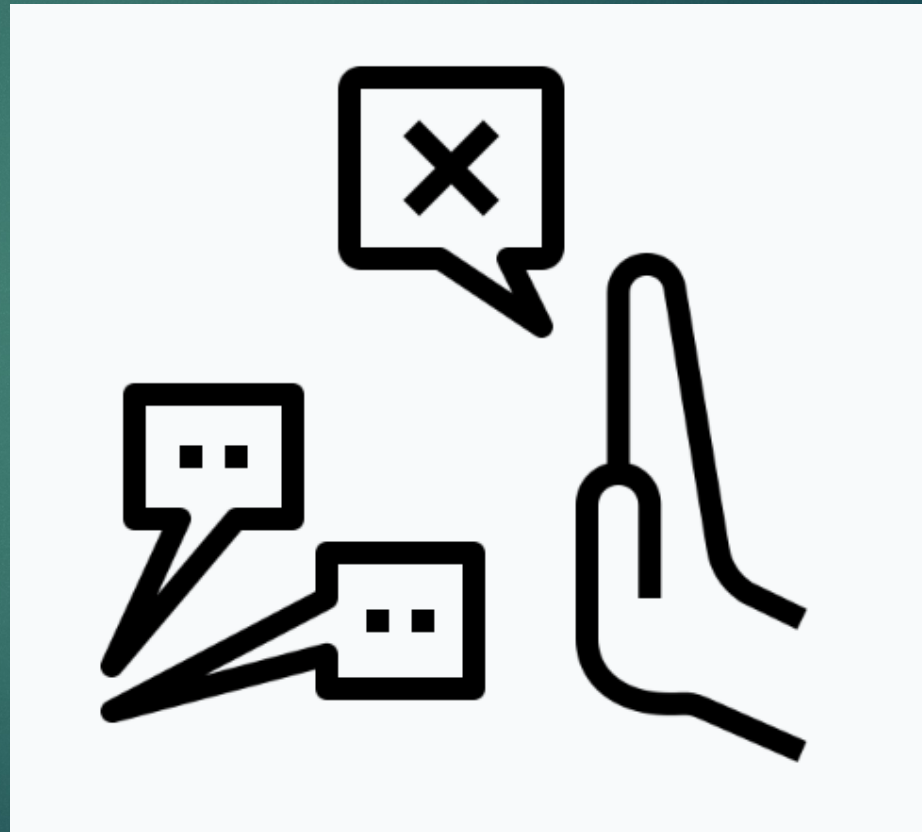
What is your Core Values Work for Manchester University?

Suppression technique	Counter strategy	Affirmation technique
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Targets and timelines

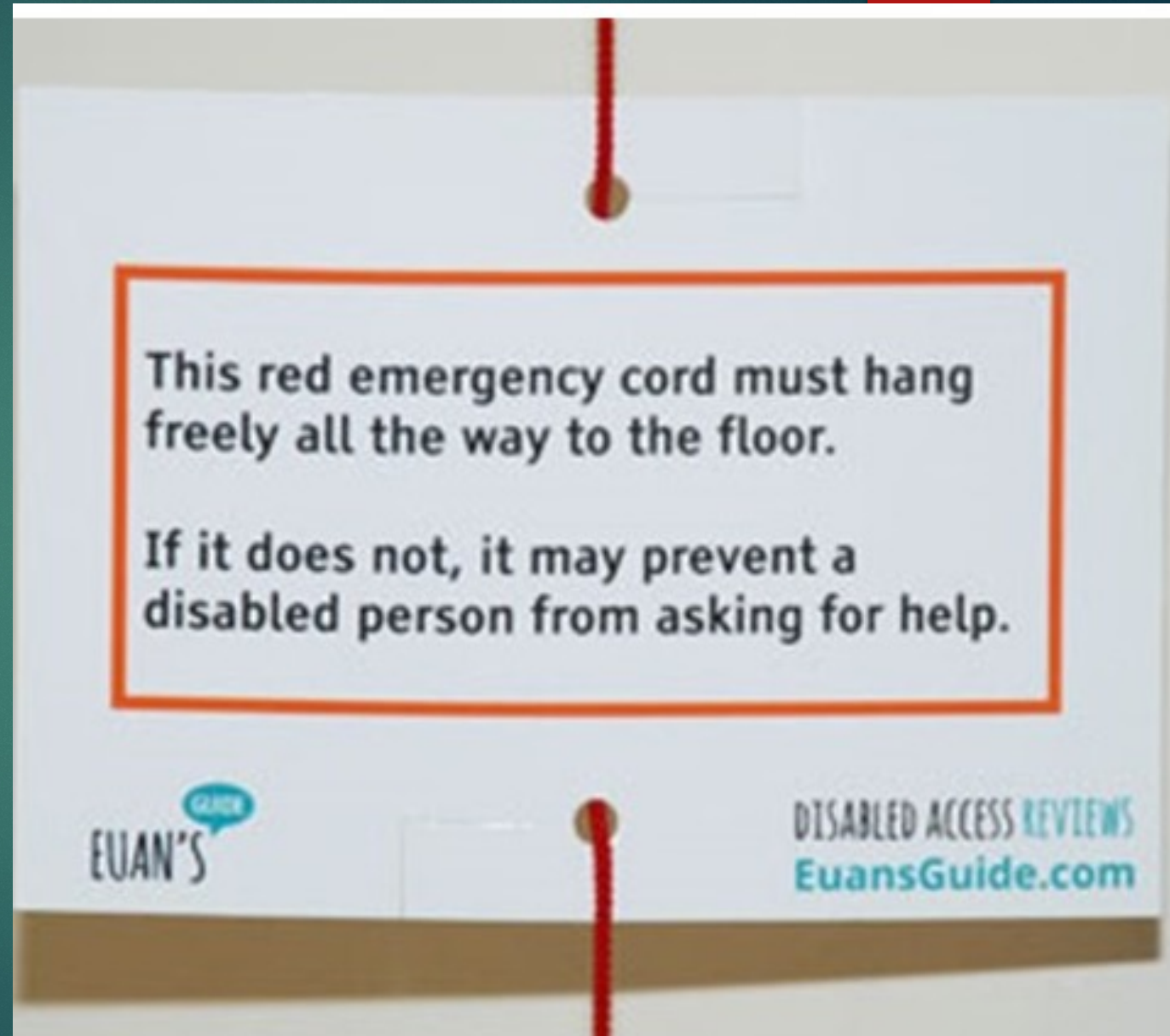# Accessibility behaviour targets – immediate to 5 years

- Audit PEEPs and lone working plans
- Implement reasonable accommodations passport into annual reviews
- Normalise reasonable workloads and flexible working
- Allyship and bystander training
  - All staff responsibility for fault reporting
- Mentorship programs
- Access hackathons/ Pride events
- Access to external advocacy expertise

© Vectors Tank

Structural access targets - immediate

- New builds and refurbishments to guideline standards
- New equipment and its placement to guideline standards
- Evac chairs or alternatives
- Microphones, PA systems, and portable hearing loops
- Euan's guide red cord cards
- Colour contrast in accessible toilets (pot of paint)

This red emergency cord must hang freely all the way to the floor.

If it does not, it may prevent a disabled person from asking for help.

EUAN'S

DISABLED ACCESS REVIEWS
EuansGuide.com

Structural & equipment access targets – 5 years

- Funders require minimum access standards for eligibility for funds
  - Includes mandatory training and audits
- An accessible toilet in any building with standard toilets
- Dual alert fire alarms
- Equipment connectivity standards
- Hearing technology standards
- Ergonomics – seating, lighting, acoustic environment
- Key routes – light doors, step free
- Lever taps and D handles
- Changing Place accessible toilets within 20 min

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Structural & equipment access targets – 10 years

- "Maximum" access requirements necessary for funding
- Disinvest / repurpose buildings that cannot be made accessible
- Where possible
  - Fire safe lifts
  - Step free fire exits
- Most routes – light doors, step free
- Changing Place accessible toilets within 10 min
- Accessible fieldwork, boats, planes, etc etc

© Freepik

What are your targets for Manchester University?

- Immediate / 5 / 10 years
- Structural
  - Teaching
  - Research
  - Residences
  - Shops, sports facilities, grounds etc
- Equipment
- Protocol
  - Teaching (including fieldwork)
  - Research
  - People management
- Dissemination
- Working Practices

References

- Deane KHO and the Access All Areas in Labs Team. 2023. Access All Areas in Labs: Access Guidelines. Version 1. March 2023. University of East Anglia, Norwich. https://www.uea.ac.uk/web/groups-and-centres/projects/access-all-areas-in-labs

- Deane K, Delbecque L, Gorbenko O, et al. Co-creation of patient engagement quality guidance for medicines development: an international multistakeholder initiative. 2019 *BMJ Innovations*. 13. https://innovations.bmj.com/content/5/1/43 (Table 3)

- Schroeder K, Bertelsen N, Scott J, Deane K, et al. Building from Patient Experiences to Deliver Patient-Focused Healthcare Systems in Collaboration with Patients: A Call to Action. 2022. *Therapeutic Innovation & Regualtory Science*. https://doi.org/10.1007/s43441-022-00432-x

- Brage T, Lövkrona I, Eldh C, et al. (2016). Core values work in academia: – with experiences from Lund University. Lund University https://eige.europa.eu/sites/default/files/core_values_work_brage_lovkrona.pdf

Useful books

▶ Ryder Carroll. "The Bullet Journal Method".
https://bulletjournal.com/pages/book

▶ Susan Jeffers. "Feel the fear and do it anyway."
https://susanjeffers.com/books/

▶ Robert Sutton. "The No Asshole Rule" and "The Asshole Survival Guide" https://en.wikipedia.org/wiki/The_No_Asshole_Rule

▶ Simon Sinek. "Start with Why" and "Find your Why".
https://simonsinek.com/books/start-with-why/

▶ Brene Brown. "Dare to Lead"
https://brenebrown.com/hubs/dare-to-lead/

▶ Stephen Trzeciak & Anthony Mazzarelli. "Compassionomics".
https://www.compassionomics.com/

▶ Susan Michie et al. "The Behaviour Change Wheel."
http://www.behaviourchangewheel.com/

Training resources

- Disability Awareness Training
  https://www.purplereach.co.uk/

- Guide dog etiquette
  https://www.guidedog.org/PuppyRaising/PuppyRaiserManual/Resources/Assistance_Dog_Etiquette.aspx

- Epilepsy first aid
  https://www.epilepsy.org.uk/info/first aid

- Attitude is Everything resources for making music events accessible
  http://www.attitudeiseverything.org.uk./resources

Web access

- Web access
  https://www.w3.org/standards/webdesign/accessibility

- Low Vision web access
  https://www.w3.org/TR/low-vision-needs/

- Common web access problems for VIPs
  https://www.rnib.org.uk/rnibconnect/web-accessibility-people-disabilities

Toilets

- Changing Places
  http://www.changing-places.org/

Access Ratings

- Euan's Guide
  https://www.euansguide.com/

- AccessAble
  https://www.accessable.co.uk/

- Snowball App – available from
  Google Play and App Store
  https://apps.apple.com/gb/app/snowball-community/id1624679548

- Wheelmap, for ratings for
  wheelchair access
  https://wheelmap.org/

Other talks

- Lab access sucks – so here are guidelines to start solving this. Vitae 2023. https://www.youtube.com/watch?v=j9H9tdPjpQw&t=10s
- Starting Change Making. Cultural Forum Norwich. 2022. https://youtu.be/XZ72o4fbuh8
- Values, disability, saying no, and how fabulous it is to fail during the research process. 2021 https://emmaelvidge.wordpress.com/2021/10/26/episode_2_katherine_deane/
- Benefits of being a Disabled Scientist. UK Association for Science and Discovery Centres. 2020 https://www.youtube.com/watch?v=vjMHySCxY2k&feature=youtu.be

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Contact details and thanks

- https://www.uea.ac.uk/web/groups-and-centres/projects/access-all-areas-in-labs

- k.deane@uea.ac.uk