



# Checklist for Sharing Info to the Public

Unsure how to make your info better? Use this checklist. This checklist follows the values that you committed to. Check out our [Resource Booklets](#) on Accessibility, Inclusion, Collaboration and Continuous Improvement for more help and tips.

Have questions or suggestions to improve this form? Contact [infoaccess@vbpd.virginia.gov](mailto:infoaccess@vbpd.virginia.gov)

## Before You Share Your Info

Your info should be [accessible](#) and [inclusive](#). [Collaborate](#) to make sure you have done this successfully. Use this section to prepare for success.

### Phase 1

- Remove or define all jargon, so that anyone can understand.
- Check that reading level is 5<sup>th</sup> – 8<sup>th</sup> grade.
- Identify different formats for sharing this info, to meet different needs (example: digital, print, audio).
  - Find an organization that does professional language translation, so that meaning and intent is clear with non-English speakers.
  - Find an organization that does professional braille translation, in case it is requested.
  - Find out how to make an audio version.
- Create a large print version.
- Create different sections on services for children and adults (if applicable).
- Check that website meets accessibility standards.
- Add contact info for feedback, so that you can respond to people's needs and continue to improve.

### Phase 2

- Identify people with lived experience who can give you their expert opinion.
- Identify how to collect their feedback.
- Identify their pay rate.
- Complete paperwork needed to pay them.

### Phase 3

- Collect feedback from people with lived experience.
- Listen to understand.

## Prepare Your Staff

Customer service is a big part of sharing info. A person is more likely to trust info from a helpful, respectful and [inclusive](#) staff member. Create a culture where this is normal. Use this section to help your staff be successful.

### About the Info

- Educate staff on the info.
- Coach staff on how to answer questions thoroughly.
- Coach staff to follow up with people who ask about info (if applicable).

### About the Way Staff Talk

- Coach staff to use language that
  - DOES NOT assume a person's disability,
  - DOES NOT assume a person's background,
  - DOES NOT assume a person's family,
  - DOES NOT assume a person's sexuality,
  - DOES NOT assume a person's belief or anything else.
- Coach staff to politely provide info, even if the person declines services.

### About Other Supports

- Provide staff with contact info to refer someone to, when staff don't have the answer.
- Provide staff with contact info for a translator.
- Provide staff with contact info for a sign language interpreter.
- Tell staff who they can ask for help when they need it.

## After You Share Your Info

Great job, Champion! You shared your info. Can you do even better than last time? [Continue to improve](#). Get feedback and change as needed.

- Provide contact info for people to give feedback.
- Collect feedback.
- Update as needed, based on feedback or if info changes.
- Repeat previous steps as needed.