



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

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

- Check out our Accessibility Resource Booklet.
- Remove or define all jargon, so that anyone can understand.
- Check that reading level is 5th – 8th 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.