Case Study: Program Accessibility

CASE STUDY NOTICE
The following case study is designed to be instructive of the issues that should generally be addressed in the situation described; they are not an exhaustive list of actions for every similar situation faced by Extension employees. The particular facts of the situation will always dictate the appropriate response. Specific questions related to a particular fact pattern should be discussed with the proper Extension administrator(s).

SITUATION:

Trailers used to transport clientele to tour various demonstration plots at the Great County Field Day were furnished with bales of hay. Some bales of hay were also being used as steps for loading people onto the trailer. No railings nor individual assistance was provided during the loading process. One individual falls when attempting to get onto the trailer. Three individuals were unable to go on the tour due to physical limitations.

Instructions: Using the above situation, consider and discuss the following questions:
1. When confronted with the information presented in the scenario, how might you respond?
2. How would you suggest this situation, given the decisions that have already been made, to bring resolution?
3. How would you suggest handling this situation in the future?

Immediate response:
1. Provide medical care to the individual who fell.
2. Start documenting the situation, including a time-line and the information presented to you.
3. Provide resources to any individuals that were not able to participate in the demonstration tour.

Future solutions to situation:
• Include request for accommodation information in pre-event publicity.
• Provide accessible equipment for all participants to use and access.
• Assign individuals to assist with loading and unloading of participants.