2014

ADA Plan

City of Galt

380 Civic Drive
Galt, CA 95632
209.366.7100

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Section I

Introduction

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I Introduction

A. Overview

The ADA is a comprehensive civil rights law for persons with disabilities in both employment and the provision of goods and services. The ADA states that its purpose is to provide a "clear and comprehensive national mandate for the elimination of discrimination against individuals with disabilities." Congress emphasized that the ADA seeks to dispel stereotypes and assumptions about disabilities and to assure equality of opportunity, full participation, independent living, and economic self-sufficiency for people with disabilities.

This ADA Self Evaluation and Transition Plan is being prepared as partial fulfillment of the requirements set forth in Title II of the Americans With Disabilities Act (ADA). The ADA states that a public entity must reasonably modify its policies, practices, or procedures to avoid discrimination against people with disabilities. This report will assist the City of Galt, its City Council, department heads, program directors, and staff in identifying policy, program, and physical barriers to accessibility and in developing barrier removal solutions that will facilitate the opportunity of access to all individuals.

This report describes the process of the Self-Evaluation by which policies, programs, and facilities were evaluated for compliance with the ADA; presents the findings of that evaluation; and provides recommendations for ensuring accessibility. This section provides an overview of the requirements for developing the Transition Plan and outlines the plan development process itself. Subsequent sections will describe and evaluate policies and programs and will establish the relationship between physical and programmatic barriers to accessibility.

B. Legislative Mandate

The development of a Transition Plan is a requirement of the federal regulations implementing the Rehabilitation Act of 1973, which requires that all organizations receiving federal funds make their programs available without discrimination toward people with disabilities. The Act, which has become known as the "civil rights act" of persons with disabilities, states that:

> *"No otherwise qualified handicapped individual in the United States shall, solely by reason of handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance" (Section 504)*

Subsequent to the enactment of the Rehabilitation Act, Congress passed the Americans with Disabilities Act (ADA on July 26, 1990). The City of Galt is obligated to observe all requirements of Title I of the ADA in its employment practices; Title II in its policies programs, and services; any parts of Titles IV and V that apply to the City, its programs, services, or facilities; and all requirements specified in the ADA Accessibility Guidelines (ADAAG) that apply to facilities and other physical holdings. Title II regulation adopts the general prohibitions of discrimination established under Section 504 and incorporates specific prohibitions of discrimination for the ADA. Title II provides protections to individuals with disabilities that are at least equal to those provided by the nondiscrimination provisions of Title V of the Rehabilitation Act.

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Specifically, the City may not, either directly or through contractual arrangements, do any of the following:

- Deny persons with disabilities the opportunity to participate as members of advisory boards and commissions.
- Deny persons with disabilities the opportunity to participate in services, programs, or activities that are not separate or different from those offered others, even if the City offers permissibly separate or different activities.
- Select the location of facilities that have the effect of excluding or discriminating against persons with disabilities.
- Discriminate in employment practices against qualified persons with disabilities.

Title II of the ADA stipulates that public entities employing more than fifty people must identify and evaluate all programs, activities, and services and review all policies, practices, and procedures that govern administration of the programs, activities, and services. The ADA prescribes the following requirements:

- Completion of a self-evaluation;
- Development of an ADA complaint procedure;
- Designation of a person who is responsible for overseeing Title II compliance; and
- Development of a Transition Plan if the self-evaluation identifies any structural modifications necessary for compliance. The Transition Plan must be retained for three years.

This report and certain documents incorporated by reference establish the ADA Self-Evaluation and Transition Plan for the City of Galt.

In addition, the California Code of Regulations, Title 24, Part 2 mandates that all publicly funded buildings, structures, and related facilities shall be accessible to and usable by persons with disabilities. These regulations, which are often referred to as Title 24, pertain to the City of Galt's buildings and facilities that were constructed using state, City, or municipal funds or that are owned, leased, rented, contracted, or sublet by the City. Title 24 regulations and standards were also incorporated in the evaluation of architectural barriers at facilities owned by the City of Galt.

C. Discrimination and Accessibility

There are two kinds of accessibility: program accessibility and physical accessibility. Absence of discrimination requires that both types of accessibility be provided.

Programmatic accessibility includes physical accessibility, but also entails all of the policies, practices, and procedures that permit people with disabilities to participate in programs and to access important information. Program accessibility requires that individuals with disabilities be provided an equally effective opportunity to participate in or benefit from a public entity's programs and services. Program accessibility may be achieved by either structural or non-structural methods. Non-structural methods include acquisition or redesign of equipment, assignment of aides to beneficiaries, and provision of services at alternate sites.

Physical accessibility requires that a facility be barrier-free. Barriers include any obstacles that prevent or restrict the entrance to or use of a facility. The ADA establishes requirements to ensure that buildings and facilities are accessible to and usable by people with disabilities.

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Design guidelines to achieve accessibility have been developed and are maintained by the U.S. Access Board under the jurisdiction of the ADA. The ADA Accessibility Guidelines (ADAAG) and State of California standards, including those found in Title 24, cover a wide variety of facilities (including buildings and outdoor recreation areas) and establish minimum accessibility requirements for new construction and alterations to these facilities.

Programs offered by the City to the public must be accessible. Accessibility includes advertisement, orientation, eligibility, participation, testing or evaluation, physical access, provision of auxiliary aids, transportation, policies, communication and access to information. Program accessibility requires that individuals with disabilities be provided an equally effective opportunity to participate in or benefit from a public entity's programs and services.

The City may achieve program accessibility by a number of methods:

- Structural methods such as altering an existing facility;
- Acquisition or redesign of equipment;
- Assignment of aides; and
- Providing services at alternate accessible sites.

When choosing a method of providing program access, the City will give priority to the one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In compliance with the requirements of the ADA, the City provides equality of opportunity, but does not guarantee equality of results.

D. Undue Burden

The City does not have to take any action that the City can demonstrate would result in a fundamental alteration in the nature of its program or activity, would create a hazardous condition, or would represent an undue financial and administrative burden. This determination can only be made by the ADA Coordinator, department head, or designee and must be accompanied by a statement citing the reasons for reaching that conclusion.

The determination that undue burdens would result must be based on an evaluation of all resources available for use in the program. For example, if a barrier removal action is judged unduly burdensome, the City must consider other options for providing access to the benefits and services of the program or activity by individuals with disabilities.

E. ADA Self Evaluation and Transition Plan Development Requirements

The self evaluation is the City's assessment of its current policies, practices, and procedures. The self evaluation identifies and corrects those policies and practices that are inconsistent with Title II's requirements. As part of the self evaluation the City will:

1. Identify all of the City's programs, activities, and services; and
2. Review all of the policies, practices, and procedures that govern the administration of the City's programs, activities, and services.

The ADA sets forth specific requirements for preparation of an acceptable Transition Plan. At a minimum, the elements of the plan should include:

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- A list of the physical barriers in the City's facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities;
- A description of the actions that can be used to remove these barriers and make the facilities accessible;
- A schedule for removing architectural barriers; and
- The name of the individual responsible for the plan's implementation.

Title II directs that the City should particularly examine:

- Accessible/ Adaptive Equipment
- Customer Service
- Notice Requirements
- Printed Information
- Televised and Audiovisual Public Information
- Website
- Public Telephones and Communication Devices
- Training and Staffing
- Program Eligibility and Admission
- Public Meetings
- Transportation Services
- Tours and Trips
- Use of Consultants for Delivering Program Services
- Emergency Evacuation Procedures
- Facilities
- Special Events on Public Properties

Sections III and IV of this report presents the Transition Plan, which satisfies these requirements. The process by which these requirements were met is described below.

F. ADA Self Evaluation and Transition Plan Development Process

The process developed and implemented to complete the City of Galt's ADA Self- Evaluation and Transition Plan included meetings with department heads; the administration of departmental program accessibility questionnaires; a review of the City's published rules, regulations and policies; a survey to identify physical barriers in public facilities and pedestrian rights-of-ways; and a public involvement process to obtain input from the public and to review the draft Transition Plan recommendations.

1. Self Evaluation by Departments

   An on-line questionnaire administered to Department Heads provided information on the nature of the program, methods used to advertise the program's services and activities, the types of equipment and materials used, testing and entrance requirements if required, staff training, and any special accommodations or program modifications provided.

   Information provided in the completed questionnaires and meetings with Department Head indicated that existing policies, programs, and procedures may, in some cases, present barriers for people with disabilities. It is the intent of the City to address the programmatic accessibility barriers in the following areas:

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- Customer Service – Policies and practices will support individuals with disabilities to participate in the programs, activities and services provided by the City, including: procedures for program modifications, and no additional fees for reasonable accommodation to the person with a disability for modifications required to make a program accessible to that individual.

- Outreach and Information – Notices, printed information, televised and audiovisual information, the municipal and departmental websites, public telephones and communication devices will be accessible to persons with disabilities.

- Training and Staffing – Training will continue to be provided to City staff regarding providing services to individuals with disabilities.

- Programs and Activities – Policies and procedures will support the participation of persons with disabilities in the following areas: program eligibility and admission when required; participation in public meetings, tours and trips; the use of consultants or contractors who may provide city services; emergency evacuation procedures; special events and private events on City properties; maintenance of accessible programs; and ongoing accessibility improvements.

- Accessible/Adaptive Equipment – When appropriate, the City will make use of electronic equipment, communication technology, and auxiliary aids to assist individuals with disabilities to participate in City programs.

The self evaluation process identified public accessibility issues that have both City-wide and department specific impacts. Department specific issues have been transformed into actions that need to be implemented to make the programs accessible. Issues that have commonality across all departments have been incorporated into policy recommendations for overall application. Findings from each department's report and recommendations can be found in Section II and a copy of the blank questionnaire can be found in Appendix A.

2. Review of Published Rules and Regulations
The policies and practices of the City of Galt published in the Municipal Code and Draft 2030 General Plan 2025 to determine whether goals and policies established and/or language used is discriminatory to people with disabilities.

3. Facility Survey
In 2012, the City of Galt conducted a physical audit of all City facilities to determine what recommendations and alterations might be necessary in order to meet ADA Accessibility Guidelines. City staff and a consultant completed the audits of all City facilities open to the public that would be necessary to remove barriers and make City facilities fully accessible.

The specific architectural modifications required to make programs accessible are listed in Appendix B – Facility Reports.

4. Curb Ramp, Sidewalk and Public Right of Way Survey

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In 2005, the City of Galt updated their public right-of-way element of the City's ADA Transition Plan. This plan has been revised as improvements have been made and the City has been made aware of barriers.

City staff has compiled and documented the project development guidelines used to address curb ramps and sidewalks in Public Works, Capital Improvements and Development projects. Additional details are documented in Section IV.

5. Facility Priorities for Barrier Removal

a. City-Wide Priorities Process

Workshops were held with Department Head review and set priorities for removing barriers in order to provide programmatic access for the public. All facilities in which the City provides programs, activities and services were reviewed and ranked based on the following criteria. Each of these criteria is deemed by the City to have importance with no single criteria having priority over another:

- Level of use by the public: Do the facilities receive a high level of public use
- Program uniqueness: Some programs are unique to a building, facility, or park and cannot occur at another location
- Geographic distribution: By selecting a range of facilities that are distributed throughout the City, the City can ensure maximum access for all residents
- Citizen rights and responsibilities: Facilities where services are provided to exercise citizen rights and responsibilities – voting, access to elected officials, paying taxes, obtaining permits and licenses, and where City services are obtained
- Social need: Facilities that meet social needs such as shelters, health clinics etc.
- Identified complaints: Efforts should focus on facilities with identified accessibility complaints.

b. Priorities Within Facilities

Barriers were assigned levels of priority based upon the following criteria:

Level 1: The highest priority is placed on those barrier removal items that provide accessibility at the main entrance of a facility or improve a path of travel to the portion of the facility where program activities take place.

Level 2: A second level priority is placed on those barrier removal items that improve or enhance access to program use areas.

Level 3: A third level priority is placed on those barrier removal items that improve access to amenities serving program areas.

Level 4: A fourth level of priority is assigned to areas or features that are not required to be modified because there are no public programs located in the facility or portion of the facility, or because there are other locations that provide access to the program.

Using a combination of the City-wide priorities and facility priorities, a priority

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of barrier removal was developed. The schedule for barrier removal should be coordinated with the Capital Improvement Program. It is this area of coordination between the Transition Plan and Capital Improvement Budgets that the City will pay particular attention. While many identified barriers have been eliminated, an ongoing effort will be made to insure that additional barriers are identified and addressed, particularly as funding is available.

6. Public Involvement

Finally, a public meeting was advertised and conducted on _____. The purpose of the meeting was to encourage members of the public including persons with disabilities to share their comments regarding the preparation of an ADA Self-Evaluation and Transition Plan.

Announcements inviting people to participate in the preparation of the Plan were sent to the following organizations:

To be completed once public meeting conducted

A summary of the meeting notes can be found in Appendix F.

G. Transition Plan

The ADA sets forth specific requirements for preparation of an acceptable Transition Plan. At a minimum, the elements of the plan should include:

- A list of the physical barriers in the City's facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities;
- A description of the actions that can be used to remove these barriers and make the facilities accessible;
- A schedule for removing architectural barriers; and
- The name of the individual responsible for the plan's implementation.

The Transition Plan combines the findings of the facility surveys, policy assessments, and program evaluations. Specific policy and program recommendations can be found in Section II. Each facility report contains a complete list of architectural barriers and barrier removal actions. Not all of these barriers must be removed in order to provide program access. Because the City of Galt has a large number of facilities, it is impossible to immediately renovate all facilities that have barriers to program access. Barriers to facilities will be removed systematically, City-wide, to ensure equality from neighborhood to neighborhood. The higher the barrier removal priority is, the higher it will become for capital improvement funding.

The City will work to develop specific target dates for Phase I priority improvements. The City has committed to keeping the identified needs list updated and will implement a process to better track corrective action taken and update the outstanding priority list of needed improvements or corrections.

ADA regulations require the City to have an internal grievance policy for the prompt resolution of complaints by a person with a disability who is denied City services or the benefits of any City program or activity because of that person's disability. The City developed and the City Council has adopted an ADA Grievance. The text of this policy appears in Section V.

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Section II

Evaluation of Citywide Programs, Activities and Services

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II. Evaluation of Citywide Programs, Activities and Services

Services and programs offered by the City to the public must be accessible. Accessibility includes advertisement, orientation, eligibility, participation, testing or evaluation, physical access, provision of auxiliary aids, transportation, policies, and communication.

The City does not have to take any action that would result in a fundamental alteration in the nature of its program or activity, would create a hazardous condition for other people, or would represent an undue financial and administrative burden. This determination can only be made by the ADA Coordinator and must be accompanied by a written statement of the reasons for reaching that conclusion.

The determination that an undue burden would result must be based on an evaluation of all resources available for use. If a barrier removal action is judged unduly burdensome, the City must consider other options for providing access that would ensure that individuals with disabilities receive the benefits and services of the program or activity.

The City may achieve program accessibility by a number of methods:

- Structural methods such as altering an existing facility;
- Acquisition or redesign of equipment;
- Assignment of aides; and
- Providing services at alternate accessible sites.

When choosing a method of providing program access, the City will give priority to the one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In compliance with the requirements of the ADA, the City provides equality of opportunity but does not guarantee equality of results.

A. Overview and Programmatic Modification

This section details the review of current City-wide policies, services, programs, and activities based on meetings with City staff and responses to the program accessibility questionnaire from the following Departments and Divisions:

- City Administration – not included
- Human Resources - included
- City Clerk
- Community Development Department
- Finance Department
- Police Department
- Public Works
- Galt Market – not included
- Parks and Recreation – Recreation
- Parks and Recreation – Sports

The findings and recommendations contained in this section will serve as a basis for the implementation of specific improvements for providing access to City programs. All departments, divisions and programs will utilize these recommendations to facilitate the participation of persons with disabilities in programs, activities, and services. There were a

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total of 10 programmatic questionnaires submitted by the City of Galt Staff. Detailed department reports can be found in this section.

The ADA Coordinator, or their designee, will follow-up with each department to ensure that the recommendations from this Self-Evaluation Report are reviewed and implemented as appropriate. In those situations where a policy, program, or procedure creates a barrier to accessibility that is unique to a department or a certain program, the ADA Coordinator, or designee, will coordinate with the department head or program manager to address the removal of the barrier in the most reasonable and accommodating manner.

B. Findings / Recommendations - City-Wide Programs, Activities & Services

This section is organized into categories based on the requirements of Title II of the ADA.

- Accessible/ Adaptive Equipment
- Customer Service
- Notice Requirements
- Printed Information
- Televised and Audiovisual Public Information
- Website
- Public Telephones and Communication Devices
- Training and Staffing
- Program Eligibility and Admission
- Public Meetings
- Transportation Services
- Tours and Trips
- Use of Consultants for Delivering Program Services
- Emergency Evacuation Procedures
- Facilities
- Special Events on Public Properties

Accessible/Adaptive Equipment
Adaptive aids are devices, controls, appliances, or items that make it possible for persons with disabilities to improve their abilities to function independently and participate in programs, services, and activities offered by the City. For example, providing assistive listening devices at public meeting enable the hard-of-hearing to participate in the meetings.

Findings: Few City departments reported allowing the public to use or access electronic equipment photocopiers and computers.

Recommendations:

1. Collaborate with local community organizations serving the disabled community to develop and maintain a current resource list of assistive technology equipment and sources for acquiring them.

2. Establish and maintain a "Resources Toolkit" (see section VI) of adaptive aids and human resources that should be available for use by individuals participating in City programs. Include information about the availability of specific equipment and/or individuals who

are available to provide special services (e.g., ASL translation) in public information materials such as brochures and the City's website.

3. Include accessibility as a criterion for purchasing decision making. Whenever possible, evaluate furniture and building materials purchases for compatibility with a wide range of disabilities and sensitivities. Select items that are easily adjustable or can be modified to accommodate a variety of physical and ergonomic needs when purchasing items such as furniture, site furnishings, and office systems. Consultation with disability organizations and persons with disabilities (see section VI for Disability Resources) will assist in this task.

Customer Service

In-person interaction with the public is one of the primary functions of many City departments.

Findings: Most staff reported that they are aware of procedures for determining reasonable modifications to achieve program accessibility. No department reported charging an additional fee for modifying a program for a person with a disability. No department indicated that they consult or have partnerships with outside organizations that provide services to people with disabilities. Many departments reported that they make changes to standard operating procedures to accommodate a person with disabilities.

Recommendations:

1. Make appropriate modifications to regular practices to accommodate the needs of individuals with disabilities when providing customer service.

2. Provide accessible facilities such as parking, including van accessible parking, path-of-travel, entry doors, signage, and transaction counters at customer service locations. If alternative locations for providing accessible services are required, provide those services in the most integrated setting, without stigmatizing the user.

3. Provide standard equipment at each site where programs are administered to facilitate basic communications access using alternative formats. Equipment may include, but not be limited to, paper and pencil, an enlarging copy machine, and access to relay service technology.

4. Allow the use of service animals to assist persons in accessing programs, activities and services in City facilities. Since service animals are not always dogs, staff should be made aware of the definition of a service animal and the protocol and etiquette for service animals.

5. Uniformly use criteria for determining reasonable modifications to provide program accessibility, which may include acquisition or redesign of equipment, assignment of aides to persons with disabilities, and provision of services at alternative accessible sites. An approach should include:
   a. Requests for reasonable modification in programs or services should be made to the department responsible for the program or service.

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b. The department offering the program or service should meet with the individual with a disability to identify which aspects of the program limit participation and what modifications can be made.

c. The department offering the program or service should consult with the relevant program or service staff to determine the reasonable modification. The department offering the program or service may also consult with the City's ADA Coordinator or other resources providing services or information regarding persons with disabilities as appropriate.

d. The department offering the program or service should document the modification(s) that was offered and the response of the person with the disability to the modification(s) offered. This documentation should be filed with the City ADA Coordinator's office.

e. If individuals with a disability are not satisfied with the results of this process, they should be directed to the City's ADA Grievance procedure.

Notice Requirements

Title II regulations require the City to inform the public of the rights and protections provided by the ADA for access to public programs, services, and activities.

Findings: Most departments have a nondiscrimination statement that includes people with disabilities. Most departments do not post a nondiscrimination statement in a location that maximizes public exposure that also includes information about how to reach an ADA coordinator. Many departments do not notify people that meetings, hearings, and conferences will be held in accessible locations and that adaptive aids such as assistive listening devices will be provided upon request to participants with disabilities.

Recommendations:

1. Increase outreach to people with disabilities and the organizations that serve them. The City should inform the public of the possible modifications that can be provided to make services, programs, and activities accessible.

2. Include the following notice (or a similar notice) regarding the City's commitment to providing accessible services in all City publications that provide information about City services, programs, or activities. The notice should also be placed in all City departments in a location that will maximize public exposure.

   In accordance with the Americans with Disabilities Act and California Law, it is the policy of the City of Galt to offer its public programs, services and meetings in a manner that is readily accessible to everyone, including individuals with disabilities. If you are a person with a disability and require information or materials in an appropriate alternative format, or if you require any other accommodation, please contact department staff.

   Advance notification within this guideline will enable the City to make reasonable arrangements to ensure accessibility.

ADA Coordinator
City of Galt
380 Civic Drive
Galt, CA 95632
Tel: (209) 366-7103

Non-discrimination language should appear on both hard copies and documents posted on the web. Include the following notice (or a similar notice) regarding the City's non-discrimination policy in all City publications that provide general information about City services, programs, or activities:

> **POLICY ON NON-DISCRIMINATION ON THE BASIS OF DISABILITY**
> *The City of Galt does not discriminate on the basis of disability in the admissions or access to its programs or activities.*
>
> *An ADA Coordinator has been designated to coordinate compliance with the non-discrimination requirements contained in the Department of Justice regulations implementing Subtitle A of Title II of the Americans with Disabilities Act (42 U.S.C. 12131), which prohibits discrimination on the basis on disability by public agencies.*

ADA Coordinator
City of Galt
Drive
Galt, CA 95632
Tel: (209) 366-7100

3. List those City agencies, departments, and specialized services that offer California Relay (711) services in printed City directories and include the following statement:
   The City of Galt offers California Relay (711) services for persons with hearing or speech impairments upon request. Please call 711 or contact the ADA coordinator.

4. Develop a statement regarding accessible locations and the availability of auxiliary aids upon request that is included on all public announcements, postings for City programs, and applications, including:
   - The notice of non-discrimination;
   - Information regarding site accessibility, including the accessible bus route serving the program, facility, or event;
   - California Relay Service information, and the phone number and email address of the person who can provide assistance in meeting special needs; and
   - A notice that information is available in alternative formats with a minimum of three business days notice.

Printed Information

In order to meet the ADA's communication standards, City departments must be able to provide information, when requested, in alternative formats such as using easy-to-understand language, Braille, large-print format, audiotape, computer disk, or other formats upon

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request.

Findings: Many City departments and offices produce printed information that is available to the public. Most registration forms, permits, and waivers are only available in written form. While some City departments distribute information about obtaining printed information in alternative formats, other departments do not.

Recommendations:

1. Provide information to each department on how to produce printed information in alternative formats for persons with various disabilities to ensure that requests are handled in a uniform and consistent manner.

2. Publicize the City's commitment to provide program information in alternative formats on an individual basis as requested.

3. Ensure the uniformity of charges for a publication for all formats of that publication.

4. Include the following notice on all materials printed by the City that are made available to the public:

   This publication can be made available in alternative formats, such as, Braille, large print, audiotape, or computer disk. Requests can be made by calling (209) 366-7100 (Voice) or the California Relay Services (711). Please allow at least 3 working days for your requests to be processed.

5. Handle all requests for other alternative formats or lengthy documents on an individual basis.

6. Provide program, facility, permit, and reservation information in a variety of formats upon request (for example, enlarge print format for persons with visual disabilities or in simple language for persons with cognitive disabilities). Provide programmatic changes (e.g., staff assistance), upon request to assist in filling out forms or when alternative formats are unavailable or infeasible.

7. Produce meeting agendas and other public information distributed at meetings in alternative formats when requested.

Televised and Audiovisual Public Information

Televised and audiovisual information is a means for disseminating public information through presentations produced by City departments. All televised and audiovisual information must be accessible to people with disabilities. As more and more communication is being done remotely via the rapidly changing internet, it will be increasingly important that all communication tools maintain accessibility as technology changes. Another means for disseminating public information is through audiovisual presentations produced by City departments.

Findings: Few City departments reported providing audiovisual and televised presentations.

Recommendations:

1. Use closed captioning or other alternatives to audio presentations for audiovisual presentations produced by the City (including videos, films, and City Council meetings) in order to ensure that persons with hearing impairments can benefit from these presentations.

Website

As people turn to the Internet as their primary source of information regarding services, programs, activities, and facilities, the City's website: http://www.ci.galt.ca.us takes on increased importance as a communications tool.

Providing public access to City publications on-line is an effective means of reaching persons with disabilities. New accessibility standards for electronic and information technology covered by Section 508 of the Rehabilitation Act Amendments of 1998 have set forth the technical and functional performance criteria necessary for such technology to be accessible.

Findings: The City is subject to and must comply with both Title II of the ADA and Section 508 of the Rehabilitation Act. The City web site is hosted internally by the City's Information Technology Department (IT). To the extent that there are inconsistencies between Title II and Section 508 regarding website compliance, departments are advised to comply with the more stringent standards between the two. Departments are responsible for ensuring that all information posted to its website complies with accessibility standards, or that it makes provisions to supply the material in an alternate format. If a department contracts to develop, maintain, or host websites, it will ensure that the contractor meets accessibility standards and that accessibility standards are addressed within the contract.

Most City web pages do not include information relating to how their services or facilities are accessible to persons with disabilities.

Recommendations:

1. Increase outreach to persons with disabilities by having the website include more information about the City's commitment to providing accessible services.

2. List those City agencies, departments, and specialized services that offer California Relay Services in the website telephone directory and include the following statement:

   City of Galt government offers California Relay Services (711 or http://www.ddtp.org) for persons with speech or hearing impairments.

3. Provide information regarding programs, facilities, permits, and reservations on the City's website in an accessible format. This information should be easily found by new web users.

4. Include the City's statement regarding accessible locations and the availability of auxiliary aids upon request on the website.

5. Continually improve the accessibility of web pages through the use of web accessibility analysis to meet and/or exceed Section 508 of the Rehabilitation Act guidelines for accessibility of electronic information. Acquire the technological resources necessary to

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create accessible PDF and graphics files as described in ADAAG standards for electronic and information technology.

6. To support consistent and accessible web pages, develop a Website Accessibility Policy that expresses the City's commitment to accessibility and each department's responsibility for accessibility compliance. This includes providing oversight for outside vendors who create web pages.

7. Develop a program to monitor web pages for continued compliance with accessible web standards.

8. Continue to provide training to City staff members in creating accessible PDF and other electronic files for posting on City or departmental websites.

9. Use services that help web page authors provide an accessible website by identifying and repairing barriers to access for individuals with disabilities. Please see Section VI, the Accessibility Resource Guide, for a list of links for creating accessible web pages.

Telephones and Communication Devices

Findings: Some departments reported using the California Relay Service, or 711, to communicate with the hearing and speech impaired. Few departments reported that they publish how they communicate with the deaf. Few departments stated they have trainings on how to communicate with the hearing and speech impaired.

Recommendations:

1. All publications that list phone numbers should also include information on how a deaf and speech impaired can communicate with departments by phone.

2. Widely disseminate information regarding the availability and location and procedure for communicating over the telephone with a person with a hearing or speech disability using the California Relay Service (CRS) – 711.

3. Consider Remote Video Interpreting Services (VRI) for communicating with the deaf. There are many situations where a live interpreter is required, such as in medical situations, but VRI is a convenient, flexible, lower-cost alternative to live interpreters. Please see Section VI for more resources for communicating with the deaf and hearing impaired.

Training and Staffing

Findings: In general, city staff members are familiar with problems encountered by persons with disabilities, and have some experience working with individuals with disabilities. Many staff members may not be knowledgeable about the different types of reasonable modifications that would make their services accessible.

Different types of accessibility training are effective depending on the type of work and the amount of public contact involved with a specific position. Some staff members have been trained in how to communicate via telephone with individuals with hearing disabilities. However, sufficient numbers of current staff members have not yet been trained in areas such

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as:

- Communication and etiquette with persons with disabilities;
- Standardized, appropriate procedures for making programmatic accommodations;
- How to acquire or use assistive devices; and
- General evacuation procedures for buildings.

Recommendations:

1. Provide City staff members with on-going awareness and sensitivity training. Provide resources such as the County of Long Beach's website, Disability Etiquette: Interacting with Persons with Disabilities (http://www.fcc.gov/cgb/dro/504/disability_primer_4.html).

2. Include persons with disabilities as trainers.

3. Provide training to City staff members who have contact with the public about how to provide modifications and use assistive devices to make their programs, activities and services accessible. Ensure that customer service training includes information about communicating with and providing modifications for persons with a variety of disabilities. Include program-specific adaptations, assistive devices, and modifications in each department's accessibility policy manual.

4. Develop a comprehensive disability access training program. Educate all City staff about their responsibilities under the ADA. The City's ADA Coordinator and line supervisors should be responsible for ensuring that staff members receive training. Reference materials that address special modifications should be included in this training.

5. Develop standard guidelines for training materials. These guidelines should include standard language that appropriately describes the City's policies on inclusion and non-discrimination, and staff members should receive training on using the guidelines effectively.

6. Whenever City Staff has contact with the public and depending on operational needs, consider offering training to employees who wish to learn basic American Sign Language (ASL) communication skills. This training should emphasize basic communication skills and should not be viewed as a substitute for employing qualified ASL interpreters when requested.

7. Train maintenance staff with respect to accessibility compliance and building codes to achieve and maintain accessibility.

8. Designate one high-level manager in each department to serve as the department's Disability Access Liaison. The Liaison will be required to complete a training program and attend periodic retraining regarding accessibility issues.

Program Eligibility and Admission

The public should be able to access all programs, services, and activities, regardless of ability. Admission criteria, ability to complete forms, and participation in interviews should be available to all members of the public by providing reasonable accommodations.

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Findings: No departments reported having limitations or ratio requirements that would exclude people with disabilities.

Recommendations:

1. Ensure that individuals with disabilities are not excluded from regular programs or are required to accept special services or benefits. Involve individuals with disabilities in regular programs to the maximum extent possible.

2. Modify policies, practices, or procedures to avoid discrimination unless the modification would fundamentally alter the nature of the program or create a hazardous situation.

3. Ensure that when specific requirements that exclude or limit the participation of persons with disabilities are necessary for the safe operation of programs, those requirements are based on real risks, not on speculation, stereotypes, or generalizations.

4. Evaluate each request for modification on an individual basis, and, when possible, the individual and the City department should determine an appropriate modification for the individual.

Public Meetings

Many City departments are responsible for planning and conducting public meetings.

Findings: Generally, public meetings are held in locations that are accessible to persons with mobility impairments. Most departments reported that they provide auxiliary aids upon request. Generally, staff is not knowledgeable about how to access assistive listening systems, or American Sign Language interpreters.

Recommendations:

1. Schedule public meetings at accessible locations. An accessible location includes, but is not limited to, the following: wheelchair accessible path-of-travel to the meeting room, accessible restrooms, accessible parking, an accessible route from transit and parking to the meeting facility, temperature control, signage, and the ability to provide access to fresh air for persons with chemical sensitivities.

2. When a fully accessible site is not available, then make reasonable modification so that an individual with a disability can participate. These modifications may include phone-in participation, video recording, and meeting transcripts.

3. Make information available to City staff on the types of modification requests that may be made by persons with different types of disabilities. Provide information about auxiliary aids such as different types of assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies like "real-time captioning." Provide guidance in the layout of the room, sign-in table and refreshments table, to insure that these features are accessible.

4. Display a notice on meeting agendas indicating the availability of accessibility modifications.

5. Provide agendas and other meeting materials in alternative formats, when requested.

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6. Consider assigning a staff member to be a greeter at public meetings and events. Identify the staff member as a resource for persons who may require assistance.

7. Provide flexibility in the time limit on speaking for individuals with communication difficulties.

8. Provide assistive listening devices at public meetings, when requested.

9. Publicize the availability of American Sign Language (ASL) interpreters in all meeting announcements. Include the following notice in all meeting publicity:

   All city public meetings are conducted in accessible locations.
   If you require accommodations to participate in this meeting, these may be requested by calling:
   711 or (209) 366-7130
   at least three business days in advance.
   Copies of documents used in this meeting are available in accessible formats upon request.

10. Maintain a list of on-call American Sign Language interpreters who may be brought to meetings to assist individuals with hearing impairments (see Section VI).

11. Develop a checklist for creating accessible meetings and selecting accessible meeting spaces, and make the list available to all City departments and programs.

12. Prepare a list of already accessible meeting spaces to facilitate the scheduling of meetings and/or the relocation of meetings upon request.

Transportation
Findings: No departments reported providing transportation as part of their programs, activities and services.

Recommendations:
1. Ensure that when transportation is provided for City programs, accessible vehicles are available upon request.

Tours and Trips
Findings: Some departments offer tours or trips as part of their programs, activities and services.

Recommendations:
1. Ensure that tours are provided in a way that allow people with mobility, visual, speech, hearing and cognitive disabilities to fully participate.

2. Evaluate the destination of the tour or trip in order to determine the level of accessibility and any accommodations or modifications that may be required.

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3. If a tour route or a portion of a route is not accessible, the tour will be rerouted or the department providing the tour will determine an alternative accommodation (e.g. photographs, close-captioned videos, etc.) that will allow the tour to be experienced.

4. Provide information to participants in advance of a tour or trip regarding the destination, transportation, and other characteristics of the event so that informed requests for accommodations can be made.

Use of Consultants for Delivering Program Services
Findings: Some departments use consultants to provide services to the public. Departments do not make consultants aware of their obligations to facilitate participation of persons with disabilities in programs provided in the written contracts.

Recommendations:
1. For those departments that use consultants to provide services to the public, a procedure should be established to ensure that their work is consistent with City accessibility policies and standards, including contract language and a monitoring procedure.

Emergency Evacuation Procedures
Departments must adopt emergency evacuation plans that establish procedures for evacuating persons with disabilities who may need special assistance in an emergency.

Findings: City departments have not established emergency evacuation procedures for specific disabilities to safely evacuate persons with these disabilities.

Recommendations:
1. Develop guidelines for the evacuation of persons with disabilities in various types of emergency situations. Each department, division, or program should use these guidelines to create their own emergency evacuation plans. These plans should:
   - Address what to do when an alarm is triggered;
   - Establish meeting places for assistance and evacuation chairs;
   - Provide direction on what to do if assistance is not available; and
   - Establish floor captains.

2. Specific suggestions for evacuation plans and procedures can be found through the US Access Board (www.access-board.gov/evacplan.htm) and the Emergency Procedures for Employees with Disabilities in Office Occupancies document published by FEMA and the US Fire Administration.

3. Train City staff regarding emergency evacuation procedures with periodic drills, both announced and unannounced.

4. Review existing procedures dealing with emergencies to ensure that persons with disabilities can be alerted and that they can alert emergency service providers. Provide all evacuation policies and procedures in alternative formats when requested. Work with disability organizations to explore the use of other technologies such as audible exit signs for orientation and direction and vibrating paging systems.

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Facilities
Findings: No departments reported that they have had accessibility requests or complaints related to facilities.

Recommendations:
1. Provide accessible facilities such as parking, including van accessible parking, path-of-travel, entry doors, signage, and transaction counters at customer service locations for providing accessible services are required, provide those services in the most integrated setting, without stigmatizing the user.

2. Provide information about facility accessibility on department publications including the department's website.

3. All requests relating to facility access should be tracked. The ADA requests should be analyzed periodically to look for global issues that can be addressed and problems that can be solved proactively.

4. If individuals with a disability are not satisfied with the results of this complaint process, they should be directed to the City's ADA Complaint Procedure (see section V).

Special Events on Public Properties
Findings: Some departments reported that they offer special events on City property. No City departments reported that they ensure that special events held on City property are accessible to people with disabilities.

Recommendations:
1. In situations where private organizations sponsor events in City facilities, the City will inform private organizations about applicable ADA requirements.

2. The City will provide a checklist and information during the application process to inform organizers of their responsibility for accessibility under the ADA. The checklist and information will be available on the City's website.

C. Policy Review: City of Galt Municipal Code

The following general provisions should apply to all City Policies:
- All written materials including forms, applications, and City policies will be provided in alternative formats such as Braille, electronic files, large print, etc. upon request by persons with disabilities.
- When forms are required for applications, provide alternative accessible formats for a person with disabilities, when requested, for a fee not to exceed listed fees. For example, when signatures are needed, give an alternative for a person with a disability to providing a written signature such as a signature stamp.
- All meeting locations shall be held in accessible locations including signage and accessible bathrooms.
- When participating in City business, such as speaking at a meeting, reasonable accommodations such as an ASL interpreter shall be provided upon request.

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Suggested Modifications to the City of Galt Municipal Code

Chapter 9.28
OBSTRUCTION OF SIDEWALKS
Section 9.28.015 Exceptions.
Sidewalk cafes, as regulated through un-codified Chapter 18.85 of the municipal code, shall reserve a four-foot unobstructed linear pathway on all public sidewalks for pedestrian transit. (Ord. 94-14 § 1)
Suggested modification: Include a clear unobstructed height of 80" to protect persons who have low vision or are blind.

Chapter 9.38
SPECIAL EVENTS
Suggested modification: Include standards for accessible parking, paths of travel and sanitary facilities in the permit process.

Chapter 10.04
DEFINITIONS
Section 10.04.110 Pedestrian.
"Pedestrian" means any person afoot. (Ord. 16 § 10, 1949: prior code § 10300 (part))
Suggested modification: Include persons using personal mobility devices such as wheelchairs and power scooters.

Chapter 12.08
CONSTRUCTION IN THE CITY RIGHT-OF-WAY
Suggested modification: Include a requirement to maintain an accessible pedestrian path of travel during construction along routes with existing sidewalks.

D. Department Reports

Human Resources
Employment, employee and labor relations, workers compensation, liability and risk management.

ADA Self-Evaluation Contact
H.R. Administrator/ADA Coordinator
City of Galt
380 Civic Drive
Galt, CA 95632
Tel: (209) 366-7103

Location of Facilities and Programs:
380 Civic Drive

Programmatic Survey Findings:

- The Human Resources Department makes changes to Standard Operating Procedures to accommodate the needs of a person with disabilities.

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- Documents and publications are made available in simple, easy to understand language for individuals with learning disabilities.
- The Department's website is usable by persons who use screen readers.
- The Department notifies persons with visual disabilities of emergencies and evacuation procedures.

City Clerk
Public Access to City Council meetings. Elections.

ADA Self-Evaluation Contact

City Clerk
City of Galt
380 Civic Drive
Galt, CA 95632
Tel: (209) 366-7130

Location of Facilities and Programs
City Council chambers (meetings)

Programmatic Survey Findings

- There are no eligibility requirements for participating in City Clerk programs.
- The City Clerk's Department makes changes to Standard Operating Procedures to include a people with disabilities.
- The City Clerk's Department has a formal procedure for making changes to Standard Operating Procedures.
- The City Clerk's Department does not have any policies which exclude service animals, such as service dogs for the blind or signal dogs for the hearing impaired.
- The City Clerk's Department notifies all persons that meetings, hearings, interviews, and that conferences will be held in accessible locations and that adaptive/auxiliary aids will be provided upon request.
- The City Clerk's Department includes people with disabilities in their publications.
- The City Clerk's Department has a website, www.cityofGalt.com, which provides general Contact information for City Council and City Clerk.
- The City Clerk's Department requires that public meetings, hearings, and conferences be held in accessible locations.
- American Sign Language interpreters, readers, and adaptive equipment are provided at public meetings upon request.

The City Clerk's Department ensures that all individuals with hearing disabilities who do not read sign language can participate effectively in meetings, conferences, and hearings via assistive listening devices or other means.

Community Development Department
Zoning, land use, housing assistance, building inspection and code enforcement

ADA Self-Evaluation Contact

Community Development Director

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495 Industrial Drive
Galt, Ca 95632
Tel: (209)366-7230

Location of Facilities and Programs

- 495 Industrial Drive
- Council Chambers
- Chabolla Center Police meeting room

Programmatic Survey Findings

- The Community Development Department has a non discrimination statement that includes persons with disabilities.
- The Department notifies all persons that meetings, hearings, interviews and conferences will be held in accessible locations and that adaptive aides will be provided, upon request, to participants with disabilities.

Finance

The Billing and Collections Division of the finance Department bills for utility usage and collects payments related to these bills. The Department also collects payments for business licenses and other amounts due the City.

ADA Self-Evaluation Contact

Finance Director
380 Civic Drive
Galt, Ca 95632
Tel: (209) 366-7150

Location of Facilities and Programs

- Billing and Collections counter at 380 Civic Drive

Police Department

Provides 24 hour, 365 days a year public Law Enforcement service to the City of Galt community.

ADA Self-Evaluation Contact

Police Chief
380 Civic Drive
Galt, Ca 95632
Tel: (209) 366-7000

Location of Facilities and Programs

- Galt Police Department: 455 Industrial Drive, Galt, CA 95632

Programmatic Survey Findings

- The Police Department has a formal procedure for making changes to Standard Operating Procedures to include people with disabilities.

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- The Police Department has a non-discrimination statement that includes persons with disabilities.
- The Police Department has a website, www.galtpd.com, which provides information about the different departments in the City of Galt.
- The Police Department uses a TTY (Teletypewriter) and the California Relay Service to communicate with people who are hard of hearing, deaf or have speech limitations.
- The Police Department has contact with the public.
- Police Department staff receives training on interacting with people with disabilities.

Public Works

Design and construct capital improvement projects, review and process development applications and encroachment permits, provide general engineering services, administer public service contracts, provide water, wastewater, storm drainage, street maintenance, park maintenance, building maintenance, and fleet services.

ADA Self-Evaluation Contact

Public Works Director
495 Industrial Drive
Galt, Ca 95632
Tel: (209) 366-7060

Location of Facilities and Programs

- Municipal Service Center
- Wastewater Treatment Plant
- Water Well and Treatment Plant Sites
- Corporation Yard Annex
- Materials Handling Side
- Police Department Community Room
- City Hall

Programmatic Survey Findings

- The Public Works Department makes changes to standard operating procedures to accommodate a person with a disability.
- The Department has consulted with the Center for the Blind.
- The Public Works Department requires that public meetings, hearings, and conferences be held in accessible locations.

Park and Recreation - Sports

Adult Softball, Volleyball and Basketball: Provide organized leagues for adults who live in and near the City of Galt. Youth T-Ball, Girl's Softball, Basketball and Football: Provide organized leagues for youth who live in and near the city of Galt.

ADA Self-Evaluation Contact

Special Projects Administrator

610 Chabolla Ave
Galt, Ca 95632
Tel: (209) 366-7180

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Location of Facilities and Programs

- Galt Sports Complex: T-Ball, Softball
- Chabolla Center: Basketball
- Littleton Center: Basketball
- Galt High School: Basketball, Football
- Greer Elementary: Basketball
- Marengo Elementary: Basketball
- Lake Canyon Elementary: Basketball
- River Oaks Elementary: Basketball
- McCaffrey Middle School: Basketball

Parks and Recreation - Recreation

- City Tots Preschool: School preparation and socialization for youth 3-4 years of age.
- Aquatics: Various aquatics programs and activities including swim team, swim lessons, lifeguard training, lap swim, water exercise, public swim, Water Safety Instructor training.
- ASES - After School Program: Provide recreation leaders to support State grant to the Elementary School District. SOAR - After School Program
- Meals on Wheels – Lunch program for seniors.

ADA Self-Evaluation Contact

Special Projects Administrator
610 Chabolla Ave
Galt, Ca 95632
Tel: (209) 366-7180

Location of Facilities and Programs

- Aquatics Center: All aquatic programs
- Littleton Community Center: City Tots, rentals, sports
- Chabolla Community Center: Senior activities/fitness, senior lunch program, youth basketball, t'ai chi, senior painting, senior club, tang so do, karate, senior card games STAR program (Special Teens and Adult Recreation),
- Parks & Recreation Classrooms: Community meetings, P&R Commissions / Boards / Committee meetings, egg art, KidSafe Self Defense, Spanish chat, kinder gym.

Programmatic Survey Findings

- Eligibility Requirements: For Lifeguard Training Classes the American Red Cross standards are followed to ensure that the participants can perform the basic skill to enter the class and then to successfully complete the class.
- The Department makes changes to standard operating procedures to accommodate a person with a disability. For example, during swim lessons additional aides are provided as needed or the student can bring his/her own aide. In the City Tots program those with special needs are encouraged to bring their own aides who can better attend to their needs.
- Public meetings are held in accessible locations.

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- (According to department, they do not provide this service.) Buses with lifts are requested for tours and trips.

Public Works

Performs maintenance for the City of Galt landscaped areas and parks. Performs maintenance and janitorial services for the City of Galt public buildings and some special events.

ADA Self-Evaluation Contact

Public Works Director
495 Industrial Drive
Galt, Ca 95632
Tel: (209) 366-7060

Location of Facilities and Programs

- All City facilities

Programmatic Survey Findings

- The Maintenance Division has received 3 requests for accessibility improvements for door and signage improvements.

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Section III

Transition Plan

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III. Transition Plan

Title II of the ADA requires that public entities having responsibility for or authority over facilities, streets, roads, sidewalks, and/or other areas meant for public use to develop a Transition Plan to make their facilities meet the standards for Program Accessibility. Program Accessibility means that a program, activity and/or service are accessible when viewed in its entirety. Simply put, a Transition Plan transitions inaccessible facilities into environments that are accessible to and functional for individuals with disabilities.

This Transition Plan combines the findings of the facility surveys, public rights-of-way surveys, policy assessments, and program evaluations. Specific policy and program recommendations can be found in this Section. The specific architectural modifications required to make programs accessible are listed in the Facility Reports - Appendix B. Each facility report contains a complete list of architectural barriers and barrier removal actions. Not all of these barriers must be removed in order to provide program access. The first priority is to remove those barriers limiting access to programs.

This ADA Transition Plan is organized in two parts; Facilities, which includes buildings, parks, and their related grounds, and the Public Pedestrian Rights-of-Way, which includes sidewalks, curb cuts.

The Facilities Transition Plan combines the findings of the facility surveys, policy assessments, and program evaluations. Specific policy and program recommendations can be found in section 3. The specific architectural modifications required to make programs accessible are listed in the City of Galt—Facility Reports. Each facility report contains a complete list of architectural barriers and barrier removal actions. Not all of these barriers must be removed in order to provide program access. The first priority is to remove those barriers limiting access to programs.

The Pedestrian ROW Transition Plan also combines the ROW surveys, policy assessments and program evaluations.

The ADA requires that the City maintain in working order the equipment and features that are required to provide access to persons with disabilities.

A. Facility Transition Plan Process

Program Barrier Removal Priorities

Workshops were held with City Department Heads to review and set priorities for removing barriers in order to provide programmatic access for the public. All facilities in which the City provides programs, activities and services were reviewed and ranked based on the following criteria. Each of these criteria is deemed by the City to have importance with no single criteria having priority over another:

- Level of use by the public: Do the facilities receive a high level of public use
- Program uniqueness: Some programs are unique to a building, facility, or park and cannot occur at another location
- Geographic distribution: By selecting a range of facilities that are distributed throughout the City, the City can ensure maximum access for all residents

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- Citizen rights and responsibilities: Facilities where services are provided to exercise citizen rights and responsibilities – voting, access to elected officials, paying taxes, obtaining permits and licenses, and where City services are obtained
- Social need: Facilities that meet social needs such as shelters, health clinics etc.
- Identified complaints: Efforts should focus on facilities with identified accessibility complaints.

Priorities for Barrier Removal within Facilities
City staff confirmed priorities for barrier removal within each facility based on criteria published in the ADA. Barriers were assigned levels of priority for removal using the following criteria.

Priority One: The highest priority is placed on those barrier removal items that provide accessibility at the main entrance of a facility or improve a path of travel to the portion of the facility where program activities take place.

Examples:
Connection to the public right-of-way
- Parking and passenger loading
- Entrance walks
- Entrance ramps
- Entrance stairs
- Entrance doors

Priority Two: A second level priority is placed on those barrier removal items that improve or enhance access to program use areas.

Examples:
- Transaction counters
- Conference and meeting rooms
- Public offices
- Recreation environments/features
- Public restrooms

Priority Three: A third level priority is placed on those barrier removal items that improve access to amenities serving program areas.

Examples:
- Drinking fountains
- Public telephones
- Vending machines

Priority Four: A fourth level of priority is assigned to areas or features that are not required to be modified because there are no public programs located in the facility or portion of the facility, or because there are other locations that provide access to the program.

Transition Plan for Facilities
The Transition Plan for the removal of architectural barriers to program access must contain

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the following information:

- Identification of the barriers to program access
- Identification of the specific barrier removal action(s)
- Identification of a schedule for barrier removal and
- Identification of responsibility for ensuring barrier removal

The facility reports appended to this document provide the identification of barriers and the specific barrier removal actions. The City will accomplish barrier removals based on two strategies: policy and procedure modifications to remove programmatic barriers and construction projects to remove architectural barriers.

The responsibility for ensuring barrier removal will reside with the City of Galt's ADA Coordinator.

Phasing Schedule for Facilities

Because the City of Galt has a large number of facilities, it is impossible to immediately renovate all facilities that create barriers to program access. Barriers in City facilities will be removed systematically, City-wide, and based on established program priorities. It is the intent of the City to address barriers to accessibility in public buildings and parks based upon on the immediate necessity of programmatic access, degree of complexity, and overall cost.

The City of Galt reserves the right to modify barrier removal priorities in order to allow flexibility in accommodating community requests, petitions for reasonable modifications from persons with disabilities, changes in City programs, and funding constraints and opportunities. It is the goal of this Transition Plan to provide access to the programs, activities and services provided by the City. Interim measures will be explored and implemented in order to provide programmatic access to the public pending the implementation of physical barrier removal projects.

The following tables are a compilation of the results of the priorities work sessions and the public meeting and describe the priorities for barrier removals at City facilities. Specific barriers to program access and their removal actions may be found in Appendix B – Facility Reports.

The responsibility for ensuring the barrier removal will reside with the City ADA Coordinator for the City of Galt.

City Facilities (Buildings and Parks)

Priority	Facility
1	City Hall
2	Galt Market
3	Littleton Center
4	Galt Community Park
5	Walker Park
6	Library
7	Gora Aquatic Center
8	Chabolla Center
9	Sports Complex

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10	Parking Lot NW corner Caroline Ave / Pine Street
11	Parking Lot NE corner Caroline Ave / Chabolla Ave
12	Parking Lot SE corner Caroline Ave / Meladee Ln
13	Veteran's Soccer Field
14	Monterey Park
15	Meadowview Park
16	Harvey Park
17	Police Department
18	Municipal Services Center
19	Parking NE corner C Street / Lincoln Way
20	McCaffrey Northeast Sports Park
21	Sports Complex Park
22	Greer Basin Park
23	Canyon Creek Park
24	Emerald Vista Park
25	Roundstone Park
26	Lake Canyon Park
27	Lions Oak Park
28	Chabolla Skate Park
29	Ashboro Tot Lot
30	Fumasi Oak Preserve
31	SMUD Park
32	Southern Pacific Park

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Section IV

Public Right of Way Transition Plan

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IV. Public Right of Way Transition Plan

Walking is an increasingly important part of life in Galt and is one of the major facets of the City's goals to become a healthier and more livable place.

Walking has always been a part of the transportation system in Galt. Automobiles were not widely available when the City was founded, and for many years the City remained compact enough that the average person could easily walk from one edge of the City to the other. Galt's downtown City grid of roadways reflects these early days—its short blocks are easy to walk, and the many intersecting roads make it easy to select the best route from point A to point B.

The Transition Plan for sidewalks, curb ramps and traffic signals combines the findings of the review of the policies, procedures, and design standards for sidewalk and curb ramp programs and highlights those issues that may inadvertently reduce the accessibility of public rights-of-way in the City of Galt. The Transition Plan is based on the City's curb ramp inventory and review of the Galt Policy Municipal Code and Council resolutions.

A. Overview—City of Galt's Approach

The City of Galt maintains approximately 84 centerline miles of streets, most of which contain curbs, gutters, and sidewalks. In accordance with the Galt Municipal Code and the Streets and Highways Improvement Act of 1911, property owners are responsible for the maintenance of sidewalks adjacent to their property.

The City of Galt is devoted to making the City's streets and sidewalks more accessible. All applicable development projects are conditioned to construct or reconstruct sidewalks and pedestrian ramps to meet current ADA standards. All major street-related capital improvement projects, including federally aided street projects, require upgrading sidewalks and pedestrian ramps within project limits to meet ADA standards unless infeasible due to right-of- way issues or severe environmental concerns. Preventative maintenance projects may not include ADA improvements. Street reconstruction projects include sidewalk and curb ramp improvements to all extents practical.

Public Works receives and evaluates requests from a variety of sources for sidewalk repairs on an on-going basis. Requests are confirmed by field inspection and if repairs are warranted, Public Works notifies property owners of their responsibility to maintain the sidewalk. If property owner does not correct the situation, Public Works may have the sidewalk repaired and the cost can be assessed to the property.

The Circulation Element Chapter of the Draft General Plan 2030 affirms that the City's goal is to create sidewalks, paths, and appropriate crosswalks located to facilitate access to all schools and other areas with significant pedestrian traffic. Whenever feasible, pedestrian paths should be developed. Specific polices that address these goals are:

Policy C-6.7: Pedestrian Trail Systems
The City shall require developers to finance and install pedestrian pathways in new development, as appropriate.

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Policy C-6.8: Pedestrian Ways – Citywide
The City shall develop safe and pleasant pedestrian ways. To this end, the City shall ensure sidewalks are wide enough for pedestrian convenience and conform to ADA standards.

Policy C-6.9: Pedestrian Ways – New Development
The City shall encourage developers of new neighborhoods to promote pedestrian convenience and conform to ADA standards.

Policy C-6.10: Crosswalks and Pedestrian Safety Measures
The City shall require crosswalks and other pedestrian safety measures be designed and installed according to City of Galt Ordinances and Regulations.

Policy C-6.11: Bike and Pedestrian Railroad Crossings
The City should work with the railroad to install pedestrian crossings with appropriate safety devices at all crossings.

Policy C-8.1: Attractive Streets
The City shall provide attractive streets designed to serve pedestrians as well as automobiles.

Policy C-8.3: Street, Pedestrian, and Bicycle Facilities
The City shall create a network of street and pedestrian facilities that provides for multiple safe routes between various origins and destinations.

Policy C-8.4: Pedestrian and Bike Convenience at Intersections
The City should design and build new intersections and redesign existing intersections (as opportunities arise) to maximize pedestrian convenience and safety relative to automobile needs.

Policy C-8.6: Bikeway and Pedestrian Trail Funding Mechanisms
The City should develop mechanisms to increase the funding for the creation and maintenance of pedestrian trails.

B. Evaluation/Survey Process

In 1995 the City prepared an ADA transition report that addressed the Pedestrian ROW. The Right-of-Way evaluation examined all the intersections in the City of Galt for compliance with ADA standards in place at that time. The Public Works Department evaluation indicated that approximately 679 locations were either lacking a curb ramp or had a ramp that did not meet the current ADA standards. As a result of the evaluation, the Public Works Department developed a Plan for the construction of new curb ramps where none existed and replacement of non-compliant curb ramps. Since the 1995 report, a majority of the curb ramp construction has taken place in the oldest parts of the City including the downtown area and the Old Town.

The 1995 public right-of-way evaluation report limited its review to curb ramps. In 2005 the City approved an updated Public Right-of-Way element of the City's ADA Transition Plan. The updated plan has been expanded to include ADA compliance for sidewalks, which are an

integral part of public right-of-way access. Additionally, since the original report, ADA standards for curb ramp construction have evolved and changed. Ramps that were compliant in 1995 may have a majority of the current ADA requirements constructed correctly. However, minor revisions to Federal and State ADA requirements make these ramps non-compliant by new standards.

The City's ADA Transition Plan Update has been developed to meet the public right of-way portion of the federal requirements by gradually removing physical barriers that inhibit people with disabilities from accessing services, activities, and public accommodations. The 2005 survey was updated to address these requirements and set priorities.

C. Priorities for Repair, Replacement, and New Construction

To promote efficiency and accessibility, some cities construct curb ramps at every point where a sidewalk intersects a curb; however, under Title II of the ADA, a City is not necessarily required to do so. Traffic safety considerations may make construction of ramps at some locations undesirable. Alternative routes to buildings that make use of existing curb ramps may be acceptable under the concept of program accessibility in the limited circumstances where individuals with disabilities need only travel a marginally longer route. In addition, the undue financial or administrative burden limitation recognized by Title II of the ADA may limit the number of curb ramps that the City is required to provide.

The priority ranking of ADA compliance repairs is an ADA transition plan requirement. Priorities within the public right-of-way is based on two factors; the location of the ADA deficiency in relation to places of public gathering and; the type of ADA deficiency for a given street or intersection. Location priority numbers for the streets surveyed were developed by identifying the type of facility and ranking the streets within a maximum 250 foot radius of the facility based on the following location priority list:

- Access around transportation facilities
- Access around and to government offices and facilities (including schools)
- Access to and around places of public accommodations
- Access around and to places of employment
- Areas where there is a high level of pedestrian travel
- All other areas

The following is the ADA improvement deficiency ranking table used to develop the priority ranking:

- No curb ramp in a developed area
- 32" minimum clear passage width not met
- Missing sidewalk in a developed area
- Curb ramps without minimum landing pad
- Obvious areas with sidewalk cross-slope that exceeds 2% (including driveways)
- Curb ramps that do not meet current ADA requirements
- Sidewalks that do not meet current ADA requirements

The priority ranking was calculated by multiplying the location priority number of the deficiency by the ADA improvement deficiency number. The resulting sum determined the priority ranking for the ADA compliance repairs within the public right-of-way. The lower the

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priority ranking number, the higher the priority for the repair. Specific barriers to the public right of way and their priorities may be found in Appendix C

D. Transition Plan - Public Right of Way

1. Standard Curb Ramp Construction Details

The City of Galt plans and specifications for sidewalks, driveways, crossing sidewalks, and curb ramps have been reviewed for consistency with state and federal accessibility requirements.

2. Citizen Request Program

If a citizen would like to make a request related to the PROW, they must contact the Public Works department to receive a hard copy of the request form.

3. Accessibility During Construction

When ROW improvements are contracted by the City, the contractor will be directed to maintain an accessible path of travel for pedestrians including persons with disabilities during the entire period of construction.

4. Street or Sidewalk Closure

The City currently provides advance warning for street closure using signage posted at the area undergoing alteration or repair. Although this approach is satisfactory for non-disabled residents, sidewalk closure creates problems for disabled pedestrians when routes change or all routes in a City are not accessible. It is recommended that the City also post alternate paths of travel information as needed on its website.

5. On-Street Accessible Parking

The City's Public Works Department coordinates the installation of on-street accessible parking. Currently, there is no on-going program for the installation of on-street accessible parking. This must be done through a Citizen Request Process and is evaluated on a case by case basis.

6. Street-Related Pedestrian Improvement Projects and Policies

The City has an annual capital improvement program to repair cracked or heaved sidewalks and to address sidewalk improvements based on citizen's requests and/or needs at specific locations as budget allows. Street overlay and street reconstruction projects include repair of sidewalk and construction of ADA compliant curb ramps. Other CIP projects with ADA components are completed every year and there is a requirement for developers to install ADA compliant driveways, sidewalks, and curb ramps through conditions of approval.

The City of Galt actively pursues grant money for reconstruction of roadways including curb and gutter, sidewalk, and curb ramp construction. Recent projects have been funded through the Community Development Block Grant (CDBG), Safe Route to School (SR2S), Regional Surface Transportation Program (RSTP), and the Transportation Equity Act for the 21st Century (TEA 21).

City ADA Policies included in the Plan's adoption are as follows:

- Guideline for determining priority - Location priority number x deficiency priority number = overall priority guideline.

- Overriding priority - Citizen requests based on immediate need have precedence.
- Compliance with ADA standards - City's ADA construction standards must remain compliant with Federal & State ADA.
- City's Construction tolerances - ADA ramp and sidewalk construction tolerances will be allowed up to + 0.2%.
- Private property ADA upgrade requirement - An owner improving his property must upgrade the adjacent portion of City's rights-of-way.

A public outreach meeting was conducted on _____ to solicit public input on the transition plan. **To be completed after public meeting completed.**

Currently there is $20,000 budgeted yearly for this project. Additionally many other transportation capital improvement projects include ADA improvements as part of their project and the City is always exploring grant funding opportunities to fund ADA improvements. The plan also requires that property owners be responsible for ADA improvements adjacent to their property frontages.

Funding for ADA compliance and sidewalk improvement projects typically comes from a limited number of sources, including Local Transportation Funds (gas tax), Measure A or grants. Project No. 57H of the City's approved Capital Improvement Program was developed for specific ADA compliance ramp and sidewalk improvement projects.

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Section V

ADA Policy and Grievance Procedure

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V. ADA Policy and Grievance Procedure

A. Purpose

In order to comply with the employment provisions of the Americans with Disabilities Act and in keeping with its efforts to provide access to all programs and activities offered to the public, the City of Galt has adopted a policy of providing reasonable accommodations to people with disabilities, unless to do so would cause an undue hardship to the City.

B. Policy

The City of Galt does hereby adopt this "Americans with Disabilities Act ADA Complaint Policy and Procedure", to ensure compliance with the Americans with Disabilities Act, and to adhere to the intent of Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) as amended so as to provide that no otherwise qualified individual with a disability in the City of Galt shall, solely by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity that is provided by the City of Galt.

C. Definitions

Definitions for the following terms can be found in Appendix D of the ADA Self Evaluation and Transition Plan of the City of Galt and in the Americans with Disabilities Act.

- Plan
- Act
- Department of Transportation
- Discrimination
- Facility
- Handicapped Person
- Program or activity
- Qualified handicapped person
- Special service system

D. Prohibited Discrimination

General. No qualified handicapped person shall, solely on the basis of his or her disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity provided by the City of Galt.
Discriminatory actions prohibited.

The City of Galt, in providing any aid, benefit, or service, may not, directly or through contractual, licensing, or other arrangements, on the basis of disability:

- Deny a qualified handicapped person the opportunity to participate in or benefit from the aid, benefit, or service;
- Afford a qualified handicapped person an opportunity to participate in or benefit from the aid, benefit or service that is not substantially equal to that afforded persons who are not handicapped;

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- Provide a qualified handicapped person with an aid, benefit, or service that is not as effective in affording equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement as persons who are not handicapped;
- Provide different or separate aid, benefits, or services to handicapped persons or to any class of handicapped persons unless such action is necessary to provide qualified handicapped persons with aid, benefits, or services that are as effective as those provided to persons who are not handicapped;
- Aid or perpetuate discrimination against a qualified or handicapped person by providing financial or other assistance to an agency, organization, or person that discriminates on the basis of disability in providing any aid, benefit, or service to beneficiaries of the City of Galt's programs or activities;
- Deny a qualified handicapped person the opportunity to participate in conferences, in planning or advising recipients, applicants, or would-be applicants; or
- Otherwise limit a qualified handicapped person the enjoyment of any right, privilege, advantage, or opportunity enjoyed by others receiving aid, benefit, or service.

Equally effective aids, benefits, and services may not necessarily produce the identical results or levels of achievement for handicapped and non-handicapped persons, but shall afford qualified handicapped persons equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement, in the most integrated setting that is reasonably achievable.

If separate or different aids, benefits, or services are provided to qualified handicapped persons, the City of Galt may not deny a qualified handicapped person the opportunity to participate in aids, benefits, or services that are not separate or different.

The City of Galt may not, directly or through contractual or other arrangements, utilize criteria or other administrative methods:

- That have the effect of subjecting qualified handicapped persons to discrimination based upon their disability;
- That have the purpose or effect of defeating or substantially reducing the likelihood that handicapped persons can benefit by the objectives of the City of Galt's programs or activities; or
- That yield or perpetuate discrimination against another agency receiving federal financial assistance if both agencies are subject to common administrative control or are agencies of the same state.

In determining the site or location of a facility, the City of Galt may not make selections:

- That have the effect of excluding qualified handicapped persons from, denying them the benefits of, or otherwise subjecting them to discrimination under any program or activity of the City of Galt, or
- That have the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the program or activity with respect to handicapped persons.

The aid, benefit, or service provided under a City of Galt sponsored or administered program or activity shall include any aid, benefit, or service provided in or through a facility that has

been constructed, expanded, altered, leased or rented, or otherwise acquired, in whole or in part, with Federal financial assistance.

Communications.
The City of Galt shall take appropriate steps to insure that communications with their applicants, employees, and beneficiaries are available to persons with impaired vision or hearing.

E. City of Galt ADA Coordinator

The duties of the City of Galt's ADA Coordinator shall be the responsibility of Paula Islas. Ms. Islas is responsible for implementing all aspects of the ADA Program, including ADA Complaints and Grievances. Implementation of the ADA Program is accorded the same priority as compliance with all other legal obligations incurred by the City of Galt in its Federal Aid assistance agreements with the United States Department of Transportation.

F. Initial Request for Accommodation or Barrier Removal

Persons who desire to have the City of Galt provide modifications or accommodation to a program, service, or activity that is administered by the City of Galt or desire to have the City remove a physical barrier, may complete and file a written *Request for Accommodation or Barrier Removal* with either the particular City Department having responsibility for implementing such modifications or accommodations or with the City's ADA Coordinator.

If the Person(s) requesting the modifications, accommodation or barrier removal believes the issue is an urgent one and would like a response from the City immediately, please indicate that in your request and the City will contact you within two (2) business days.

If the Person(s) requesting the modifications, accommodation or barrier removal believes the issue is <u>not</u> an urgent one, the City will contact you within seven (7) business days.

After reviewing the modification, accommodation or barrier removal that has been requested, and the request has been deemed adequate, reasonable and effective, the City will require time to provide the modification, accommodation or barrier removal that has been requested. The City will contact the requestor within 14 calendar days of the filing of the *Request for Accommodation or Barrier Removal* and notify the person(s) of the determination regarding the adequacy, reasonableness, and effectiveness of the request and what actions (if any) will be taken and in what time frame those actions will be completed.

Requests or complaints relating to sidewalk or curb ramp modifications, accommodation, or barrier removal may be made directly to the City of Galt Public Works Department at 209-366-7260.

If the person(s) feel that the City has not responded satisfactorily to the request, the person(s) may contact the ADA Coordinator by phone at (209) 366-7112 to advise the City of any accessibility problems, need for accommodation, or requests for service the person(s) feel the City has not responded in a satisfactory manner. The person(s) may also complete and file with the ADA Coordinator a *Formal Complaint of Discrimination* and appeal any ADA

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Complaint resolution the person(s) feels has not been satisfactorily resolved.

G. Formal Complaint Process

If the person(s) feel the resolution to their request for accommodation or barrier removal was not adequately resolved, the person(s) may submit a *Formal Complaint of Discrimination* to the ADA Coordinator. The official *Formal Complaint of Discrimination* form must be used to file a formal complaint. If assistance is needed to complete the *Formal Complaint of Discrimination* form, the person(s) may contact the ADA Coordinator for assistance.

Complaints should be filed within 180 days from the date the complainant becomes aware of the need for modification, accommodation or barrier removal.

Complaints must include (if available) the following information:

- Name, address, and telephone number or e-mail address of the complainant or the complainant's representative. If an address or telephone number is unavailable, then some form of contacting the complainant must be provided.
- A brief description of the alleged needed modification, accommodation or barrier removal, the location of said problem, date in which the problem was identified by the complainant, and names and contact information for any contact person(s) or witnesses.
- Any supporting evidence, such as photographs, diagrams, letters, policies, police reports, or other documents which indicate the need for modifications, accommodation, or barrier removal. The complaint should also include any attempts to resolve the problem to date.
- Any suggested proposals to resolve the complaint.
- Within five (5) business days of receipt of the complaint, a letter from the City's ADA Coordinator acknowledging receipt of the complaint will be sent to the complaining person(s). The City Manager's Office will oversee the investigation of the complaint, which will be completed within thirty (30) calendar days of receipt of the complaint.

Upon completion of the investigation, the ADA Coordinator, or his/her designee, will advise the complaining person(s) of the result of the investigation in writing. If it is determined that any of the issues raised in the complaint are unfounded, the City will include the factual and legal basis for that determination in the letter.

In the event that the investigation determines there is a violation of State or Federal disabled access laws and regulations, a final resolution, which will include any proposed remedies and timeline for those remedies, will be reached with respect to such ADA Complaint Procedures within ninety (90) calendar days from confirmation of the violation. The ADA Coordinator, or his/her designee, will advise the complaining person(s) of such determination, actions to be taken, and timeline for those actions in writing.

The complainant may appeal the decision to the City Manager in instances where the complainant is dissatisfied with the resolution. The request for appeal should be made within ten (10) calendar days of receipt of the City's response to the complaint to the City Manager in writing.

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If the complainant(s) is not satisfied with the decision of the Appeal process, the complainant may file a complaint with the appropriate agency or department of the State or Federal government. The complainant may contact the U.S. Department of Justice, the U.S. Department of Education Office for Civil Rights, or the California Department of Justice Civil Rights Division for information on how to file a complaint with the agencies.

The right of a person(s) to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies, such as filing an ADA complaint with the responsible State or Federal agency or department. Use of this complaint procedure is not a prerequisite to the pursuit of other remedies.

H. Records

The City shall maintain the records and all documentation generated by the investigation of any ADA complaint and any documentation generated through an Appeal of the initial determination for a period of three years.

Copies of complaint records and documents may be acquired by requesting said records or documents through the City of Galt's ADA Compliance Officer under the California Public Records Act. Names and addresses of those involved in the complaint shall be redacted from all records and documents requested to protect the individual's privacy.

I. Certification

Approved and Adopted by the City of Galt on this day of _____ __, 2014.

_____ _____

City Manager **Date**
City of Galt

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Section VI

Program Accessibility Guidelines, Standards and Resources

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VI. Program Accessibility Guidelines, Standards and Resources

In order to facilitate access to all City Programs and Departments, the City will maintain these program accessibility guidelines, standards and resources. This information is available to all employees and contractors. The City will add to these guidelines when necessary to address its needs and include information and technological devices that help employees and contractors members communicate with individuals with a variety of disabilities. The City will periodically review the components of this section, as new technologies are developed in order to ensure that the best types of modifications are included. The City will maintain relationships with groups which serve people with disabilities to assist in maintaining the resources in this section. This section also contains the accessibility standards of care that govern new construction and alterations to facilities.

A listing of local organizations providing resources is included in Appendix E.

A. Federal Accessibility Standards and Regulations and Resources

There are both State and Federal regulations for accessible facilities. Below are resources for both the State of California and Federal facility regulations.

U.S. Department of Justice

- **The U.S. Department of Justice**, http://www.ada.gov. The US DOJ provides many free ADA materials including the Americans with Disability Act (ADA) text. Printed materials may be ordered by calling the ADA Information Line [1.800.514.0301 (Voice) or 1.800.514.0383 (TTY)]. Publications are available in standard print as well as large print, audiotape, Braille, and computer disk for people with disabilities. Documents, including the following publications, can also be downloaded from the Department of Justice website.

- **ADA Regulation for Title II**, http://www.ada.gov/reg2.html. This publication describes Title II of the Americans with Disabilities Act, Pub. L. 101-336, which prohibits discrimination on the basis of disability by public entities. Title II of the ADA protects qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all state and local governments. This rule adopts the general prohibitions of discrimination established under section 504, as well as the requirements for making programs accessible to individuals with disabilities and for providing equally effective communications. It also sets forth standards for what constitutes discrimination on the basis of mental or physical disability, provides a definition of disability and qualified individual with a disability, and establishes a complaint mechanism for resolving allegations of discrimination.

- **Title II Technical Assistance Manual (1993) and Yearly Supplements,** and supplement http://www.ada.gov/taman2up.html. This manual explains in lay terms what state and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner.

- **Current Text of the Americans with Disabilities Act of 1990,** including changes made by theADA Amendments Act of 2008 (P.L. 110-325), http://www.ada.gov/pubs/adastatute08.pdf,. The ADA prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TTY/telephone relay services.

- **ADA Information for Law Enforcement,** http://www.ada.gov/policeinfo.htm. This page contains compliance assistance materials to help state and local law enforcement officers understand how to interact with victims, witnesses, suspects, and others who have disabilities.

US Access Board

- **The US Access Board,** http://www.access-board.gov. The US Access Board writes Federal regulations for Facilities, Public Rights-of-Way, Transportation, and Communications. This page also contains research papers, newsletters, annual reports and more. In addition to regular print, publications are available in: large print, disk, audiocassette, and Braille. Multiple copies of publications can be ordered by sending a request to pubs@access-board.gov. In addition to the guidelines, guidance material is also available to assist employees in understanding and implementing federal accessibility guidelines. Copies of Advisory Committee Reports that have been written but not yet adopted as law are also provided.

- **ADA and ABA Accessibility Guidelines Homepage,** http://www.access- board.gov/prowac/alterations/guide.htm. Includes a Side-by-Side Comparison of the ADA-ABA guidelines, the original ADA standards, and the International Building Code (2003 edition) issued by the Access Board.

B. State of California Accessibility Standards and Regulations and Resources

Title 24, California Building Code

- **The State of California** has also adopted a set of design guidelines for accessible facilities, which can be found in the California Code of Regulations, Title 24, Part II, California Building Code (CBC), www.iccsafe.org. CBC contains general building design and construction requirements relating to fire and life safety, structural safety, and access compliance. CBC provisions provide minimum standards to safeguard life or limb, health, property and public welfare by regulating and controlling the design, construction, quality of materials, use and occupancy, location and maintenance of all buildings and structures and certain equipment. Although California has adopted most of the ADAAG requirements, there are some differences. In general, the more restrictive requirement (whether federal or state) should be applied when designing accessible facilities. The complete Title 24 or any of its parts is available for purchase from the International Code Council (ICC), 5360 South Workman Mill Road, Whittier, CA 90601, 1.800.423.6587, www.iccsafe.org or at various bookstores that carry technical books.

Since the CBC is updated every three years, the City should have an ongoing program of regularly reviewing these changes and updating policies and procedures related to accessibility

to keep them current.

Division of the State Architect

- **The Division of State Architect (DSA)**, http://www.dsa.dgs.ca.gov/Pubs/default.htm, also provides information and resources for accessible or universal design. The DSA's website is http://www.dsa.dgs.ca.gov. For technical assistance contact DSA's Access Compliance Program at 1130 K Street, Suite 101, Sacramento, California 95814 (916.322.4700).

- **DSA's 2003 California Access Compliance Reference Manual.** The purpose of this book of regulations and statutes together is to clarify the obligations for architectural accessibility in California.

C. General Disability Etiquette

A guide to disabilities and disability etiquette should be assembled and distributed to employees and contractors in addition to employee training. The guide will ensure that employees and contractors are familiar with a variety of types of disabilities and that they are sensitive to the abilities and needs of people with disabilities in order not to offend or demean them. The guide should be periodically updated to ensure that it includes current acceptable language for talking about disabilities. Some examples of disability etiquette guides:

- **The County of Long Beach**, disability etiquette publication http://www.longbeach.gov/hr/ada/disability_etiquette.asp.

- **Easter Seals Disability Etiquette website** http://www.easterseals.com/site/PageServer?pagename=ntl_etiquette.

- **City of Sacramento's Disability Etiquette Website** http://www.cityofsacramento.org/adaweb/learning_about_disabilities.htm.

D. State and National Organizations who Provide Disability Services and Information

- **ADA Coordinator's Toolkit**, http://www.dbtacnorthwest.org/tools/tool-kits/ada-coordinators.

- **Accessible Information Exchange: Meeting on a Level Playing Field (Providing**
- **Accessible Meetings)**, http://www.ada.gov/business/accessiblemtg.htm

- **United Cerebral Palsy of Central California**, http://www.ccucp.org. United Cerebral Palsy of Central California is a non-profit social service organization dedicated to serving men, women, and children with disabilities. Programs include adaptive services, assistive technology services, summer programs, life skills training, and a center for arts and technology.

- **The AT Network (Assistive Technology) local advocates,** http://www.atnet.org/. AT Advocates are community based information and referral specialists who can assist

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consumers with a variety of assistive technology issues. They work at Independent Living Centers in California. AT Advocates can provide information on assistive technology, provide referrals to qualified professionals for evaluations, assessments and training, help locate vendors, services and funding resources, make outreach and community education presentations.

- **Abledata,** http://www.abledata.com. The National Institute on Disability and Rehabilitation Research of the U.S. Department of Education maintains a national web-based service, which provides up-to-date links to assistive technologies and disability-related resources.

- **Disability Resources, Inc.**, http://www.disabilityresources.org. Disability Resources, Inc. is a national nonprofit organization that provides information about resources for independent living. DRI maintains an on-line directory of assistive technology resources.

- **CATS,** http://www.atnet.org. CATS is a statewide project of the California Department of Rehabilitation that promotes access to assistive technologies, related services, and information to enable people with disabilities to be successful, independent, and productive. CATS maintain several directories on their website including assistive technology vendors and service providers for Hard of Hearing/Deaf, Learning Disabled, Mobility/Physical/Orthopedic, Speech/Language, visually impaired/Blind.

- **Directory of Independent Living Centers in California,** http://www.ilru.org/jump1.html

- **World Institute on Disabilities (WID) Accessibility and Assistive Technology Resource List,** http://www.wid.org/resources/accessibility-assistive-technology/. WID maintains a comprehensive list of accessible technology resources.

- **The Center for Accessible Technology**, http://www.cforat.org. CFORAT provides access to computers for people with disabilities. Their goal is for children with disabilities to succeed in school, adults with disabilities can find (and keep) jobs and all people with disabilities can use the internet, email and benefit from the digital revolution.

- **BuyAccessible Wizard**, http://www.buyaccessible.org. The BuyAccessible Wizard is a web-based application that guides users through a process of gathering data and providing information about Electronic and Information Technology (EIT) and section 508 compliance. This wizard helps federal government officials who acquire EIT products or services make decisions.

- **American Association of People with Disabilities** Telecommunications and Technology Policy Initiative, http://www.aapd.com/TTPI/TTPI.html. The American Association of People with Disabilities (AAPD), the country's largest cross-disability membership organization, organizes the disability community to be a powerful voice for change – politically, economically, and socially. The mission of the Telecommunications and Technology Policy Initiative (TTPI) is to ensure that all technology products and services are designed with disability users in mind.

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E. Accessible Websites

State & National Organizations who Provide Information about Creating & Maintaining Accessible Websites

How To Tell if Your Web site is Accessible

- **HiSoftware Services**, www.hisoftware.com. This company provides accessible software consulting.

- **Free website accessibility checker** provided by HiSoftware, http://www.cynthiasays.com

- **IBM's Rational Policy Tester® for accessibility compliance (website accessibility checker),** http://www-01.ibm.com/software/awdtools/tester/policy/accessibility/. This software helps determine the site's level of compliance with government standards.

- **Web Accessibility Initiative for Evaluating Website Accessibility,** http://www.w3.org/WAI/eval/. This is a list of resources which provide general procedures and tips for evaluation in different situations, from evaluation during Web site development to ongoing monitoring of existing sites. This list is intended to supplement other content management and quality assurance procedures.

- List of **Communication and Information Technology Resources maintained by the Access Board,** http://www.access-board.gov/links/communication.htm

Resources for Web Developers

- **Accessibility of State and Local Government Websites to People with Disabilities,** http://www.ada.gov/websites2.htm. Publications providing guidance on making state and local government websites accessible.

- **Rich Media Home**, http://ncam.wgbh.org/richmedia/index.php. A growing collection of resources for developers and users interested in ways to make rich media accessible to people with disabilities.

- **Section 508 guide for web developers**, http://www.access-board.gov/sec508/guide/1194.22.htm

- **Section 508 on-line accessible software development training**, http://www.section508.gov/index.cfm?fuseAction=Courses

- **ADA Pacific Center Website Accessibility tips**, http://www.adapacific.org/ait/e-series/03/3.txt

- **Web Accessibility for Community Colleges Webcast Archive**, http://www.adaproject.org/WebcastArchives.html

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F. Emergency Preparedness

National Resources for Emergency Preparedness Plans

- **The Access Board Emergency Evacuation Plan Checklist**, http://www.access-board.gov/evac.htm. An overview of these the Access Board's design requirements. Also included are links to information developed by other organizations on evacuation planning and disaster preparedness.

- National Organization Disability resources on **Emergency Preparedness for Employers and Businesses**, http://www.nod.org/research_publications/emergency_preparedness_materials/

- **Prepare Now Earthquake Tips for the Hearing Impaired**, http://www.preparenow.org/deaf.html

- **United States Department of Labor** Emergency Preparedness for People with Disabilities, http://www.dol.gov/odep/programs/emergency.htm. The Office of Disability Employment Policy (ODEP) assumed a leadership role on the Interagency Coordinating Council as chair of the Subcommittee on Emergency Preparedness in the Workplace. The subcommittee has developed **Preparing the Workplace for Everyone**, a framework of guidelines for federal agencies related to including employees and visitors with disabilities in emergency plans: http://www.dol.gov/odep/pubs/ep/preparing/Workplace_Final.pdf

- **Federal Agency for Emergency Management**, http://www.fema.gov/plan/prepare/specialplans.shtm. This site has a helpful checklist for including individuals with special needs in evacuation plans.

- **National Center for Accessible Media** Accessible Emergency Alerts for People with Disabilities, http://ncam.wgbh.org/file_download/47.

- The Access to Emergency Alerts project unites emergency alert providers, local information resources, telecommunications industry and public broadcasting representatives, and consumers in a collaborative effort to research and disseminate replicable approaches to make emergency warnings accessible.

- Recommendations from the Emergency Transportable Housing Advisory Committee on tailoring or clarifying coverage of emergency transportable housing in its facility guidelines, http://www.access-board.gov/eth/.

G. Providing Accessible Facilities and Programs: Museums, Parks and Recreation, and Schools

Facilities and Programs

- **DisabilityInfo.Gov**: A one-stop interagency portal for information on Federal programs, services, and resources for people with disabilities, their families, employers, service providers, and other community members.

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- **Architect and Contractor Toolkit**, http://www.dbtacnorthwest.org/tools/architect.

- **Beneficial Designs**, http://www.beneficialdesigns.com. Beneficial Designs works toward universal access through research, design, and education. Beneficial Designs develops assistive and adaptive technology, performs rehabilitation research, contract design, legal consultation, standards development, and serves as a rehabilitation information resource.

- **Common ADA Errors**, http://www.ada.gov/error.htm. This document lists a sampling of common accessibility errors or omissions that have been identified through the Department of Justice's ongoing enforcement efforts. The significance of the errors is discussed and references are provided to the requirements of the ADA Standards for Accessible Design.

- **Pacific ADA Center**, http://www.adapacific.org/about/mission.php. The purpose of the Pacific ADA Center (Pacific DBTAC) is to build a partnership between the disability and business communities and to promote full and unrestricted participation in society for persons with disabilities through education and technical assistance. The DBTAC provides information, on-line classes, problem solving assistance, and referrals for implementing the Americans with Disabilities Act and Accessible Electronic and Information Technology.

Hiring

- DBTAC Northwest's **Employer and Business ADA Compliance Tool Kit**, http://www.dbtacnorthwest.org/tools/business

- **Questions and Answers: Promoting Employment of Individuals with Disabilities in the Federal Workforce**, http://eeoc.gov/federal/qanda-employment-with-disabilities.html

Voting

- **ADA Checklist for Polling Places**, http://www.ada.gov/votingck.htm

- **Voting and Disability Resource List,** www.sedbtac.org/ada/publications/voting_disability_resources.txt

Museums

- **American Association of Museums,** http://www.aam-us.org. Accessible exhibit design publications are available for purchase from AAM's website, including Everyone's Welcome (available in a variety of formats), which addresses museum programs and the ADA, the Accessible Museum, which offers model programs of accessibility for older people and people with disabilities, and What Museum Guides Need to Know to provide access to blind and visually impaired visitors.

- **Smithsonian Institution,** http://www.si.edu/opa/accessibility/exdesign/start.htm. The Accessibility Program has developed the Smithsonian Guidelines for Accessible Exhibition Design.

- **Department of Justice's Resources on Museum Accessibility,** http://www.ada.gov/business/museum_access.htm

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Parks and Recreation

- **Access Board Recreational Guidelines**, http://www.access- board.gov/ recreation / final.htm. Final accessibility guidelines to serve as the basis for standards to be adopted by the Department of Justice for new construction and alterations of recreation facilities including amusement rides, boating facilities, fishing piers and platforms, golf courses, miniature golf, sports facilities, and swimming pools and spas: http://www.parks.ca.gov/pages/21944/files/ca_stateparksaccessguiderev_titlepagewith disclaimer.pdf.

- **National Center on Accessibility**, http://www.ncaonline.org. NCA is a cooperative project between the National Park Service and Indiana University to provide information and technical assistance, primarily on recreation access. An example of the research activities of the NCA is the National Trails Surface Study. This study is primarily the result of questions that NCA has, for many years and continues to receive from organizations, agencies and individuals who desire to make their trails accessible; are interested in an unobtrusive surface that blends and is friendly to the environment; and provides a quality trail experience for people with and without disabilities. NCA also publishes 'What is an Accessible Trail?' which summarizes the federal guidelines for outdoor developed areas and is available for downloading from its website. The NCA website also has information on campground accessibility, accessible picnic tables, access to beaches, and inclusion of people with disabilities in aquatic venues.

- **National Center on Physical Activity and Disability,** http://www.ncpad.org. The Center provides information and resources on physical activity to help people with disabilities find ways to become more active and healthier. The Center also provides information on how to provide access to fitness centers, schools, recreation facilities, camps, and health and leisure services.

- **United Cerebral Palsy's Sports and Leisure**: http://www.ucp.org/ucp_channel.cfm/1/15. UCP's Sports and Leisure Channel is designed for people with disabilities who are interested in sports and other leisure activities and proposes creative ideas for inclusive community recreation programs, including outdoor adventure activities for people with disabilities.

- **Paralyzed Veterans of America** (PVA) Sports and Recreation Resources, http://www.pva.org/site/PageServer?pagename=sports_main. PVA is a national advocacy organization representing veterans. PVA's Sports and Recreation Program promotes a range of activities for people with disabilities, with special emphasis on activities that enhance lifetime health and fitness.

- **United Spinal Association list of Wheelchair Recreation, Sports & Travel in California,** http://www.usatechguide.org/techguide.php?vmode=1&catid=402

- **United States Association of Blind Athletes**, http://www.usaba.org. The United States Association of Blind Athletes enhances the lives of blind and visually impaired people by providing the opportunity for participation in sports and physical activity. More resources for the blind and visually impaired are available in the Blind/Visually impaired section below.

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Schools

- **Disabilities, Opportunities, Internetworking, and Technology (DO-IT)** http://www.washington.edu/doit. DO-IT serves to increase the participation of individuals with disabilities in challenging academic programs and careers. It promotes the use of computer and networking technologies to increase independence, productivity, and participation in education and employment.

- **DisabilityInfo.gov online resources for Education**, http://www.disabilityinfo.gov/digov-public/public/DisplayPage.do?parentFolderId=61. A comprehensive list including college preparatory materials, transition issues for children with special needs in elementary, middle school, high school, and secondary education. Guidelines for Accessing Alternative Format, inclusion materials, educational technology.

- **Exceptional Parents Unlimited,** http://www.exceptionalparents.org/advocate.html. Educational Advocates at Exceptional Parents Unlimited (EPU) are specially trained professionals in special education law. Each advocate is also the parent, or family member, of a child with special needs that has personal experience with their child in the educational system.

Transportation

Programs that provide transportation for their programs should provide accessible transportation as needed/requested by program participants. The City should continue to maintain its accessible transportation fleet. The City should purchase or contract lift- equipped vans or buses to transport individuals who use wheelchairs and use City-provided transportation.

- Accessible Transportation List of Resources from **Disabilityinfo.gov**, http://www.disabilityinfo.gov/transportation. This list includes resources for rural transportation, transporting seniors, and much more.

H. Information for Specific Disabilities

Blind/Visual Impaired: Things to Know, Things to Do

Things to Know:

- The definition of legally blind is 20/200 vision with best correction. Most persons who are considered blind have some sight.

- Most persons who are blind are mobile and independent.

- While many people who are blind can use Braille, the majority of persons who are blind do not.

Things to Do:

- Introduce yourself. Identify who you are and what your job or role is. Give the person verbal information that is visually obvious to those who can see.

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- Be descriptive when giving directions. For instance, saying, "Over there," has little meaning to someone who cannot see you point. Instead, saying, "Four doors after turning right from the elevator," would be much more helpful.

- Always ask someone if they need your assistance and how you can assist them. Lead someone who is blind only after they have accepted your offer to do so. Allow them to hold your arm rather than you holding theirs. It is important that they control their own movements.

- Many techniques are used as tools for independence. Some persons who are blind use a "clock" reference for things directly in front of them such as a meal. For example, something could be positioned at three o'clock (to their right) or six o'clock (directly in front and close). Before using this technique, ask the person if this is useful. Remember to describe things from their perspective, not yours.

Alternative Formats: Braille, Large Print, OCR, Audio

Large Print

A copy machine capable of enlarging printed materials should be available for employees. It is often easier to obtain an electronic copy of a document and enlarge the font than to use a photocopy machine to make the font larger.

- **Guidelines for large print for people with low vision**: http://www.aph.org/edresearch/lpguide.htm

- **Large Print Reviews,** http://www.largeprintreviews.com. Presenting reviews of large print books, audio book reviews, low vision software evaluations, and other items of interest to individuals with low vision. Including articles on eye health, eye diseases and disorders, accessibility issues, literature, products for the blind and visually impaired, plus travel articles and travel tips.

Optical Character Recognition (OCR) Systems

Optical character recognition (OCR) systems provide persons who are blind or visually impaired with the capacity to scan printed text and then have it spoken in synthetic speech or saved to a computer file.

- **American Foundation for the Blind list of OCR products,** http://www.afb.org/ProdBrowseCatResults.asp?CatID=38

State & National Organizations who Provide Blind Services

- **Braille Institute Universal Media Services,** http://www.brailleinstitute.org/
  The Braille Institute is the largest and main resource for transcribing documents to Braille in California. The Institute provides an environment for people who are blind and visually impaired through integrated educational, social and recreational programs and services. They provide assistance at 5 of their regional centers in Southern California through more than 350 community outreach locations.

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- **Lighthouse for the Blind and Visually Impaired**, http://www.lighthouse-sf.org. The Lighthouse is the largest agency providing direct service, advocacy and information to the blind and visually impaired community of Northern California. Since 1902, they have offered solutions to living with vision loss.

- **State of California Office of Special Services to the Blind**: http://www.cdss.ca.gov/cdssweb/PG83.htm. Under the Office for Special Services, the Office of Services to the Blind (OSB) provides information and referral on services, programs, entitlements, and products of benefit to individuals who are blind or visually impaired and their families or service providers. OSB staff assists such individuals in understanding the availability of services, their eligibility for services, and the purpose and scope of the various service programs.

- **Lighthouse International,** http://www.lighthouse.org. Founded in 1905, Lighthouse International is a non-profit organization whose goal is to prevent the disability associated with vision loss and to enhance the daily lives of people with visual impairments at any age. New York Lighthouse Vision Rehabilitation Services is a major provider of vision rehabilitation services in New York State. Other activities of Lighthouse International include professional education, research, prevention, and advocacy. In partnership with the Royal National Institute for the Blind, it built VisionConnection, a global Internet portal for people who are partially sighted or blind. It sells products for consumers through the Lighthouse Store, and to professionals through its Professional Products Division, also known as the Low Vision SuperStore.

- **American Foundation for the Blind**, http://www.afb.org. The American Foundation for the Blind is committed to improving accessibility in all aspects of life—from cell phones to ATMs, on web sites and in workplaces. Services include assistance in making products and services accessible to people with visual impairments. AFB offers expert consulting services and accessible media production. AFB provides objective product evaluations of adaptive technologies through its assistive technology product database. Local assistance is available through the American Foundation for the Blind-West, 44 Montgomery Street, Suite 1305, San Francisco, CA 94040 (415.392.4845) or by email at sanfran@afb.net

- **National Federation of the Blind**, http://www.nfb.org. NFB is a national organization advocating on behalf of persons who are blind or have low vision. NFB provided on-line resources for technology for the blind, including a technology resource list, a computer resource list, screen access technology, sources of large print software for computers, and sources of closed circuit TV (CCTV's).

- **Abledata,** http://www.abledata.com. The National Institute on Disability and Rehabilitation Research of the U.S. Department of Education maintains a national web-based service, which provides up-to-date links to assistive technologies and disability-related resources. Abledata maintains a comprehensive section on blind and low-vision resources.

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- **United States Association of Blind Athletes**, http://www.usaba.org. The United States Association of Blind Athletes enhances the lives of blind and visually impaired people by providing the opportunity for participation in sports and physical activity.

- **National Center for Accessible Media**, http://ncam.wgbh.org/webaccess/ is a research and development facility dedicated to the issues of media and information technology for people with disabilities in their homes, schools, workplaces, and communities.

- **National Network of ADA Centers** article on screen readers, http://www.accessibletech.org/articles/webinfo/webBasedForms.php

Deaf/Hard of Hearing: Things to Know, Things to Do

Things to Know:

- Most persons who are deaf or hard-of-hearing have some hearing.

- Sign language is not another form of English. It is a language with its own grammar, context and rules.

- Lip-reading, while helpful without sound clues, is only about 30% effective.

- Long conversations with persons who lip-read can be very fatiguing.

- Not all persons who are deaf use sign language, read or write.

- Not all persons who are deaf speak or lip-read.

Things to Do:

- Determine how the person prefers to communicate.

- If the person uses an interpreter, address the person directly, not the interpreter.

- If the person reads lips, speak in a normal not exaggerated way. Short, simple sentences are best.

- If the person reads lips, avoid blocking their view of your face. Make sure the lighting is good.

- Gain their attention before starting a conversation.

- If there is any doubt that you have been misunderstood, ask if they understand you.

- Be aware of situations where a person may be waiting for assistance (i.e., transportation, table, the start of an activity), where the common method of communication is by announcement or the calling of the person's name. Develop an alternative method for notifying the deaf and/or hard-of-hearing person.

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How to Communicate with Deaf People: Relay services, Interpreters, Captioning, Assistive Listening Devices

City Programs should have access to a text telephone or have access to a telephone transfer service such as the California Relay Service or 711, as required by the law and offered by public telephone companies.

- **California Relay Service (CRS) or 711**, http://www.ddtp.org/. The CRS provides specially-trained operators to relay telephone conversations back and forth between people who are deaf, hard of hearing, or speech-disabled and all those they wish to communicate with by telephone.

- **Hands On Video Relay Service,** Hearing callers (877) 467-4877 English or (877) 467-4875 Spanish.

- **Sorenson Video Relay,** http://www.sorensonvrs.com/ or call toll free at (866) 327-8877. Have the contact information of the deaf or hard-of-hearing individual (i.e. name, videophone number, or IP address) ready. You must remain on hold until the call is answered by the next available interpreter.

- **Sprint Video Relay Service,** http://www.sprintvrs.com/ or (866) 410-5787.

- **U.S. Access Board Guidelines on accessibility, usability, and compatibility of telecommunications,** http://www.access-board.gov/telecomm/telecom.pdf

- **TDI**, http://www.tdi-online.org, TDI's (formerly known as Telecommunications for the Deaf, Inc.) mission is to promote equal access in telecommunications and media for people who are deaf, hard of hearing, late deafened, or deaf blind. TDI's on-line resources include information about telecommunications access such a TTY, pagers, telephony, VoIP, and more.

- **National Network of ADA Centers** article on accessing relay services: http://www.accessibletech.org/articles/telecom/relayServices.php

- **National Network of ADA Centers** article on captioning: http://www.accessibletech.org/articles/multimedia/captionsStandards.php

ASL Interpreters

American Sign Language interpreters will be made available with three business days advanced notice. Requests are to be made through the City Clerk's Office.

The required qualifications of these interpreters should be established. Many non-certified interpreters provided by local services may have excellent skills and be qualified to handle most circumstances. However, certain circumstances, such as the provision of emergency medical services, may require interpreters who are approved by the courts and can ensure a level of confidentiality.

You may want to contact each agency in advance of a need for services to determine their

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rates so that you are prepared to cover the communication expenses, should the need arise.

You should always request Registry of Interpreters for the Deaf (RID) certified interpreters. Only in the event that certified interpreters are unavailable should you rely on non-certified interpreters.

Individuals who are hard of hearing generally do not use ASL interpreters. Always ask the individual requesting an accommodation what type of accommodation works best for them. Determining what accommodation(s) will be provided is an interactive process. Depending on the situation, accommodating an individual who is hard of hearing may include note writing, use of assistive listening devices, and/or provision of Computer Assisted Real-Time (CART) captioning.

Captioning

All audiovisual presentations such as videos and broadcasts of meetings must be closed captioned. To the extent practical, City Departments should have access to a device for encoding closed captioning on films and videotapes used for training and other programs.

- **List of captioning resources from AT Network** including both California-based and remote captioning services, http://www.atnet.org/index.php?page=captioning-services-2

- **Advocacy for Captioning**, http://www.captions.org

Computer Assisted Real-Time (CART)

Computer Assisted Real-Time (CART) captioning is available by contacting any of the following individual providers:

- ASL interpreter list and CART referrals from Deaf Counseling, Advocacy Referral Agency (DCARA), http://www.dcara.org/index.php?option=com_mtree&task=listcats&cat_id=7&Itemid=27. This is an extensive list of deaf communications providers.

Assistive Listening Systems & Devices

Systems and devices to amplify sound for persons with hearing disabilities should be available for public meetings and events. Various technologies exist for these devices. Different types of devices are more suitable for different types of hearing disabilities. Devices should be chosen to accommodate the greatest number of individuals.

- **US Access Board's Assistive Listening Systems Technical Bulletins**, http://www.access-board.gov/adaag/about/bulletins/als-a.htm

- **American Speech-Language-hearing Association page on Assistive Listening Devices,** http://www.asha.org/public/hearing/treatment/assist_tech.htm

- **The California Telephone Access Program (CTAP)**, http://www.ddtp.org/. The California Telephone Access Program (CTAP) distributes telecommunications equipment and services to individuals certified as having difficulty using the telephone. CTAP is a California State

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mandated program, under governance of the California Public Utilities Commission (CPUC). Equipment and some network services are available at no charge to eligible consumers.

State & National Organizations who Provide Deaf Services

- **Deaf Counseling Advocacy and referral Agency** (DCARA), http://www.dcara.org. DCARA provide a variety of services, which include: Advocacy, Peer Counseling, Communication Access, Independent Living Sills, Employment Assistance, Information and Referral, and Community Education.

- **Hearing and Speech Center of Northern California**, www.hearingspeech.org

- **State of California Office for Deaf Access**, http://www.cdss.ca.gov/cdssweb/PG145.htm. The ODA has two primary purposes. First, it acts as a liaison between the California Department of Social Services (CDSS) Director's Office and the deaf community, various programs, agencies, and other organizations concerned with deafness or hearing loss. Second, the ODA provides contract administration and program oversight of CDSS' contracts with a network of eight, private, non-profit agencies that provide a variety of DAP services to California's deaf, deaf-blind, hard of hearing and late-deafened populations.

- **National Association of the Deaf,** http://www.nad.org/. NAD is a national consumer organization representing people who are deaf and hard of hearing. NAD provides information about standards for American Sign Language Interpreters and the Captioned Media Program on its website.

Deaf/Blind (Both Deaf and Blind): Things to Know, Things to Do

Things to Know:

- Many people who are deaf and blind became so later in life. Many deaf/blind people have some vision and/or some hearing. People who were deaf and became blind later in life may prefer finger spelling and sign, but people who were blind first may not know any sign language.

- There are many different ways to communicate with deaf/blind people. Be flexible and patient. Communication with deaf/blind people can take a long time.

- Plan things in advance so the deaf/blind individual knows what to expect and can plan accordingly. Try not to make last minute changes. If for any reason plans must change, explain the situation.

- Tunnel or other kinds of partial vision can be confusing to the deaf/blind. If a deaf/blind person has some vision, it may be more confusing than useful at times.

Things to Do:

- Treat a person who is deaf-blind as you would treat anyone else. Always be natural – never patronizing in your words and your actions.

- Offer your arm when walking with a person who is deaf-blind. Do not push him or her ahead of you; let them hold your arm, just below the elbow.

- Address a person who is deaf-blind directly, not through someone else. Speak by forming the letters of the manual alphabet distinctly while he or she holds one hand lightly over yours to feel the position of your fingers. Be careful to move the fingers directly from the position of one letter to the next and pause slightly between words. If you or the person who is deaf-blind are unfamiliar with the manual alphabet, you can print capital letters in their palm. Be sure to pause between words.

- Let the deaf/blind person know when you enter or leave the room. Always communicate who you are.

- Use the words "see" and "hear" or "blind" naturally, without hesitation if your conversation calls for them.

- Personal items such as wallets, purses and keys should not be touched unless you are asked. A deaf-blind person can handle money to pay the check or open doors etc. Do not move a coat, cane etc. without first telling the deaf/blind person.

- Guide his hand to objects by leading with yours. Let his hand rest lightly on the back of your hand as you move it slowly towards what you want to touch. When you make contact, slowly slip your hand out from underneath. This works for objects you want to show him for whatever reason. It might be just so he can explore it, or it might be a handrail on the stairs, or even a drink or snack.

- Let the deaf/blind person think for herself. Give as much information as possible, then let the deaf/blind person make the decisions for herself.

- Allow time for a deaf/blind person to answer a question. A pause of a few seconds may well mean she is considering, not that she has no idea.

Accessible/Adaptive Equipment for the Deaf/Blind: Adaptive TTY

- **Adaptive TTY**, http://en.wikipedia.org/wiki/Telecommunications_Relay_Service#DeafBlind_variation

State & National Organizations who Provide Deaf/Blind Services

- **Frequently asked questions about deaf/blindness**, http://www.deafblindinfo.org/start/faq

- **A to Z Deafblind**, http://www.deafblind.com

- **Center for the Deaf Blind**, www.deaf-blind.org

- **Guidelines for Working/Playing with Deaf-Blind People**, http://dss.jsu.edu/db.htm

Physical Disability/Mobility Impairment: Things to Know, Things to Do

Things to Know:

- There are many reasons (not just paralysis) why someone uses a wheelchair or has

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mobility impairment.

- There is a wide range of physical abilities among those who use wheelchairs. Persons using them may require different degrees of assistance or no assistance at all.

- Some persons do not use wheelchairs exclusively, but may use canes, leg braces, and in some cases, no assistive devices at all for short periods.

- Some people with mobility impairments have a hidden mobility disability, such as a person with heart disease who cannot walk very far.

Things to Do:

- If you are requested to fold, carry or store a wheelchair, treat it with care. They can break, and are difficult to repair on short notice. It is extremely disruptive to the user if their wheelchair is unavailable.

- When speaking to someone who uses a wheelchair, give the person a comfortable viewing angle of your face. Having to look straight up is not a comfortable viewing angle.

- Make sure all wheelchair-accessible routes have good signage. The signs should be placed low enough so that a wheelchair user can see them. If construction temporarily changes an accessible path of travel, make sure that this new route is well signed.

- Always ask before offering help.

Auxiliary Aids/Assistive Devices for People with Mobility Impairments

The following Assistive Devices may be useful for providing customer service to people who use wheelchairs.

- A pen and clipboard.

- Flexible lighting to accommodate a person who is sitting or standing at the counter.

- Grabbers to extend a person's reach.

- Accessible electronic equipment such as a laptop.

- Chairs with arm rests or higher seats may be easier to use for people with limited mobility.

State & National Organizations who Provide Services for People in Wheelchair & People with Mobility Impairments

- **ADA Document Portal**, http://www.adaportal.org, provides links to an ADA Collection consisting of more than 7,400 documents on a wide range of topics. The ADA Document Portal is supported by the ten ADA & IT Technical Assistance Centers.

- **DisabilityInfo.Gov**: http://www.disabilityinfo.gov, A one-stop interagency portal for

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information on Federal programs, services, and resources for people with disabilities, their families, employers, service providers, and other community members.

- **Beneficial Designs**, http://www.beneficialdesigns.com. Beneficial Designs works toward universal access through research, design, and education. Beneficial Designs develops assistive and adaptive technology, performs rehabilitation research, contract design, legal consultation, standards development, and serves as a rehabilitation information resource.

- **Common ADA Errors**, http://www.ada.gov/error.htm. This document lists a sampling of common accessibility errors or omissions that have been identified through the Department of Justice's ongoing enforcement efforts. The significance of the errors is discussed and references are provided to the requirements of the ADA Standards for Accessible Design.

Psychiatric Disabilities: Things to Know, Things to Do

Things to Know:

- People who have psychiatric disabilities have varying personalities and different ways of coping with their disability. Some may have trouble picking up on social cues; others may be supersensitive. One person may be very high energy, while someone else may appear sluggish. Treat each person as an individual. Ask what will make them most comfortable and respect their needs to the maximum extent possible.

- People with psychiatric disabilities may at times have difficulty with daily life activities. Their disorder may interfere with their ability to feel, think or relate to others. Most people with psychiatric disabilities are not violent. One of the main obstacles they face is the attitudes that people have about them. Because it is a hidden disability, chances are you will not even realize that the person has a mental health condition.

- A person with a brain injury may have poor impulse control. The person may make inappropriate comments and may not understand social cues or "get" indications that she has offended someone. In frustration to be understood, or to get ideas across, a person with a psychiatric disability may seem pushy.

- Remember that the person is an adult and, unless you are informed otherwise, can make their own decisions.

Things to Do:

- It may be easier for the person to function in a quiet environment without distractions, such as a radio playing, people moving around or loudly patterned curtains.
- Speak to a person with a psychiatric disability in clear sentences, using simple words and concrete – rather than abstract – concepts. Break down complex questions into smaller parts.

- Gauge the pace, complexity, and vocabulary of your speech according to theirs. Do not use baby talk or talk down to people who have psychiatric disabilities.

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- Provide a direct line that bypasses a phone tree if a person has trouble handling phone menus. For some people, using a phone menu is a challenging task.

- In a crisis, stay calm and be supportive as you would with anyone. Ask how you can help, and find out if there is a support person who can be sent for. If appropriate, you might ask if the person has medication that he needs to take.

- People with psychiatric disabilities may be anxious to please and always give you the answer they think you want to hear. Questions should be phrased in a neutral way to elicit accurate information. Verify responses by repeating each question in a different way.

- Try to keep the pressure of the situation to a minimum.

State & National Organizations who Provide Information about Psychiatric Disabilities

- **National Alliance on Mental Illness** (NAMI), http://www.nami.org. For three decades, NAMI has established itself as the most formidable grassroots mental health advocacy organization in the country. Dedication, steadfast commitment and unceasing belief in NAMI's mission by grassroots advocates have produced profound changes. NAMI's greatest strength is the dedication of their grassroots leaders and members. NAMI promotes awareness, support, and advocacy for the mentally ill and their families.

- **Internet Mental Health**, http://www.mentalhealth.com. This site is a free encyclopedia of mental health information created by a Canadian psychiatrist. The site provides current information about mental illness and State-of-the-art, interactive psychiatric tools. Internet Mental Health does not accept any corporate sponsors.

Developmental Disabilities: Things to Know, Things to Do

Things to Know:

- People who have developmental disabilities have varying personalities and different ways of coping with their disability. Some may have trouble picking up on social cues; others may be supersensitive. One person may be very high energy, while someone else may appear sluggish. Treat each person as an individual. Ask what will make him most comfortable and respect his needs to the maximum extent possible.

- People with developmental disabilities may at times have difficulty with daily life activities. Their disorder may interfere with their ability to feel, think or relate to others.

- A person with a brain injury may have poor impulse control. The person may make inappropriate comments and may not understand social cues or "get" indications that she has offended someone. In her frustration to understand, or to get her own ideas across, she may seem pushy. All of these behaviors arise as a result of the injury.

- Remember that the person is an adult and, unless you are informed otherwise, can make their own decisions.

Things to Do:

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- Provide a direct line that bypasses a phone tree if a person has trouble handling phone menus. For some people, using a phone menu is a challenging task.

- People with developmental disabilities have a different way of learning. They may require more time or alternative formats to be able to understand new things.

- Ask what will make him most comfortable and respect his needs to the maximum extent possible. People who have developmental disabilities have varying personalities and different ways of coping with their disability. Some may have trouble picking up on social cues; others may be supersensitive. One person may be very high energy, while someone else may appear sluggish. Treat each person as an individual.

- Speak to a person with a developmental disability in clear sentences, using simple words and concrete—rather than abstract—concepts. Break down complex questions into smaller parts.

- Gauge the pace, complexity, and vocabulary of your speech according to theirs. Do not use baby talk or talk down to people who have developmental disabilities.

- In a crisis, stay calm and be supportive as you would with anyone. Ask how you can help, and find out if there is a support person who can be sent for.

- People with developmental disabilities may be anxious to please and always give you the answer they think you want to hear. Questions should be phrased in a neutral way to elicit accurate information. Verify responses by repeating each question in a different way.

- Stress can affect the person's ability to function. Try to keep the pressure of the situation to a minimum.

- It may be easier for the person to function in a quiet environment without distractions, such as a radio playing, people moving around or loudly patterned curtains.

- Provide clear signs with pictograms. These can help a person who has developmental disabilities to find their way around a facility.

State & National Organizations who Provide Information about Developmental Disabilities

- **Area VIII Developmental Disabilities Board,** State Council on Developmental Disabilities, http://www.scdd.ca.gov/

- **California Department of Developmental Services,** http://dds.ca.gov. The California Department of Developmental Services is the agency through which the State of California provides services and supports to individuals with developmental disabilities.

- **State Council on Developmental Disabilities**, http://www.scdd.ca.gov. The State Council on Developmental Disabilities (SCDD) is established by state and federal law as an independent state agency to ensure that people with developmental disabilities and their families receive the services and supports they need.

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- **The Arc,** http://www.thearc.org/. The Arc (formerly Association for Retarded Citizens of the United States) is the country's largest voluntary organization committed to the welfare of all children and adults with mental retardation and their families.

Learning Disabilities: Things to Know, Things to Do

Things to Know:

- People with learning disabilities have a different way of learning. They may require more time or alternative formats to be able to understand new things.

Things to Do:

- People with dyslexia or other reading disabilities have trouble reading written information. Give them verbal explanations and allow extra time for reading.

- It may be easier for the person to function in a quiet environment without distractions, such as a radio playing, people moving around or loudly patterned curtains.

- Ask the person how you can best relay information. Be direct in your communication. A person with a learning disability may have trouble grasping subtleties.

State & National Organizations who Provide Information about Learning Disabilities

- **Recording for the Blind & Dyslexic (RFB&D),** http://www.rfbd.org. Recording for the Blind & Dyslexic® (RFB&D), a national nonprofit, volunteer organization, has been the leading accessible audio book library for students with disabilities such as visual impairment or dyslexia that make reading standard print difficult or impossible for the last 60 years. With titles available in every subject area and grade level, RFB&D's digitally recorded audio textbooks on CD and downloadable audio textbooks help students challenged by the printed page.

- **The Braille and Talking Book Library**, http://www.library.ca.gov/services/btbl.html. Blind and visually disable people may borrow recreational reading materials and magazines on cassette, digital cartridge, and Braille provided by the Library of Congress National Library Service for the Blind and Physically Handicapped (NLS) network. The book collection contains thousands of fiction and nonfiction titles, including classics, biographies, romances, mysteries, westerns, science fiction, cookbooks, politics, history and self-help guides.

Speech Impairments: Things to Know, Things to Do

Things to Know:

- Speech impairments can be caused by a variety of conditions.

- Speech impairments may be a single condition, or may be part of other impairments. For example, some disorders only affect the sound of the voice. Other disorders are part of a more complex condition, such as cerebral palsy.

- Most people with speech disorders understand everything that is said to them.

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Things to Do:

- Give the person your full attention. Do not interrupt or finish the person's sentences. If you have trouble understanding, don't nod or pretend to understand. Just ask him to repeat. In most cases the person won't mind and will appreciate your effort to hear what he has to say.

- If you are not sure whether you have understood, you can repeat for verification.

- Move your conversation to a quieter environment.

- After trying and you still cannot understand the person, ask him to write it down or to suggest another way of facilitating communication or dial 711 and for the California Relay System for the hearing and speech impaired.

- It may be easier for the person to function in a quiet environment without distractions, such as a radio playing, people moving around or loudly patterned curtains.

- Ask the person how you can best relay information. Be direct in your communication. A person with a learning disability may have trouble grasping subtleties.

- If you are not sure that the person understands you, ask if they would like you to write down what you were saying.

- Provide a direct line that bypasses an operator in case the person needs to call.

State & National Organizations who Provide Information about Speech Impairments

- **American Speech-Language-Hearing Association** (ASHA), http://www.asha.org/, ASHA is the professional, scientific, and credentialing association for 135,000 members and affiliates who are audiologists, speech-language pathologists, and speech, language, and hearing scientists.

- About the National Dissemination Center for Children with Disabilities, http://www.nichcy.org/Disabilities/

- The Stuttering Foundation, http://www.stutteringhelp.org/. The Stuttering Foundation provides free online resources, services and support to those who stutter and their families, as well as support for research into the causes of stuttering

Multiple Chemical Sensitivity: Things to Know, Things to Do

Multiple Chemical Sensitivity is an unusually severe sensitivity or allergy-like reaction to many different kinds of pollutants including solvents, VOC's (Volatile Organic Compounds), perfumes, petrol, diesel, smoke, "chemicals" in general and often encompasses problems with regard to pollen, house dust mites, and pet fur & dander. The problem is ongoing, and not a one-time event. A person with MCS patient is affected by many different triggers.

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Things to Know:

- A person with MCS may need to wear a mask in order to protect themselves from perfumes, smoke, and other substances that are generally not a problem for most people, but are for that individual.

- People with MCS may have many different triggers. Some scents may harm some persons with MCS, but not others.

Things to Do:

- Open a window, or allow the person with MCS to sit next to an open window.

- Accommodate the individual by phone if possible so they can avoid exposure to scents.

- Avoid the use of air fresheners, scented cleaning products. Avoid wearing any perfumes or other fragranced products such as laundry detergent, fabric softeners, hair care products, lotions, aftershave, deodorants.

- Provide advance notice of building events such as new construction, remodeling, roofing, pesticide applications, floor waxing, carpet shampooing and similar activities with provisions for alternative workspace as necessary. Post signs at all entrances and exits to notify building occupants of upcoming or recent activities.

- Keep the ventilation system functioning at optimum performance and free of contaminants. Install and maintain separate exhaust systems to remove fumes from restrooms, cooking areas and copy rooms.

- Eliminate or minimize the use of carpeting. If carpeting and carpet adhesives are used, select the least toxic products with low or no Volatile Organic Compounds (VOC's) and air well prior to installation. Avoid flooring materials that require frequent stripping and waxing. Select the least toxic/allergenic/unscented building materials, furnishings and supplies. Materials should have no or low VOCs including formaldehyde.

Local Organizations Who Provide Information about Multiple Chemical Sensitivity

- Resources for Independent Living, Central Valley: http://www.ricv.org/ Since 1976, Resources for Independence, Central Valley (RICV) has worked with consumers to promote their independence in the community. RICV provides information and referral on a broad range of topics including a crisis hotline, Financial Aid, Food Programs, Housing, Specialized Transportation and much more. RICV's service area includes the five counties of Fresno, Kings, Tulare, Madera and Merced.

- City of Visalia Disabled Community Services Directory: http://www.ci.visalia.ca.us/civica/filebank/blobdload.asp?BlobID=3739

- Accessibility Resource list for the City of Fresno: http://www.fresno.gov/Staff/ADAResourceList.htm

State & National Organizations who Provide Information about Multiple Chemical Sensitivity

- **Job Accommodation Network Employees with Multiple Chemical Sensitivity and Environmental Illness**, http://askjan.org/media/chem.htm

- **Understanding & Accommodating People with Multiple Chemical Sensitivity**, http://www.ilru.org/html/publications/bookshelf/MCS.html.

- **The Environmental Illness Resource,** http://www.ei-resource.org

- **Environmental Health Network**, http://ehnca.org/

- **Multiple Chemical Sensitivity Referral and Resources**, http://www.mcsrr.org/

- **Creating an Accessible Indoor Environment**, http://missourikidshealthcoalition.wetpaint.com/page/Attachment+to+Mary+Lamielle%27s+Letter. A helpful letter with details on maintaining an accessible indoor environment.

Funding for Projects

- **CalTrans** published a transportation funding guidebook in August 2008 titled **"State and Federal Funds Available for Local Agency Projects,"** http://www.dot.ca.gov/hq/LocalPrograms/lam/lagb.htm. This document provides concise, high-level overviews of several Federal and State transportation funding programs available to local agencies. Each program description contains key facts about eligibility, project selection, significant dates, references, sources for assistance and other essential information.

- List of funding sources from disability.gov: http://www.disability.gov/technology/funding_sources.

- List of funding sources from the Family Resource Center: http://www.exceptionalparents.org/servicesFRC.html#funding.

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