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**Mass Audubon’s Adaptive Education Program Project**

August 2017-April 2018

Mass Audubon (MAS) is seeking a consultant to help our organization build on the accessibility work we have already implemented, and help advance our capacity for welcoming and effectively engaging a broader spectrum of educational program audiences. We are looking for someone to help us standardize our accessibility resources, develop a cohesive approach to our accessibility practices, and produce new resources for program development, customer service, and staff training.

**The project is designed to:**

* Equip MAS educators at 12 All Persons Trail (APT) sites with guidelines, curricula, and other resources to more confidently and competently engage groups in guided educational programs.
* Equip visitor services personnel with standards and resources to more confidently and competently communicate with and meet the needs of groups seeking guided educational programs.
* Invite, welcome, accommodate, and engage more groups to/with the APT, such as special education classrooms, independent living centers, senior centers, and other agencies serving individuals needing accessibility accommodations for physical, sensory, or brain-based disabilities.

**Project Outputs**

1. Customer service guidelines for responding to inquiries from groups interested in arranging guided experiences on APT
2. Educator resources (guidelines, curricula, other resources) for providing trail experiences to groups of individuals with a wide range of functional abilities
3. Training modules on accessibility etiquette, standards, regulations, and sensitivity for customer service personnel and educators to be delivered in three venues:

* Fall 2017: Annual school and group education coordinator workday focused on adaptive educational program design, delivery, and evaluation
* Winter 2018: Statewide Accessibility Workshop
* Online version for newly hired educators

1. Basic tools for tracking the quantitative and qualitative outcomes of this project, which will include staff participation in trainings, outreach activities, dealing with inquiries, providing customer service, scheduling adaptive programs, presenting programs, and assessing customer satisfaction and growth in staff competence and skill.

**Project Outcomes**

1. Increased staff capacity to be more inclusive and welcoming to groups needing accessibility accommodations.

2. Expanded outreach capacity enabling us to invite new groups to experience education programs.

3. Advancement of organizational priorities of connecting more people to nature, expanding universal accessibility of sanctuary experiences, and making our wildlife sanctuaries more welcoming and inclusive (MAS Strategic Plan 2020 and Master Education 5-Year Plan 2017).

**Scope of Services**

Awarded grant funding will cover the cost of the external consultant for a limited number of hours to be worked within the nine-month project timeframe.

Work needs to begin in August 2017 and be completed in April 2018.

A team of three educators will work with the consultant throughout the project.

**Contact Information**

If you are interested in learning more about this consulting opportunity, please contact

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