

ADA Audio Conference Series October 17, 2017

This session is scheduled to begin at
2:00pm Eastern Time

Real-Time Captioning and the PowerPoint Presentation are available through the Webinar Platform. Audio Connection is available through the webinar platform/telephone/Mobile App.

1

Listening to the Session

- ▶ The audio for today's webinar is being broadcast through your computer or via telephone for those that registered for that option. If using your computer, please make sure your speakers are turned on or your headphones are plugged in.
 - You can control the audio broadcast via the Audio & Video panel. You can adjust the sound by "sliding" the sound bar left or right.
 - If you are having sound quality problems check your audio controls by going through the Audio Wizard which is accessed by selecting the microphone icon on the Audio & Video panel



2

Listening to the Session, *continued*

MOBILE Users (iPhone, iPad, or Android device (including Kindle Fire HD)

Individuals may listen** to the session using the Blackboard Collaborate Mobile App (Available Free from the Apple Store, Google Play or Amazon)



**Closed Captioning is not visible via the Mobile App and there is limited accessibility for screen reader/Voiceover users

3

Captioning



- ▶ Real-time captioning is provided during this session via the webinar platform.
- ▶ The caption screen can be accessed by choosing the CC icon in the Audio & Video panel.



- ▶ Once selected you will have the option to resize the captioning window, change the font size and save the transcript.

4

Submitting Questions



- ▶ If you are listening by phone you will be instructed by the Operator on how to ask a question.
- ▶ You may type and submit questions in the Chat Area Text Box or press Control-M and enter text in the Chat Area. You will not be able to see the question after you submit it but it will be viewable by the presenters.



- ▶ If you are connected via a mobile device you may submit questions in the chat area within the App
- ▶ Questions may also be emailed to webinars@ada-audio.org

Please note: This webinar is being recorded and can be accessed on the ADA Audio Conference Series website at www.ada-audio.org within 24 hours after the conclusion of the session. The edited written transcript will be posted at this same site within 7 business days following the conclusion of the session.

5

Customize Your View



- ▶ Resize the Whiteboard where the Presentation slides are shown to make it smaller or larger by choosing from the drop down menu located above and to the left of the whiteboard. The default is "fit page"



6

Customize Your View *continued*



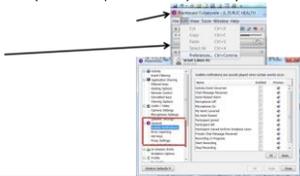
- ▶ Resize/Reposition the Chat, Participant and Audio & Video panels by “detaching” and using your mouse to reposition or “stretch/shrink”. Each panel may be detached using the  icon in the upper right corner of each panel.

7

Adjusting Preferences



- ▶ **To turn off notifications (audible/visual)**
 - Select “Edit” from the tool bar at the top of your screen
 - From the drop down menu select “Preferences”
 - Scroll down to “General”
 - select “Audible Notifications” Uncheck anything you don’t want to receive and “apply”
 - Select “Visual Notifications” Uncheck anything you don’t want to receive and “apply”
 - For Screen Reader User – Set preferences through the setting options within the Activity Window (Ctrl+Slash opens the activity window)



8

Technical Assistance



- ▶ If you experience any technical difficulties during today’s session:
 1. **In webinar platform:** Send a private chat message to the host by double clicking “Great Lakes ADA” in the participant list. A tab titled “Great Lakes ADA” will appear in the chat panel. Type your comment in the text box and “enter” (Keyboard - F6, Arrow up or down to locate “Great Lakes ADA” and select to send a message); or
 2. **By Email** webinars@ada-audio.org ; or
 3. **Call** 877-232-1990 (V/TTY)

8

MAKING SURE YOUR ADA SELF EVALUATION AND TRANSITION PLAN ARE SEASONED WITH THE RIGHT INGREDIENTS

ADA Audio Conference Series
October 17, 2017

Presented by
Jennifer Skulski
Skulski Consulting LLC
jennifer@skulskiconsulting.com
www.accessibilitymanagementnews.com

ADA Audio Conference Series: Making Sure Your ADA Self-Evaluation and Transition Plan are Seasoned with the Right Ingredients

10

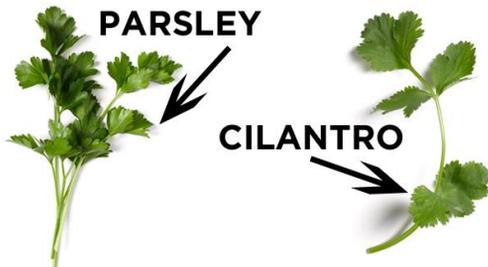
Title II Administrative Requirements

1. Designate a responsible employee *(Entities w/50+ employees)*
2. Notice to the public *(All public entities)*
3. Grievance procedure *(Entities w/50+ employees)*
4. Self-Evaluation *(All public entities)*
5. Transition Plan *(Entities w/50+ employees)*

These documents (Self-Evaluation & Transition Plan) evidence a public entity's good faith efforts to comply with Title II's requirements.
-DOJ Title II Technical Assistance Manual

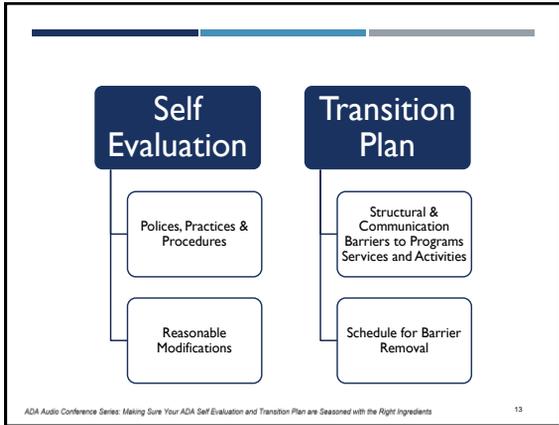
ADA Audio Conference Series: Making Sure Your ADA Self-Evaluation and Transition Plan are Seasoned with the Right Ingredients

11

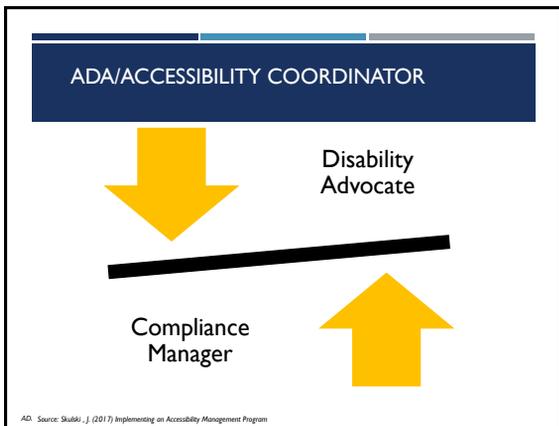


ADA Audio Conference Series: Making Sure Your ADA Self-Evaluation and Transition Plan are Seasoned with the Right Ingredients

12



- ## Responsible Employee
- ADA Coordinator vs CEO
 - Purpose → public liaison
 - Decision-making authority
 - Role
 - Planning & coordinating compliance activities
 - Overseeing the 5 administrative requirements
 - Receiving & investigating complaints
 - Originating department?
 - Human Resources
 - Planning
 - Safety / Risk Management
 - Community Engagement
- ADA Audio Conference Series: Making Sure Your ADA Self-Evaluation and Transition Plan are Seasoned with the Right Ingredients 14



ADA COMPLIANCE IS EVERYONE'S RESPONSIBILITY

ACCESSIBILITY MANAGEMENT

ADA Audio Conference Series: Making Sure Your ADA Self-Evaluation and Transition Plan are Seasoned with the Right Ingredients

16



17

Designated Responsible Employee / CEO

ADA Compliance / Accessibility Management Team

ADA Coordinator

- Manage daily ADA compliance

Engineering / Planning / Design

- Prioritize and implement accessibility improvements identified in ADA Transition Plan

Operations / Public Works

- Make ADA improvements through routine maintenance. Ensure daily facility access

Programs / Services

- Provide reasonable modifications, auxiliary aids & services in the most integrated setting

Marketing / Communications

- Ensure effective communication for all programs, services and activities.

Purchasing

- Ensure new products, services and contracts include ADA compliance.

Information Technology

- Ensure new technologies for the public, employees and volunteers are accessible.

Human Resources

- Facilitate reasonable accommodations for applicants, employees and volunteers.

Legal & Finance

- Serve as an agency resource to compliance.

Risk Management

- Assess safety concerns related to ADA compliance

Source: Skulski, J. (2017) Implementing an Accessibility Management Program

18

ADA Compliance / Accessibility Management Team

- Meet a minimum of quarterly at start of project implementation
- Provide updates on ADA implementation in each unit / department
- Guide ADA policy development
- Liaison with disability advocacy groups in the community

ADA Audio Conference Series: Making Sure Your ADA Self-Evaluation and Transition Plan are Seasoned with the Right Ingredients

19

THE ADA/504 SELF EVALUATION

ADA Audio Conference Series: Making Sure Your ADA Self-Evaluation and Transition Plan are Seasoned with the Right Ingredients

20

Self - Evaluation

- Comprehensive review of policies and practices
- The public entity must
 - Identify non-compliance policies and practices
 - Modify policies and practices to bring them into compliance
- Opportunity for people with disabilities and interested parties to review and comment
- On file for public inspection for 3-years (for entities w/50+ employees)
 - List of interested persons consulted
 - Description of areas examined and identified problems
 - Description of modifications

ADA Audio Conference Series: Making Sure Your ADA Self-Evaluation and Transition Plan are Seasoned with the Right Ingredients

21

ADA Title II Action Guide for State and Local Governments

7 Steps to Implement the ADA

- Step 1 - Start Implementation
- Step 2 - Appoint an ADA Coordinator
- Step 3 - Provide Public Notice
- Step 4 - Adopt a Grievance Procedure
- Step 5 - Conduct a Self-Evaluation
- Step 6 - Develop a Transition Plan
- Step 7 - Create an Action Plan

[Self-Evaluation Forms](#)
[Sample Documents](#)

www.ADAActionGuide.org

Produced by Institute for Human Centered Design

ADA Audio Conference Series: Making Sure Your ADA Self-Evaluation and Transition Plan are Seasoned with the Right Ingredients

Review of Policies, Practices & Procedures

- Does the policy, practice or procedure screen out or prohibit individuals with disabilities from participating in and enjoying the benefits of the program, service or activity?
 - No Action Required
 - Action Required for ADA Compliance
 - Action Recommended as a Best Practice of Access for People with Disabilities

ADA Audio Conference Series: Making Sure Your ADA Self-Evaluation and Transition Plan are Seasoned with the Right Ingredients

DOCUMENTS

- Organizational and departmental procedure manuals
- Brochures on city programs, services and activities
- Rules and/or regulations specific to the services of the department or unit
- Employment applications
- Employee handbook
- Emergency preparedness plans
- Licensing criteria and applications
- Special use permits
- Waivers and release forms
- Sample meeting and other public notices
- Complaint form
- Specific departmental/unit procedures for serving people with disabilities through provisions of auxiliary aids, service or modification of policies.

ADA Audio Conference Series: Making Sure Your ADA Self-Evaluation and Transition Plan are Seasoned with the Right Ingredients

Interviews

- Interviews with key personnel across all departments/units
- What is the function of the department/unit?
- How does the department/unit interface with the public?
- What policies or procedures may affect how a resident or visitor receives services?

ADA Audio Conference Series: Making Sure Your ADA Self-Evaluation and Transition Plan are Seasoned with the Right Ingredients

25

ADA Self-Evaluation Questions

Notice

- Does the Agency have a Notice to the Public?
- How is the Notice communicated?
- Is it available on more than just the web page?

ADA Audio Conference Series: Making Sure Your ADA Self-Evaluation and Transition Plan are Seasoned with the Right Ingredients

26

Example

Notice to the Public

- Cleveland Metroparks
<https://clevelandmetroparks.com/about/cleveland-metroparks-organization/accessibility-statement>
- City of Milwaukee
<http://city.milwaukee.gov/Information-and-Services/Accessibility.htm#.WOUbu9LyuUk>
- National Park Service Poster (image on next slide)

ADA Audio Conference Series: Making Sure Your ADA Self-Evaluation and Transition Plan are Seasoned with the Right Ingredients

27

Designated Official

- WHO is the designated official?
- How can the person be contacted?

- Is the designated official different from the ADA Coordinator?
- Should there be different contacts for different programs / services / activities?

Grievance Procedure

- How can an individual make an inquiry or file a complaint directly with the agency?
- When should the individual expect to receive a response?
- What timeframes are involved?
- What can the individual do if they do not agree with the response? What is the appeal process?

Input from People with Disabilities

- How is input sought from individuals with disabilities?
- Is this an ongoing process or a one-time deal?

Auxiliary Aids and Services

- How can individuals make requests for auxiliary aids and services?
- Is the process centralized or decentralized?
- Is the availability of auxiliary aids and services clearly communicated in marketing information?
- Is equipment in place and ready to go?
- Have service providers been identified and agreements / contracts put into place?
- Is there a post-program evaluation to assess the quality of the auxiliary aid or service?

Alternate Formats

- Is information available in alternate formats?
- How is the availability of alternate formats communicated to people with disabilities?
- Is the process to make the request centralized or decentralized?
- Are staff trained to intake and process the request?

Disability Inquiry

- Do registration forms ask for information on disability? Disabling conditions? Or other medical conditions?
- Are medical forms / emergency forms required of all participants?
- Are waivers consistent with safety assessments?
- Are waivers consistent with business necessity?

Eligibility Criteria

- Do programs, services or activities have eligibility criteria?
- Is the eligibility criteria communicated in marketing materials, program guides, and service descriptions?
- Is the eligibility criteria consistent with skill sets?
- Is the eligibility criteria consistent with safety assessments?
- Is the eligibility criteria consistent with business necessity?

Service Animals

- Is the public informed of the agency's service animal policy?
- Are there instances and/or places where service animals may be restricted?
- If so, what is the rationale? Is it consistent with business necessity or direct threat issues?

Other Power-Driven Mobility Devices

- Is the public informed of the agency's policy on OPMD's?
- Are there instances and/or places where OPMD's may be restricted?
- If so, what is the rationale? Is it consistent with business necessity or direct threat issues?

Reasonable Modifications

- What process is in place to evaluate case by case instances to make reasonable modifications?
- Is the process centralized or decentralized?
- Are staff trained on disability and ADA compliance?
- Are modifications documented?
- Is there a post-program evaluation to assess the quality of the reasonable modification?

Contracts & Partnerships

- What requirements are made of contractors and partners to ensure their compliance with the ADA?
- Are roles and expectations clearly defined?

Safety

- How are safety concerns assessed?
- Is the Safety Coordinator / Risk Manager involved?
- Is the assessment documented?

When you have to say "NO"

- Is the designated official involved in the determination?
- Is the denied request documented with explanation of the assessment and rationale?

Action Plan

- What policies and procedures need to be modified?
- What person/department is responsible for each modification?
- Are there costs associated with the modification?

THE ADA/504 TRANSITION PLAN

Program Access

§35.149

- No qualified individual with a disability shall, because a public entity's facilities are inaccessible to or unusable by individuals with disabilities, be excluded from participation in, or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity.

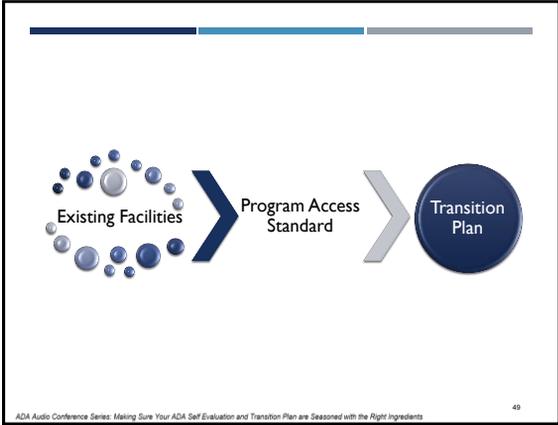
Program Access

§35.150

- A public entity shall operate each service, program, or activity so that the service, program, or activity, when viewed in its entirety, is readily accessible to and usable by individuals with disabilities.

Methods to Achieve Program Access

- Relocate a service to an accessible facility
- Provide benefits or services at an individual's home, or at an alternative accessible site
- Make structural changes to existing site ➡ giving priority to the methods that facilitate the most integrated setting



Transition Plan

- A plan / schedule to remove barriers to programs, services and activities
- Originally required of entities with 50+ employees by July 26, 1992
- Barrier removal was to be completed by January 26, 1995 but in any event as expeditiously as possible

Transition Plan

- Where structural changes to existing facilities are necessary to achieve Program Access
- Transition Plan components
 - Identification of physical & communication barriers to programs, goods or services
 - Identification of solution for barrier removal
 - Prioritization and targeted timelines for barrier removal
 - Assigned responsibility
- On file for the public until completed

Assessing Your Facility
Program Spaces

- When viewed in its entirety*, can visitors participate and gain the benefits of the program?

ADA Audio Conference Series: Making Sure Your ADA Self Evaluation and Transition Plan are Seasoned with the Right Ingredients

52

Accessibility Assessment
Survey
or Audit
?



ADA Audio Conference Series: Making Sure Your ADA Self Evaluation and Transition Plan are Seasoned with the Right Ingredients

53

Accessibility Assessment -
Methodology

- » Identification of physical and communication barriers to programs, services and activities ⇒ **SUPPORTING FACILITIES**
- » Follow the sequence used by visitors
- » Consider the needs of visitors with
 - » Mobility impairments
 - » Visual impairments
 - » Hearing impairments
 - » Cognitive impairments
- » Snapshot in time
- » 2010 ADA Standards for Accessible Design
- » Other proposed standards and guidelines
- » Principles of universal design
- » Best practices
- » Recommendations for barrier removal

ADA Audio Conference Series: Making Sure Your ADA Self Evaluation and Transition Plan are Seasoned with the Right Ingredients

54



A Note About Categorized Priorities

- Deficiencies are categorized into priorities to give decision-makers a better understanding of the magnitude by which the barrier prohibits a person with a disability from fully experiencing the program or activity.
- Categorized priorities DO NOT dictate the order for corrective actions.
- Discretion of administrators to determine the order by which corrective actions are made
⇒ **ADA TRANSITION PLAN**

ADA Audio Conference Series: Making Sure Your ADA Self Evaluation and Transition Plan are Seasoned with the Right Ingredients 56

Assessment/Survey Report vs Transition Plan

	Assessment/Survey	Transition Plan
Identification of physical & communication barriers to programs, goods or services	✓	✓
Identification of solution for barrier removal	✓	✓
Targeted timeline for barrier removal		✓
Responsible Person/Unit		✓
In Lieu of Barrier Removal		✓
Documentation of corrective action		✓

ADA Audio Conference Series: Making Sure Your ADA Self Evaluation and Transition Plan are Seasoned with the Right Ingredients 57

Sample Park Agency Accessibility Assessment

» 22 major parks & facilities

» Recorded approximately 1,000 work orders to remove deficiencies / barriers for people with disabilities

Priority	Description	Percentage
Priority 1	Critical	19%
Priority 2	Serious	43%
Priority 3	Moderate	33%
Priority 4	Minor	5%

ADA Audio Conference Series: Making Sure Your ADA Self Evaluation and Transition Plan are Seasoned with the Right Ingredients 58

SAMPLE AGENCY MOST FREQUENTLY CITED RECOMMENDATIONS

- Provide picnic units with mobility features (107)
- Adjust door opening force and/or evaluate for installation of automatic/power-assisted door system (104)
- Modify existing pathway (92)
- Install/remount restroom identification signage with braille and raised characters (77)
- Stripe accessible parking space and access aisle (68)
- Insulate exposed pipes at lavatory (68)
- Install coat hook within reach range (60)
- Add/replace existing drinking fountain with high-low unit (56)
- Adjust door opening force (50)
- Provide accessible fire ring/grill (50)

ADA Audio Conference Series: Making Sure Your ADA Self Evaluation and Transition Plan are Seasoned with the Right Ingredients 59

Sample Agency Range of Costs for Corrective Actions

Corrective Action	Estimated Cost
Provide picnic units with mobility features	Capital improvement est. \$25,000+ per site
Adjust door opening force and/or evaluate for installation of automatic/power-assisted door system	\$100 to \$5,000
Modify existing pathway	Capital improvement \$1,000 to \$50,000+
Install/remount restroom identification signage with braille and raised characters	\$50
Stripe accessible parking space and access aisle	\$1,200
Insulate exposed pipes at lavatory	\$60
Add/replace existing drinking fountain with high-low unit	\$2,100
Restroom renovation for accessible toilet stall	\$12,000+

ADA Audio Conference Series: Making Sure Your ADA Self Evaluation and Transition Plan are Seasoned with the Right Ingredients 60

Scheduling Barrier Removal

- Location
- Use – volume
- Master plan for facility
- Proximity to duplicative program/service

- Ongoing process

ADA Audio Conference Series: Making Sure Your ADA Self Evaluation and Transition Plan are Seasoned with the Right Ingredients

61

Ongoing – ADA Transition Planning

- Develop dynamic, working ADA Transition Plan for removal of communication and physical barriers.
- Make available for public inspections
- Engage people with disabilities throughout the process.

ADA Audio Conference Series: Making Sure Your ADA Self Evaluation and Transition Plan are Seasoned with the Right Ingredients

62

What can we do NOW?

- Convene an Accessibility Management Team
- Review Your Original ADA Self Evaluation OR.....Develop an ADA Self Evaluation
- Determine what outstanding barriers remain from your original ADA Transition Plan ORDevelop an ADA Transition Plan
- Community engagement and input from people with disabilities
- Commit to Inclusion & ADA Compliance

ADA Audio Conference Series: Making Sure Your ADA Self Evaluation and Transition Plan are Seasoned with the Right Ingredients

63

Questions

Jennifer Skulski
Skulski Consulting LLC
(317) 408-4424
jennifer@skulskiconsulting.com
www.accessibilitymanagementnews.com

64

ADA AUDIO
Conference
ADA NATIONAL NETWORK

Thank you for participating in today's
ADA-Audio Conference Session

The next scheduled session is:

*"Service Animals and the ADA: Exploring Common Issues
and Scenario's"*

November 21, 2017

Register at: www.ada-audio.org or call 877-232-1990 V/TTY

65
