

RAP

Restaurant Access Points

Presented by:
Shelby Butler
Southwest MO



empower:abilities



About Me:



Mom of 13 year
old son

Dog Mom

Like to enjoy life
on wheels when
possible

Love the sun at
any stage

Been with my CIL
for 23 years





AGENDA

- INTRODUCTION
- PROCESS
- PRIMARY GOALS
- LESSONS LEARNED
- SUMMARY



INTRODUCTION

Mission of empower: abilities is to remove barriers and empower independent living for all people with disabilities.

The mission of RAP embodies a commitment to inclusivity and equal access for all members of the community. Inclusivity, regardless of differences in ability, background, or circumstance is extremely important. RAP highlights our dedication to creating an environment where everyone feels welcome and valued. Our mission emphasizes the importance of promoting independence and autonomy for all individuals.



HOW WE STARTED

- 2020
- BOARD MEMBER APPROACHED US
- COMMITTEE WAS FORMED
- DECISION TO FOCUS ON MOBILITY
- SURVEY TOOL WAS DEVELOPED



PRIMARY GOALS

- **ENGAGE THE COMMUNITY**
- **SURVEY RESTAURANTS**
- **IDENTIFY THOSE WHO MET OUR AREAS OF ACCESS**
- **CREATE INFORMATION THOSE WANTING TO DINE OUT**
- **BUILD RELATIONSHIPS WITH THE BUSINESS COMMUNITY TO WORK WITH THEM TO BECOME MORE INCLUSIVE AND ENGAGED**

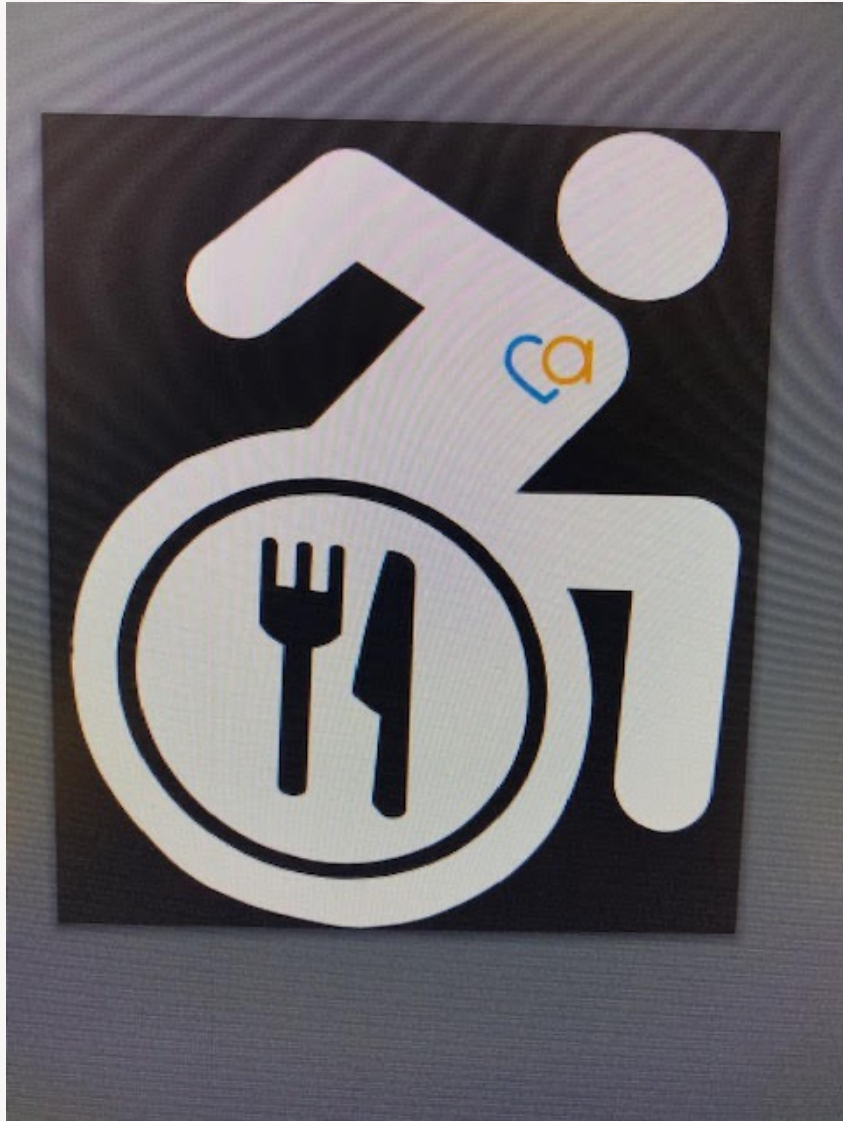


CREATING A VISION

FIVE AREAS

- PARKING LOT
- ENTRANCE
- THROUGHOUT
- RESTROOMS
- CUSTOMER SERVICE





Things to Remember:

We are not evaluating ADA compliance.

When measuring door entrances, make sure to include the actual passing-through width.

We are secret shoppers. Be discreet.

Do not confront staff if there are complaints about accessibility.

Be courteous.

For the customer service portion, please consider all staff and not just the one you encounter

- TAPE MEASURE IF POSSIBLE
- PHONE OR TABLET
- PAPER IF NO OPTION FOR DEVICE

SURVEY TOOL

RAP GOOGLE FORM

COMMUNITY PARTNERS



PROCESS



OUTREACH

STUDENTS,
COMMUNITY
MEMBERS,
INDIVIDUALS WITH
DISABILITIES



TRAINING

ZOOM, IN PERSON
AT OUR OFFICE, IN
PERSON OUT AT A
RESTAURANT



SURVEY

ONLINE THROUGH
GOOGLE FORM ON
PHONE OR DEVICE,
OR ON PAPER



COMMITTEE REVIEW

MADE UP OF
THOSE WITH
DISABILITIES AND
STAFF



DELIVER DECAL

IN PERSON
CONNECTION AND
GATHER FOLLOW
UP CONTACT INFO

OUTREACH and MARKETING



**WE NEED
YOU!**

**RAP
(RESTAURANT
ACCESS POINTS)**

**HELP US SURVEY
LOCAL RESTAURANTS
FOR ACCESSIBILITY!**

- ✓ Do you like to eat at great restaurants in the community?
- ✓ Do you want to help make a difference for others?
- ✓ Do you have one hour to get trained?

It's as easy as that!

**"Everyone Deserves a
Seat at the Table!"**

CONTACT:

**417-886-1188
1450 W CAMBRIDGE ST
SPRINGFIELD, MO 65807**

EMAIL:
SBUTLER@EMPOWERABILITIES.ORG

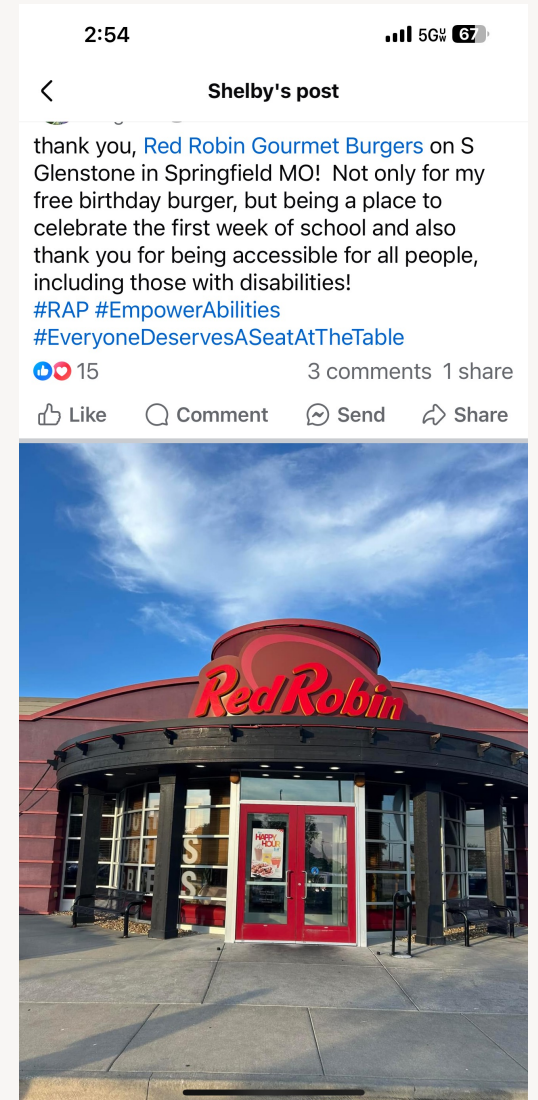
 **empower:abilities**



DISPLAY LOGO AND SHARE



POWER OF SOCIAL MEDIA



CERTIFICATE



Springfield's Incredible Pizza

RAP Restaurant Access Points Program

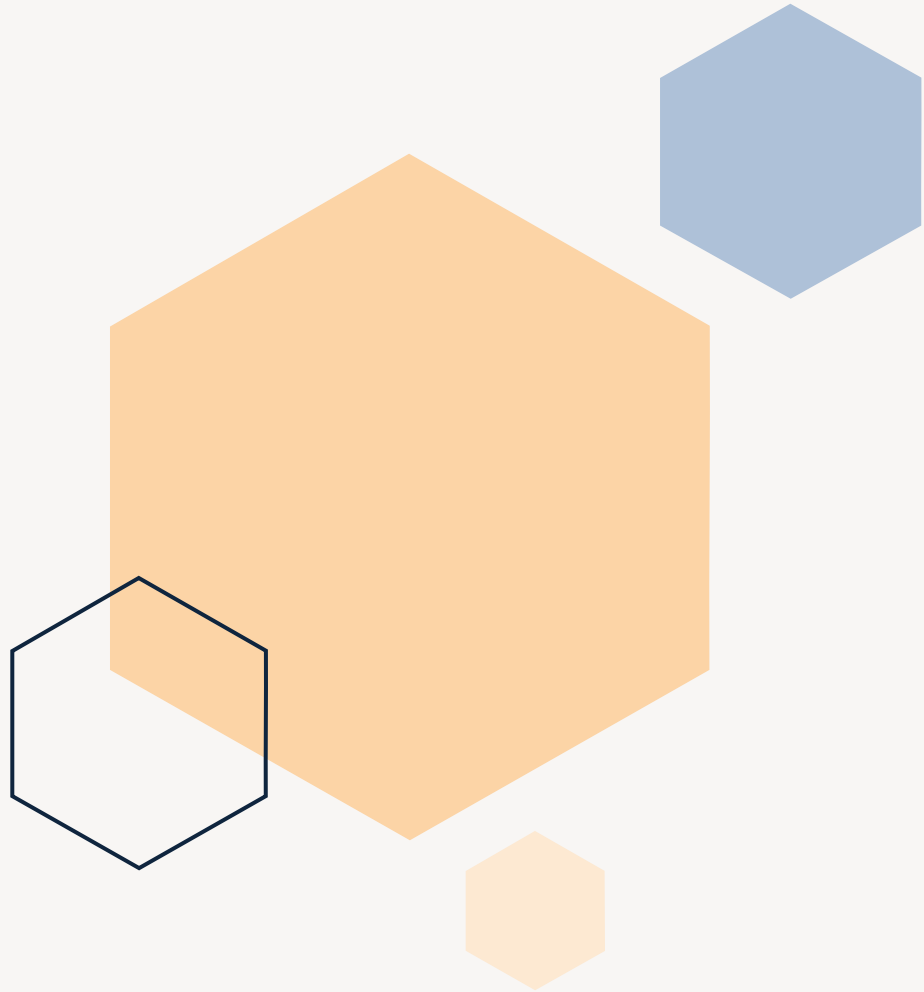
In appreciation of ensuring
everyone has a seat at the table.



Advocate. Educate. Empower.

Shannon Porter

CEO



“EVERYONE DESERVES A SEAT AT THE TABLE”

ALLISON ROBERTSON



LESSONS LEARNED

- WOULD LIKE TO GO BEYOND MOBILITY
- EVERY SITUATION IS DIFFERENT
- APPS NEED TO BE ENSURED ARE ACCESSIBLE TO ALL
- FUNDING FOR MEALS IS NOT ALWAYS BEST INCENTIVE
- MORE TIME IS NEEDED TO REVIEW SURVEYS
- DELIVERING SURVEYS TO OWNER/MANAGER IS BEST
- TIME INVESTED CAN FEEL WASTED
- CRISIS CAN OCCUR TO DERAILED YOU



SUMMARY

UPDATE:

94 individuals trained to survey

students, consumers, community members, staff

154 restaurants surveyed

small, local, corporate, coffee shops and
breweries

- DEVELOPING A WEBSITE
- SHARING WITH OTHERS



Our newest program: FAIR (Featured Accessible and Inclusive Restaurant)

The Delta Center for Independent Living is proud to announce the launch of an innovative program aimed at enhancing accessibility for individuals with disabilities in St. Charles County.

Trained Delta Center staff will visit local restaurants anonymously to assess various aspects of accessibility, including physical infrastructure, menu readability, staff training, and overall inclusivity.

After each assessment, a comprehensive report will be generated, highlighting areas of strength and opportunities for improvement. These reports will be shared with the participating restaurants to support positive changes.

Delta Center will work closely with local restaurant owners and staff to raise awareness about accessibility issues and collaborate on solutions that make dining out a more inclusive experience.

We are committed to advocating for policy changes and enhancements to local accessibility standards based on our findings. We aim to set a higher standard for accessibility in St. Charles County.

"FAIR" is a significant step forward in our mission to empower individuals with disabilities and promote a more inclusive community. This program underscores our commitment to ensuring that people of all abilities can fully participate in the vibrant restaurant scene of St. Charles County.

KEEP AN EYE OUT

Restaurants meeting the criteria of the program will be given a sticker with this logo to proudly display on their front door!



Thank you!

SHELBY BUTLER

empowerabilities.org

sbutler@empowerabilities.org

417-886-1188 ext 214

