

RESOLUTION NO. „212r94_ (CM)

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF
WATSONVILLE APPROVING SELF EVALUATION AND
TRANSITION PLAN FOR THE CITY OF WATSONVILLE
PURSUANT TO THE AMERICANS WITH DISABILITIES ACT
OF 1990 AND THE REHABILITATION ACT OF 1973

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF WATSONVILLE,
CALIFORNIA, AS FOLLOWS:

That the Self Evaluation and Transition Plan for the City of Watsonville
prepared by the Americans with Disabilities Act Implementation Task Force in order
to comply with the requirements of the Americans with Disabilities Act of 1990 and
the Rehabilitation Act of 1973, a copy of which is attached hereto and incorporated
herein by this reference, is hereby approved.

The foregoing resolution was introduced at a regular meeting of the Council of the City of Watsonville, held on the 26th day of July 1994, by Council Member Eves, who moved its adoption, which motion being duly seconded by Council Member Bobeda, was upon roll call carried and the resolution adopted by the following vote:

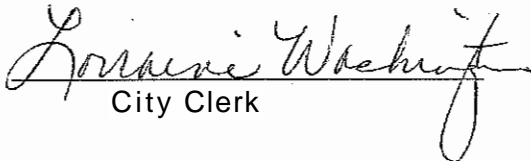
AYES: COUNCIL MEMBERS: **Alcala, Bobeda, Campos, McFarren, Rios, Eves, Hurst**

NOES: COUNCIL MEMBERS: **None**

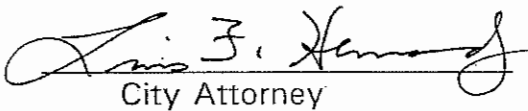
ABSENT: COUNCIL MEMBERS: **None**


Mayor

ATTEST:


City Clerk

APPROVED AS TO FORM:


City Attorney

CITY OF WATSONVILLE
AMERICANS WITH DISABILITIES ACT
IMPLEMENTATION TASK FORCE
REPORT

DATED: July 19, 1994

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I. INTRODUCTION

This report is intended to meet the federal requirement that local governments comply with the Americans with Disabilities Act (ADA). This law was adopted by the Congress in 1990. It requires that local governments, among other things, ensure that the services, programs and activities they provide be accessible to persons with disabilities. In order to ensure this accessibility, governments must evaluate themselves and plan to make appropriate modifications. The product of this effort is this report, called a "Self Evaluation and Transition Plan." The ADA requires that services and programs be accessible as expeditiously as possible but no later than by January 26, 1993. The Plan is also intended to meet the requirements of Section 504 of the Rehabilitation Act of 1973.

Accessibility Committee

The Self Evaluation and Transition Plan was drafted by the Implementation Task Force. The ADA requires provisions for public participation in the process of preparing the Plan. The Task Force consisted of five persons with disabilities and ten City departments. Meetings were scheduled on a monthly basis.

Access to City Services and Facilities

The ADA requires that services, programs and activities operated by a public agency be readily accessible to individuals with disabilities. This does not necessarily mean that each facility must be accessible. Facilities not used by the public have less of a need for accessibility than public facilities require. Where programs and activities used by the public are not accessible, a change of venue to an accessible location may fulfill the ADA requirements.

The emphasis on accessible programs and activities over physical facilities explains why the particular recommendations of the Plan do not include corrections to all of the physical deficiencies identified in the evaluation of facilities.

Streets and Sidewalks

Since the City has jurisdiction over the public streets and sidewalks, the Transition Plan must include a schedule for providing proper access for physically impaired pedestrians. The ADA provides that priority be given to walkways serving government offices and facilities, public transportation facilities, places of public accommodation and places of employment.

Public and Employee Access

The Transition Plan must address the access needs for those being served by the City and those serving the public, i.e. City staff.

The ADA provides that access for employees may be provided on the basis of need. In other words, it is not required that employee areas be made accessible in advance of hiring a person with disabilities. Upon hiring a person with a disability (or upon disablement of an employee), work areas need to be provided or modified to appropriately provide reasonable accommodation.

Plan Organization

The remainder of this Plan consists of:

- Physical or program changes required to comply with ADA for each City department
- Discussion of streets and sidewalks improvements needed
- Policies to further implement the ADA

H. PROGRAMS AND SERVICES

Signage

Evaluation of City facilities revealed that inadequate signage is a deficiency common to many activities and programs. Deficiencies include inadequate size, lettering.

Required Modifications:

- a. New lettering to comply with the ADA guidelines. The City has purchased a machine capable of producing signs which comply with ADA. As signs are produced henceforth, they will meet the requirement of the ADA accessibility guidelines.

City Departments

City Attorney

The City Attorney serves as legal advisor to the City Council, City Manager and City departments; prepares ordinances, resolutions, agreements, and other legal documents; and represents the City in court.

PROGRAM COMPLIANCE SUMMARY:

There are no programs contained in this activity which directly require program access. However, venues requiring City Attorney participation must be accessible on an as-needed basis. Remodel of the second story of the City Hall Annex will accommodate accessibility.

City Clerk:

The City Clerk assists the City Council in the conduct of its business. Prepares agendas and maintains minutes, manages the City's records and information, and conducts elections.

PROGRAM COMPLIANCE SUMMARY:

The City Clerk's office is accessible. Public notices are posted both outside in the corridor and in local news publications. The City Clerk is available to meet in rooms/areas to accommodate accessibility. The City Clerk's office now has a telephone usable by the hearing impaired (TDD) and a conference room has been made accessible to wheelchairs.

The City Clerk's office is also responsible for the scheduling of the Council Chambers. Please see City Council below for details on Chamber accessibility.

Required physical/program modifications:

- a. A program mission statement has been prepared to encompass the City Clerk's office promoting reasonable accessibility to its facilities and/or a change of venue and staff assistance as necessary (see attachment).

City Council:

The City Council serves as the legislative and policy-making body of the City of Watsonville. It consists of seven City Council members elected on a staggered basis for four year terms. It is their mission to establish budgets, set specific and general policy, adopt ordinances and resolutions and set the future of the City.

PROGRAM COMPLIANCE SUMMARY:

Public meetings are held primarily in the Council Chambers and special occasions in other locations.

A moveable podium or table capable of accommodating a person in a wheel chair was discussed by the committee and would need to include a movable desk microphone. However, this arrangement can be awkward. A separate accessible podium is a high priority solution.

Upon request, special assistive devices and translation for the deaf are available. Wheelchair access to the Council Chamber is available for the public. Access for Council and Commission members who use the seating located at the front of the Chamber (Council bench) is not. In order to comply with ADA, the Council Chambers will need to be redesigned and remodeled. For the short term the podium microphone has been lengthened for better accommodation and a movable microphone is available to the press table where a chair is accessible.

Restrooms adjacent to the Council Chambers have been improved to be more accessible and will fully comply when the Council Chambers are remodeled.

City Manager:

The City Manager provides management direction and coordination of City activities and departments in accordance with the policies and direction of the City Council.

PROGRAM COMPLIANCE SUMMARY:

The City Manager's Office is located in the upstairs portion of the City Hall Annex and also acts as the office of Mayor, City Attorney and Personnel. The second floor

is generally accessible and will be in full compliance when remodeled in the near future.

Building Department:

The Building Department is responsible for issuance of permits for the construction of new building as well as permits for additions to existing buildings and tenant improvements to existing building. They are also a necessary part of the substandard compliance issues which are looked at by both Building and Fire Departments. Plan review by all departments within the City are secured here.

Its location in City Hall is generally accessible, although counters are high. The accessible conference room is available for wheelchair accommodation and devices for hearing impaired are available through the City Clerk. Accommodations for sight impaired are recognized in the accessibility plan attached. Current configuration of the counter area does not meet accessibility standards. Staff is being trained to utilize the accessible conference room and other assistive devices to reasonable accommodate a disabled person.

In the future remodel of City Hall counters will be modified to provide a dropped area for wheelchair customers.

Finance Department:

The Finance Department is responsible for administration of the City's finances. The department maintains the City's accounting records, collects and invests City revenues, handles risk management and purchasing functions of the City, provides data processing services to all City departments, and reports on the City's financial status to the City Manager and City Council. Particular activities involving the public include collecting utility bills, and issuance of business licenses.

PROGRAM COMPLIANCE SUMMARY:

The Finance Department is on the ground floor adjacent to an accessible parking lot. While the doorway width and lobby area are suitable for access, the counter height does not provide for persons in a wheelchair or of short stature. In addition, the public "drop slot" for paying utility bills is 60 inches above the sidewalk. This could present a problem for a person in a wheelchair, however, reconfiguration would require a relocation of the interior vault.

Since this department collects utility bills and issues business licenses, questions inevitably arise over billing amounts. Some questions may be directed to the appropriate engineering sections of the Water or Public Works departments. Staff

is being trained to utilize an accessible conference room and other assistive devices necessary to reasonably accommodate a disabled person.

In the future, with the remodel of City Hall, counters will be modified to provide a dropped area for wheelchair customers.

Fire Department:

The Fire Department protects life and property from loss by fire through fire fighting and fire prevention activities which include the enforcement of fire related state and local codes. The department also provides rescue, hazardous materials management and first aid service during emergency and disaster situations. Transportation, storage and use of hazardous material within the community is regulated by this department. The department also administers the City's disaster response plans.

The Department maintains two stations, both containing classroom space used by the public and both stations conduct tours.

Currently, the administrative offices and classrooms are generally accessible, however, restrooms are not in full compliance. The transition plan addresses improvements to be made at both facilities.

Library:

The Watsonville Library system serves the entire south county. The Library's mission is to provide materials and services which help community residents meet their personal, educational, cultural, and professional information needs.

PROGRAM COMPLIANCE SUMMARY:

The Library system provides access to information via a collection of more than 350,000 books and other items. Reference and information services are provided through telephone reference and direct staff-public interaction. Questions about circulation policies, procedures, and bills can also be answered via walk-in, phone and TDD.

While not fully accessible, the Library has made ADA accessibility improvements. Other improvements are scheduled in the transition plan. Library staff are trained to accommodate people with disabilities and all programs services are adaptable for accommodation (see attachments).

Parks and Recreation Department:

The Parks and Recreation Department provides year-round recreation and parks services for local residents. The Recreation Division offers an extensive program designed to satisfy the differing needs and interests of a diverse community. The Parks Division is responsible for planning, developing and maintaining the community's parks, street trees, medians and parking lots.

PROGRAM COMPLIANCE SUMMARY:

Parks and Recreation began increasing the accessibility of programs and facilities prior to the ADA. Some picnic areas and parking lots have been modified for improved accessibility. Walkways through the parks, to buildings, and recreation areas have been improved. The new Youth Center is fully accessible in accordance with the ADA. Program access is a high priority for the department and is noted in all brochures and announcements. The department strives to locate its programs in accessible locations and encourages comments on methods of improvement. The new facility will have a TDD to assist the hearing impaired. This department has the greatest need to reach compliance because of the high public usage of their services (see the Transition and Program attachments for the specific improvements planned).

Personnel Department:

The Personnel Department conducts employment recruitment and job analysis; administers the compensation plan, the self-funded health-related and workers' compensation insurance programs, labor relations, affirmative action, training and employee development programs, safety, retirement and unemployment insurance programs.

PROGRAM COMPLIANCE SUMMARY:

This department is responsible for hiring procedures and assuring that the ADA requirements are met in all hirings. A comprehensive program has been established to meet state and federal law. Located on the upper floor of the Annex, it is generally accessible and will fully comply when the second floor is remodeled.

During job recruitment, prospective applicants are asked if they have any special accommodation needs. Upon request, the Personnel staff makes such accommodations which may include change of venue, change of time, or in some cases, long distance telephone interviews. A TDD is available for the hearing impaired, as well as accommodations for the sight impaired (see the Transition and Program attachment for additional improvements).

Planning Department:

The Planning Department performs long-range planning for the City's future development, processes building and use permit applications, and inspects for code compliance.

PROGRAM COMPLIANCE SUMMARY:

Its location in City Hall is generally accessible although the counters are high. An accessible conference room is available for wheelchair accommodations and devices for the hearing impaired are available through the City Clerk. Accommodations for sight impaired are recognized in the program accessibility plan attached.

Public meetings are generally conducted in the City Council Chambers with occasional offsite locations where access is taken into consideration.

Police Department:

The Police Department provides law enforcement services for the community including crime prevention, detection and apprehension; traffic law enforcement, accident prevention and accident investigation; recovery and return of lost and stolen property. Crime prevention includes outreach through community service programs.

PROGRAM COMPLIANCE SUMMARY:

The Police Department is located in the City Hall Annex and a small office on Aspen Lane. These facilities are considered "secure facilities" with interior doors generally locked and accessed by the public only under the supervision of police personnel.

The Police Department has a policy to accommodate service upon request. Sign and foreign language interpreters are used on occasion. Police officers receive sensitivity training in dealing with people with all types of disabilities as a regular part of their training. Modifications for the facilities are outlined in the transition plan.

Public Works Department

The Public Works Department coordinates the City's various public works activities, provides engineering services and inspection to public works projects and processes building permits. The Street Division is a function of Public Works with primary responsibility of construction and maintenance of streets and sidewalks and public parking lots.

PROGRAM COMPLIANCE SUMMARY:

Administration and Customer Service access is accommodated in City Hall. Accessibility to those activities are provided by use of the telephone and use of the accessible conference room available. Hearing and sight impairments are accommodated through the use of suitable equipment in the City Clerk's office.

Public meetings are generally in City Council Chambers and occasional off site locations where access is taken into consideration.

Utilities Department

Water, Sanitation and Wastewater are all divisions of Utilities.

The Water Division is responsible for conveyance, storage, treatment and conservation of water within the City and parts of Corralitos, Freedom, inter Laken area and Pajaro Dunes.

Sanitation is responsible for operation of the landfill, garbage collection, and the recycling program.

Wastewater is responsible for sewers and storm drain construction and maintenance, sewage treatment, treatment of hazardous materials, etc. which enter either lines, treatment of Wastewater at the sewage treatment plant and maintenance of an outfall line located off shore near Pajaro Dunes.

PROGRAM COMPLIANCE SUMMARY:

The administration and engineering offices for Utilities are primarily located at City Hall and are accessible. The majority of the work force operates from the Municipal Service Center yard on Harvest Drive. Many facilities are located throughout the City to serve all three divisions. Most of these facilities are not generally accessible to the public though various division offices do deal with the public occasionally. The offices are generally accessible. The exception to the above is the Water Treatment Plant in Corralitos where there is a barbecue and picnic facility used by various departments, commissions and management and conference groups. This facility is in need of significant improvements for accessibility as identified in the Transition Plan.

Housing and Economic Development Department (H.E.D.D.)

The H.E.D.D. is responsible for preparing and implementing plans in the Redevelopment Project Area. Efforts focus on economic development downtown, in other areas of the City. H.E.D.D. also provides funding for affordable housing

and conducts the Watsonville Housing Improvement Program, providing plans, funding, and project coordination.

PROGRAM COMPLIANCE SUMMARY:

The H.E.D.D. is located in the building at 231 Union Street. Recent improvements to the building have made the facility more accessible. The ramp access is not quite to ADA standards though generally is accessible. Rebuilding of the ramp is scheduled in the transition plan but is dependent on an overall plan for the City Hall complex.

Street/Sidewalk Curb Ramp Program

As the public entity having authority over streets, roads and walkways (other than state highways and private roads), the City is responsible for developing a transition plan that includes a schedule for providing curb ramps or other sloped areas where pedestrian walks cross curbs, giving priority to walkways serving entities covered by the Act, including State and local government offices and facilities, transportation facilities, places of public accommodation, and employers serving other areas.

To develop an effective and accurate transition plan, City staff inventoried all existing curb ramps and sidewalks in the public right-of-way including State highways and determined which areas were deficient. While it is clear that past priorities have been given to providing access to those entities covered in the Act, it is also clear that deficiencies exist.

The City has a number of programs to address the deficiencies:

- Annually funded capital improvement projects for curb ramps and sidewalks, each budgeted at approximately \$50,000 per year. This provides about 30 to 35 curb ramps annually.
- Transportation capital improvement projects such as traffic signal revisions, street widening, etc. They include primarily arterial streets and State highways. As standard practice these projects provide curb ramps, sidewalks, pedestrian push buttons at signals, etc.
- Annually funded maintenance implemented by City crews repair existing accessible facilities and at times install new curb ramps and sidewalks.
- Development review procedures for private projects require new ramps and new or repaired sidewalks as off-site improvements.

The capital improvement projects that specifically address accessibility are evaluated and prioritized annually by Public Works staff using the criteria in the Act. Many locations that are considered first priority for the transition plan have been addressed. Some of the residential streets with deficiencies receive a lower priority if they serve only the immediate residential area and an accessible path is available nearby.

PROGRAM COMPLIANCE SUMMARY:

The inventory has identified approximately 506 deficient curb ramp locations. Estimated cost to design and construct the deficient curb ramps is \$1.0 million dollars. It is apparent that the annual budget of \$50,000 for curb cut sidewalks is inadequate to achieve totally accessible streets and sidewalks. As noted above, curb ramps and sidewalk improvements are also made in connection with new street construction and other maintenance activities. In addition, new private development is required to improve, if necessary, streets and sidewalks adjacent to a development project. Nevertheless, the total of these efforts are still inadequate to remedy all the deficiencies. Unless more aggressive actions are taken, it will take 20 years to complete curb ramps.

Physical and Program Modifications:

- a. The 506 deficient curb ramps must be categorized by priority:
 - within 500 feet of a government office;
 - within 500 feet of a transportation center;
 - in the downtown area (Central Business District);
 - remaining commercial areas;
 - residential areas.

1. TO BE COMPLETED PROJECTS

CITY HALL - 250 MAIN STREET

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
<u>Parking:</u> City Hall, Purchasing, Annex, Police, Porter Building, and Youth Center are all served by parking lots 11 and 12. More accessible spaces are required for number of existing spaces, 3 accessible are required.	1	Entire parking lot to be redesigned to comply to ADA and state accessibility standards to accommodate the new Youth Center and the opening of the Porter Building.	July, 1994 - Parking redesign.	
<u>Exterior Accessible Route:</u> Accessible route from existing accessible parking complies for City Hall. There is not an existing accessible route from the public transportation stop that complies. Accessible route to other buildings on site do not comply. There are changes in level along pathway between 1/2" and 1/4" without edge treatment of a bevel or a ramp. Areas with breaks, cracks and raised concrete needs repair.	1	Design accessible pathway into new parking and site plan for City. Provide access along shortest path possible route from bus stop to accessible entrance to each building on this site. At changes in level along pathway greater than 1/4" grind, bevel or ramp to avoid tripping hazards. Public Works to review all sidewalks and pathways and devise a plan to bring into compliance, i.e. repair or replace damaged walks.	July, 1994 - Parking redesign	

2.

CITY HALL - 250 MAIN STREET

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
<u>Entrance and exterior for doors:</u> Accessible entrance door, does not meet required width. Bottom panel of glass door is not the required 10" high. Pull pressure exceeds 8 lbs. Door mats are a potential tripping hazard.	1	Provide bell for disabled person to ring and assign staff to answer bell to assist disabled person to open both leafs door to provide required access or install new door that complies. Firmly attach floor mats to floor.	Floor mats November 5, 1993 completed 1996-97	\$200 doorbell, \$8,000 for new doors
<u>Interior accessible route:</u> Counter top at Finance windows project into accessible route and are to high to be useable by persons in wheelchairs. Drinking fountains project into accessible route. Public phones (see phones) project too far from wall.	2	Lower counter tops at one window of Finance Dept, and provide barrier at end of counter. Provide barrier at water fountain and telephones that can be detected by a cane. Provide alternate location to provide service.	Lower counter CIP Alternate site 1998-99	\$2,000 None
<u>Drinking fountains:</u> Drinking fountains are too high and do not provide knee space. They project into accessible pathway.	4	Provide barrier and cup dispenser at fountain.	June 25, 1993 cup dispenser provided 1998-99	\$3,500

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CITY HALL - 250 MAIN STREET

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
<u>Stairs:</u> Exterior stairs at all three public entrances need handrails and the upper approach and ail treads need to be stripped with 2" wide contrasting color. Lower front edge of nosing is abrupt.	1	Install handrails to comply. Install strips to comply and provide nosing edge treatment.	Handrails 1995-96	\$2,000
<u>Stairs - cont'd:</u> Interior stairs have open treads, no identification, no warning strip and no handrails. Do not comply.	4	Employee only area serviced by these stairs. Provide identification (review with ADA Committee 4.9 A.D.A.A.G. and Section 3306 & 3105 of CBC).	As needed 2000-01	\$40,000
<u>Restrooms:</u> Men's and women's restrooms do not comply, in all locations of City Hall. Toilet stalls are too small lavatories, mirrors and towel dispensers are too high and doorways are too narrow.	3	Make existing men's and women's restrooms comply by remodel of existing restrooms near Council Chambers or provide new unisex near Council Chambers.	Doorway was widened. Other changes pending. To be completed December, 1994 unless Council Chambers are remodeled.	\$11,000

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
Council Chamber/Assembly Room: Chamber has no listening devices for the persons with hearing disabilities.	2	Provide assistive listening device.	1994-95	\$1,600
Handrail to Council platform does not comply.	2	Move seats to provide space and ramp for wheelchair user.	1994-95	\$100
<u>Council Chambers - cont'd.:</u> Steps to Council platform do not comply.	4	No action until required to accommodate disabled staff or Council member.	Redesign of Council Chamber 1998-99	\$30,000
	4	Provide warning strip on stairs and nose treatment.	1994-95	
<u>Counters, City Hall:</u> -Finance, Building, Public Works, and Planning do not provide access to countertops for wheelchair users.	2	Lower section of countertops to comply with sections or establish policy on how services will be provided in other ways.	Alternate serv. January, 1994. Redesign of building 1996- 97.	\$20,000
<u>Basement:</u> Not accessible at this time.	4	No action required until access is required for disabled employee. It is possible that the equipment elevator could be redesigned to be made accessible.	As needed. \$20,000	

5.
5.

CORRALITOS COMMUNITY CENTER

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
<u>Parking:</u> Dirt lot does not provide accessible parking.	1	Pave sufficient area to accommodate accessible parking and route to building with proper signs.	1996-97	\$5,000
<u>Route:</u> Lacks signage.	1	Provide signage.	1996-97	\$250
<u>Entry doors:</u> Exterior hardware, not lever.	1	Install lever door hardware on 4 doors.	1996-97	\$250
<u>Interior route:</u> Lacks access to toilet facilities and facilities not in compliance.	1	Provide a new toilet facility, Unisex, which is accessible.	1996-97	\$8,000

6. WATSONVILLE GYMNASTICS - 220A AIRPORT

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
<u>Parking lot:</u> No accessible spaces.	1	Provide 3 stripped parking spaces and signage.	1996-97	\$1,500
<u>Toilet facilities:</u> Toilet stalls not accessible. Door to men's too narrow, improper urinals.	2	Install accessible stalls, toilets and urinals.	1998-99	\$4,000
<u>Lavatories and mirror:</u> Hot water pipes and drain exposed. Fixture handles are round. Mirrors too high.	2	Insulate pipes and drain. Replace hardware, add a mirror at lower level.	1994-95	\$125.00
<u>Water fountain:</u> Does not provide proper clear space.	3	Provide paper cup dispenser.	1994-95	\$10.00
220-240 AIRPORT BLVD				
Access from bus stop to building not proper and bus stop does not comply.	1	Provide accessible pathway	2000-01	\$10,000
No accessible parking	1	Provide accessible parking - 1 per 25 spaces with signs.	2000-01	\$4,000

7. AIRPORT TERMINAL/ZUNIGA'S RESTAURANT

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
<u>Parking:</u> Accessible parking space and aisle where concrete pathway meet parking pavement has vertical lip greater than 1/2".	1	At vertical lip greater than 1/2 provide ramp or grind down.	1996-97	\$3,000
There are no "van accessible" spaces provided. Signage for parking is not in compliance.	1	Provide van' accessible parking spaces or make all spaces comply with A.D.A.A.G. Universal Parking Space Design and provide signage to comply with 4.6.4 & CBC 3107.1	1994-95	\$200
Accessible parking spaces send wheelchair users behind vehicles (CBC 3107.1(b).3)	1	Provide pathway in front of parking spaces to comply with (CBC 3107.1(b).3)	1994-95	\$5,000
<u>Exterior Accessible Route:</u> There is no accessible pathway from public transportation stop to accessible entrance without being in the path of traffic.	1	Provide accessible pathway from public transportation stop to airport terminal that will not send disable person into path of traffic.	1994-95	\$2,000

8.

AIRPORT TERMINAL/ZUNIGA'S RESTAURANT

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
Accessible pathway crosses and adjoins in vehicular way and is not separated by curbs, railings, or defined by detectable warnings (4.29.2 & 4.29.5)	4	Provide detectable warning that complies with (4.29.2 & 4.29.5).	1994-95	Included in accessible parking.
Entrance doors on street side of building open onto top of ramp landing and reduce required maneuvering area.	1	Provide automatic door opener and door that complies with A.D.A.A.G. 4.13.	1997-98	\$8,000
Ramp has horizontal projection greater than 72" and no handrails are provided.	1	Provide handrails on both sides of ramp as required by A.D.A.A.G 4.13.	1994-95	\$1,000
<u>Entrance Doors:</u> Main entrance doors on airstrip side of terminal building have only 29" clear width when open at 90°.	1	Install door with clear width when open at 90° of 32".	1997-98	\$8,000
Door closer on these doors allow the doors to close too fast (less than 3 seconds when door is opened to 70°, to move within 3" from latch.	1	Install automatic door opener to eliminate need for room to maneuver.	1997-98	Included in above

Effort to open door exceeds 8-1/2 lb. as required by CBC 3304(1.2).	1	Install door that complies.	1997-98	Included in above
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9. AIRPORT TERMINAL/ZUNIGA'S RESTAURANT

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
Airport Terminal and Zuniga's Restaurant are tenants of this building and share 2 entrances through terminal section of building. No signs identify accessible entrances.	1	Make 40% of each tenant space comply to 4.1, 4.3, 4.13 & 4.14 re: entrance doors.	1997-98	Included in above
Door between the terminal lobby and Zuniga's bar area has hardware on terminal side of door, does not comply with 4.13.9.	1	Install hardware to comply with 4.13.9.	1994-95	\$25,000
<u>Exterior Signage:</u> No exterior signage exists that complies to requirements for identification of spaces, direction or information about functional spaces or parking or public telephones.	4	Provide signage that complies with 4.30.	1994-95	\$200
<u>Toilet Rooms:</u> Mens room is not in compliance. Takes 60" diameter turning space and access to toilet stalls.	3	Remodel bathrooms to meet ADA & CA standards for accessible restrooms or build 1	1995-96	\$15,000

unisex accessible restroom as
allowed for existing facilities.

10.

AIRPORT TERMINAL/ZUNIGA'S RESTAURANT

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
Womens restroom also not in compliance	3	Same as recommendation above		
<u>Interior Door:</u> Interior doors do not comply.	2	Install doors as needed to make comply or move or make arrangements to provide needed services in an accessible location.	1994-95	\$600
<u>Drinking Fountains:</u> The drinking fountain does not comply. Not enough knee clearance and it protrudes out from wall and could be a problem for visually impaired person.	4	Because this is an existing facility a cup dispenser may be installed to help make the drinking fountain accessible. Provide cane detectable barrier as shown in CA code figure 31-3.	1995-96	\$1,300
Telephone does not provide for hearing impaired.		Provide TDD	1994-95	\$500

11. CITY HALL ANNEX - 215 UNION STREET

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
<u>Parking:</u> Employee parking lot #8 for police and annex building does not comply.	1	No action recommended until such time accessible parking is required by an employee.	1994-95	\$2,000
Other accessible parking addressed in City Hall comments.			Partially done March, 1994	\$500
<u>Exterior Accessible Route:</u> Route from public transportation need surface repaired or replaced to comply, and there is no signage provided along this route. .	2	Grind or replace pathway surface to meet requirements. Install signage to identify accessible pathway.	1994-95	\$300
<u>Ramp:</u> The ramp has a horizontal projection greater than 72" and no handrails are provided.	1	Provide handrails on both sides of ramp as required by 4.8.5 & 4.26.	1995-96	\$2,000
<u>Exterior Stairs:</u> Will have to comply when alterations are completed.	1	When ramp complies, stairs will be OK.	1995-96	
<u>Elevator:</u> Hall call buttons do not center at 42" above finish floor, about 1" off.	4	Review by committee. They are about 1" higher than required height.	July, 1994	\$5,000

Car controls do not comply to Braille requirements.

4.

Provide Braille for control panel and hall call buttons.

July, 1994

Included in above

12.

CITY HALL ANNEX - 215 UNION STREET

ESTIMATED
COMPLETION
DATE

ESTIMATED
COST

COMMENTS

PRIORITY

RECOMMENDATION

Emergency communications require s voice communication

4

Instruct Comm Center to send someone to check elevator whe never a call comes in.

July, 1994

Included in above

Emergency communication system does not comply to 4.30 for identification by raised symbol or lettering.

4

Provide raised symbol or lettering.

July, 1994

Included in above

Hoistway entrance does not have raised and Braille floor designations provided on both jam.

4

Provide floor designations and both jams.

July, 1994

Included in above

Hall call buttons and car controls do not comply with Braille requirements.

4

Provide Braille for hall call and car control buttons.

July, 1994

Included in above

Interior Accessibility Route: The interior accessibility route and all elements along this route will be made accessible with the remodel of the entire second floor.

1

Make accessible when remodel is done to second floor.

1994-95

\$10,000

13.

LIBRARY - 310 UNION STREET

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
<u>Parking:</u> Not enough accessible spaces are provided. Wheelchair users are routed behind parked cars to reach accessible elements of site.	1	Provide 2 accessible parking spaces, stripe and provide required signage. Curb cut and accessible pathway to public sidewalk required to be installed in existing planter area so wheelchair traffic will not be sent behind parked cars.	Work in progress 1993-94	\$500
<u>Exterior Accessible Route:</u> There is no public transportation stop at the Library location. The closest stop is in front of City Hall 2-1/2 blocks of travel away.	1	Make repairs as needed in City sidewalks to comply to pathway requirements (4.4, 4.5, 4.7).	1994-95	\$5,000
The accessible path from accessible parking to Library does not comply (see comments above). The pathway from the public sidewalk to the accessible entrance of the Library has changes in level that exceed or are 1/2".	1	Grind or ramp as needed to comply.	1994-95	\$1,000

<u>Exterior Signage:</u> No exterior signage to identify accessible elements of the site and building.	1	Install exterior signage to comply with A.D.A.A.G. 4.30.	1994-95	\$75
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14.

LIBRARY - 310 UNION STREET

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
Interior Signage: Interior signage is provided at restrooms only and does not comply. Other spaces and elements are not identified with signage that complies.	1	Provide signage that identifies interior spaces and elements that comply with A.D.A.A.G 4.30 re: public telephones, restrooms, and other spacers and elements.	1994-95	\$75
<u>Entrance Doors:</u> Public entrance near Trafton and Union Street end of building - the doors require more than 8-1/2 lbs of effort to operate. Entrance doors at exterior have a vertical bar between, the double leaf doors that reduces the clear opening width to less than 32".	1	Install new doors that comply or remove bar between doors and adjust closer to max. of 8-1/2 lbs. of drag. Provide new lock system (A.D.A.A.G. 4.13 & 4.14).	1995-96 1996-97	\$200 doorbell \$16,000 for new doors
Interior set of doors require more than 5 lbs. of effort to open.	1	Adjust draft to 5 lbs or less (A.D.A.A.G. 4.13 & 4.14). OK.	1996-97	\$50

15.

LIBRARY - 310 UNION STREET

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
<u>Interior Accessible Route:</u> The main path of travel complies. There are some problems with specific areas as listed below: •	1			
Fiction section along back walls does not provide required 36" width.		Rearrange stacks to meet access requirements or designate an employee to assist a wheelchair user.	1994-95	
Path of travel around microfiche and reel reader narrows to 30" in some locations and microfiche and reel reader and computer aisle have tables at both ends that reduce access to less than 36".	1	Rearrange to provide 36" required access and remove tables that reduce required access. (A.D.A.A.G. 4.3.3) General recommendation - rearrange stacks, tables, racks on equipment as needed to provide minimum access of 36" as required.	1994-95	

16.

LIBRARY - 310 UNION STREET

COMMENTS	PRIORITY	RECOMMENDATION	COMPLETION DATE	ESTIMATED COST
<u>Toilet Rooms:</u> Mens room does not comply. Not enough space between toilets, no grab bars, lavatory height and faucets do not comply, height of urinal is incorrect.	2	Remodel restrooms to meet accessibility requirements or build 1 unisex single user restroom that complies to A.D.A.A.G. 4.16, 4.17, 4.19 & 4.22.	19 9 4 - 9 5 remodel	\$2,500
Womens restroom does not comply. Lavatory and faucets are not correct, toilet access not required widths, grab bars do not comply.	2	Same recommendation as above for mens restroom.	19 9 4 - 9 5 remodel	\$2,500
Childrens restrooms do not comply.	2	Same recommendations as for men and womens restrooms.	19 9 4 - 9 5 remodel	\$4,000
<u>Interior Doors:</u> Doors to childrens restrooms do not comply. All other doors are employee access only. Some comply and some do not.	2	No action, at this time. Make necessary changes when a disabled person is employed.	As needed	
<u>Drinking Fountain:</u> Drinking fountain protrudes out from wall and does not comply with other requirements.	2	Provide barrier needed and provide drinking cups.	1994-95	\$100

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17. FLOODBERG PARK

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
Lacks accessible parking, provide accessible parking on street with signage.				
No access to horseshoe pit, picnic tables and play equipment.	4	Provide proper access pathways to all equipment and facilities	2000-01	\$50,000

RECREATION DEPARTMENT - 105 SECOND STREET

Soon to be relocated - private club.

MARINOVICH PARK

Drinking fountain at YWCA day care not accessible.	2	Replace, relocate drinking fountain	1995-96	\$500
Threshold height at entrance on west side of community center and day care 2".	3	Provide ramps at thresholds.	1995-96	\$100/ea x 4
Play equipment in sand boxes not accessible	4	Provide matting in sand box	1996-97	\$7,500
Restrooms in day care not accessible	3	Provide door with grab bars, etc. Revise plumbing under lavatories or replace.	At such time as a child in chair is cared for. 2001-02.	\$15,000

18.

MARINOVICH PARK

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
Restrooms in community center grab bars improper height distance	3	Relocate grab bar and dispenser	1995-96	\$200
Toilet seat cover dispenser too high at Community Center	3	Lower dispensers	1995-96	\$100
Hardware in Community Center toilet stalls is not accessible	3	Replace hardware	1995-96	\$300

RIVERSIDE MINI-PARK

LACKS ACCESSIBLE PARKING

PROVIDE ACCESSIBLE PARKING ON STREET WITH SIGNAGE

Pathways not adequate width around sand box.	1	Widen walkways	1999-2000	\$L,000
No access to sand box, play equipment	4	Provide ramp, replace sand, add or replace equipment	CIP 1999-2000	\$50,000
Access to basketball court, pavement variation in elevation	4	Slope path to the courts	1999-2000	\$1,500

20.

RAMSAY PARK

<u>COMMENTS</u>	<u>PRIORITY</u>	<u>RECOMMENDATION</u>	<u>COMPLETION DATE</u>	<u>ESTIMATED COST</u> —
Drinking fountain not accessible.	1	Provide cup dispenser	1994-95	\$25
Pay phone outside pavement not accessible.	2	Repair walkway	1994-95	\$1,000
Lack of access to field restrooms, fields, tennis courts, playground equipment with fountains.		All issues to be addressed with the proposed upgrade and park revision of Fort Ramsay in 1996-97.	1996-97	\$50,000

21.

FIRE STATION II - 370 AIRPORT BLVD

COMMENTS	PRIORITY	RECOMMENDATION	DATE	COST
Lack of accessible parking	1	Provide 1 accessible van parking space with signage	1994-95	\$500
Level change at entrance excessive	1	Slope threshold	1994-95	\$100
Door hardware is knob	1	Provide lever	1994-95	\$250
Other than front lobby, this facility is not for public use. Tours are provided and assistance is available to access all areas.				

FIRE STATION II - CLASSROOM

Parking spaces lack signage	1	Provide signs	1995-96	\$200
Curb ramp lacks detectable warning	4	Provide appropriate warning devices	1995-96	\$200
Exterior doors lack kick plates	1	Provide kick plates	1995-96	\$100
Access to interior doors not adequate side width	1	Reduce width of cabinets adjacent to doors to breakout rooms	1995-96	\$100
Towel dispenser adjacent to sink too high	3	Lower dispenser	1995-96	\$50
Restroom dispensers not within reach	3	Relocate dispensers	1995-96	\$25

22.

COMMENTS	PRIORITY	RECOMMENDATION	DATE	COST
Urinals approach not adequate width	3	Shorten shields or relocate	1994-95	\$50
Toe space under lavatories excessive	3	Construct barrier to reduce toe space	1994-95	\$25
Mirrors too high in restrooms	3	Lower mirrors or add	1994-95	\$50
FILTER PLANT				
<u>Parking:</u> No designated parking at this location, most of the area for parking is dirt and gravel.	1	Provide parking that complies to A.D.A.A.G. in area near BBQ in paved area with signs and striping.	1994-95	\$50
<u>Accessible Route:</u> The ramp leading to BBQ area is greater than 1:12 and does not comply with width, handrail or edge protection requirements.	1	Provide ramp that complies with 4.8.	1994-95	\$2,500
Other areas of the filter plant such as the pathway around the back of the plant are not accessible. Tours are conducted of this facility upon request.	4	Provide video tour of the filter plant and garden area that is not accessible.	1994-95	\$200
BBQ ,and bar area have 6 feet of clear space, the area where the picnic tables are located is gravel and dirt.	1	Make a percentage of the tables accessible by installing an area of concrete slab adjoining the existing concrete slab at bar and BBQ area.	1994-95	\$400

23.

COMMENTS	PRIORITY	RECOMMENDATION	DATE	COST
The route to the restrooms is not accessible from BBQ area, pathway to steep and narrow.	1	Design accessible pathway that complies with A.D.A.A.G. 4.3 & 4.29 and ramp requirements 4.8.	1994-95	\$2,000
The ramp that services the filter plant is for employee use only and for guided tours of the filter plant only.	1	Provide video taped tours of the filter plant for interested disabled persons who could access the plant.	1994-95	\$200
<u>Exterior Signage:</u> No signage exists that meets requirements for identification of spaces, gives direction or information about functional spaces or parking.	4	Provide signage that complies with 4.3 of A.D.A.A.G.	1994-95	\$100

24.

COMMENTS	PRIORITY	RECOMMENDATION	DATE	COST
<p><u>Toilet Rooms</u>; Mens toilet room. The entry door does not have 32" in the clear. There are no grab bars at toilet and the shield at urinal interferes with access to toilet. Lavatory is a few inches too close to wall. There is a 3" step to enter toilet room.</p>	9	Rearrange to comply with requirements A.D.A.A.G. 4.16, 4.17, 4.18 & 4.19.	1994-95	\$2,000
<p>it is a 32" clear. The entry door does not have 32" in the clear. There are no grab bars at toilet and the shield at urinal interferes with access to toilet. Lavatory is a few inches too close to wall. There is a 3" step to enter toilet room.</p>	9		1994-95	\$,00
<p>There is a 32" clear. The entry door does not have 32" in the clear. There are no grab bars at toilet and the shield at urinal interferes with access to toilet. Lavatory is a few inches too close to wall. There is a 3" step to enter toilet room.</p>	9		1994-95	\$,00

25.

BEACH STREET GARAGE - 35 WEST BEACH STREET

COMMENTS	PRIORITY	RECOMMENDATION	DATE	COST
<p><u>Parking:</u> There are 216 parking spaces provided. 5 spaces are provided and marked "van accessible" but do not meet requirements for van accessible spaces. The accessible parking spaces send the wheelchair users behind parked cars. 7 accessible are required and 1 is required to be van accessible.</p>	1	<p>Restripe existing parking and provide signage to comply to A.D.A.A.G. 4.1.2. Provide 7 parking spaces that comply with CA state figure 31-18A for double parking stalls 9' wide and a 5' aisle between and 1 space 9' wide with a 8' side aisle.</p> <p>Provide pathway in front of parking spaces that connects to accessible pathway to elevators to comply with CBC 3107.1(b).3.</p>	1994-95	\$3,000 stripe and path
Signage for parking does not comply	1	Provide signage to comply with A.D.A.A.G. 4.6.4 and CBC 3107A(c).	1994-95	\$200

26.

CORRALITOS WOMEN'S CLUB - 33 BROWNS VALLEY ROAD - WATER

<u>COMMENTS</u>	<u>PRIORITY</u>	<u>RECOMMENDATION</u>	<u>DATE</u>	<u>COST</u>
<u>Parking:</u> Parking area is concrete and flat. No stripes of any kind:are provided. No signage is provided.	1	Stripe parking lot to comply to A.D.A.A.G. 4.1 and 4.6. Provide signage to comply to 4.6.4 and CBC 3107 A (c).	1995-96	\$1,000
<u>Exterior Accessible Route:</u> There are no public sidewalks in this area. This is a rural area of the county. Therefore there is no accessible pathway from the public transportation stop to.this facility.	1	None		
<u>Entrance Doors:</u> Does not comply.	1	Install a door that complies.	1996-97	\$600
<u>Exterior Signage:</u> No exterior signage exists.	4	Provide signage that complies to A.D.A.A.G. 4.30.	1996-97	\$2,000
Toilet Rooms: Doors are not wide enough to provide access to a wheelchair user. No grab bars exist, toilet height and clearances are not adequate to provide access. Room size of both men and women's toilet room are to small to provide access.	1	Rebuild existing toilet room to provide required access or build 1 unisex toilet room that meets A.D.A.A.G. 4.22 and 4.1.3.	1995-96	\$10,000

27.

CORRALITOS WOMEN'S CLUB - 33 BROWNS VALLEY ROAD - WATER

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
<u>Public Telephones:</u> The public telephone is not in an accessible location.	4	Have telephone moved to accessible location and have it meet all A.D.A.A.G. requirements.	1994-95	N/A

MUNICIPAL SERVICE CENTER

This is an employees only area and is not required to be completely accessible until such time an employee is hired with a disability that would require reasonable accomodanon for such disability.

<u>Toilet and Shower Rooms:</u> A new shower, toilet and locker room is designed and out to bid.	3	Will be accessible.	1994-95	Completed
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FIRE STATION I - 115 SECOND STREET

Parking not van accessible.	1	Provide accessible space and signage.	1998-99	\$200
Door hardware to classroom from exterior is knob.	1	Replace hardware	1998-99	\$75
Front door does not have kick plate	1	Provide kick plate	1998-99	\$100
Second floor not accessible. Not a public area.	4	For tours provide a video	1997-98	\$200

28.

ESTIMATED
COMPLETION
DATE

ESTIMATED
COST

COMMENTS	PRIORITY	RECOMMENDATION	DATE	COST
Water closet in female restroom too close to wall	3	Almost impossible to refocate - major construction		
Back grab bar not long enough in female restroom	3	Same as above	1998-99	\$100
Lavatory not proper height width depth, mirror too high	3	Same as above	1998-99	\$100
Mens restroom grab bars not provided on both sides of the toilet staff	3	Install grab bar	1998-99	\$75
Mens restroom toilet stall hardware improper	3	Change locking hardware	1994-95	\$30
Urinal shields width improper	3	Relocate shields or reduce depth by 6-1/2".	1994-95	\$150
Water and drain pipes under lavatory not insulated.	3	Insulate pipes.	1994-95	\$20

30.

POLICE DEPARTMENT - 215 UNION STREET

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
<u>Toilet Rooms:</u> Lobby mens room grab bars and toilet size do not comply. Toilet seat is too low. Urinal and controls are mounted too high above floor.	3	Install retrofit accessible toilet seat, lower, review toilet stall to determine if it can be rearranged to comply. Install grab bars that comply.	1996-97	\$4,000
Womens room - toilet stall too small. Toilet seat too low, flush control requires 6 lbs. to flush. Lav. does not provide required space underneath mirrors do not comply, installed too high.	3	Make toilet room single user room and remove stall around toilet. Adjust flush control to 5 lbs. or less. Install full length mirror in another location of toilet room that complies A.D.A.A.G. 4.16, 4.27, 4.26, 4.18 and 4.19.	1995-96	\$4,000
<u>Drinking Fountain:</u> Fountain is in public lobby, police station. Spout 1-1/2" too high and 3" too far back from front because it has a round bowl.	1	Papercups	1993-94	\$20

31.

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
50 AVIATION WAY				
No accessible parking.	1	Provide van accessible parking space with signage.	1999-2000	\$2,000
Access to building from parking lot is not all paved, not adequate width, excessive slope has level changes up to 9".	1	Widen gate, pave pathway, provide ramping and slopes.	1999-2000	\$5,000
45 AVIATION WAY				
No accessible parking space	1	Provide van accessible space	1999-2000	\$5,000
Paved area in disrepair	1	Repair pavement to be accessible	1999-2000	Included in above
75 AVIATION WAY				
No accessible parking	1	Provide van accessible parking	1999-2000	Included in above
Access to building steps only	1	Provider ramping	1999-2000	Included in above

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32.

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
75 AVIATION WAY				
No warning between walk and vehicular traffic	1	Provide barrier	2000-01	\$1,000
Benches obstruct access to building	1	Relocate benches	2000-01	Included in above
120 AVIATION WAY				
No accessible parking	1	Provide accessible parking	2000-01	\$1,000
Pathway to building is dirt access to entrance by steps only	1	Provide paving and ramping to comply	2000-01	Included in above
140 AVIATION				
Level changes on access aisle to building greater than 1/2"	1	Provide sloping.	1999-2000	\$4,000
Parking sign obscured by parked vehicle	1	Relocate sign	1999-2000	Included in above
Curb ramp on pathway excessive slope	1	Revise ramp on concrete walkway	1999-2000	Included in above

33.

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
160-170 AVIATION WAY				
Sign for accessible parking space obscured by vehicle	1	Relocate sign	1999-2000	\$500
Slope of surface adjoining curb ramp may exceed standards.	1	Review situation and correct	CIP - 5 year	
<u>Parking Lot #2:</u> 91 spaces, 1 accessible space, 4 spaces required.	1	Parking Lot #2 -The one accessible parking space provided in this lot does not comply to requirements for size. Four accessible spaces are required to be provided for this lot and one of the four accessible spaces is required to be "van accessible". The spaces for accessible parking should be distributed at different ends of the lot. Stripes, symbols, and signs are needed for each space. The space near Lake Ave. will need a curb cut and a level pathway installed to connect the space with the City sidewalk.	1993-94	\$750

34.

<u>COMMENTS</u>	<u>PRIORITY</u>	<u>RECOMMENDATION</u>	<u>COMPLETION DATE</u>	<u>ESTIMATED COST</u>
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WHIP - FINANCE BUILDING - 211-231 UNION

Exterior ramp too steep.

New ramp

1995-96

\$10,000

1. COMPLETED PROJECTS

CITY HALL - 250 MAIN STREET

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATE COST
<u>Telephones:</u> Public telephones are too high and are not hearing aid compatible or have no volume control. Protrudes into accessible pathway.	4	Install public phone that complies. Install barrier that can be detected by a cane.	June 25, 1993 phone was lowered and provided with volume control and signage.	No cost
<u>Ramp:</u> Handrail is 1/4" larger than the maximum allowed. Ends of handrail extends 12" beyond top and bottom of ramp but is not level. 2" curb or wheel guard has to be installed. Rise, run and surface of ramp complies.	1	No action on size of handrail. Install wheel guard.	Completed May 25, 1993	\$200
<u>Exterior signage:</u> Signage at public transportation stops to low and do not provide directions to accessible spaces and entrances on site.	1	Provide signage to comply.	Completed January 1, 1994	\$250

2.

CITY HALL - 250 MAIN STREET

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
Council address podium too high. No space provided for wheelchair users. Council seats on raised platform without ramp.	2	Extend the flexible neck of podium microphone so it can be used from chamber floor by person in wheelchair.	Completed January 1, 1994	\$100
	4	Install handrail that complies.	Completed 1994	
<u>Interior doors:</u> Doors to Council Chamber require more than 5 lb. pressure or pull to open and close to quickly.	1	Adjust closer to 5 lb. and adjust drag.	Completed 1996-97	\$30
Men's restroom door nearest Council Chamber is not wide enough, requires more than 5 lb. pressure to open, and are two doors in series without enough maneuvering clearance.	1	Install door with minimum of 32" clear width and adjust closer to not more than 5 lb. pressure and remove second door in series to provide more maneuverability.	Completed May 25, 1993	\$600

3.

CITY HALL - 250 MAIN STREET

COMMENTS	PRIORITY	RECOMMENDATION	ESTIMATED COMPLETION DATE	ESTIMATED COST
Women's restroom door nearest Council Chamber, same conditions exist as above mentioned men's room.	1	Same as above	Completed May 25, 1993	\$600
AILdoors in City Hall that lead to offices and conference rooms are not wide enough.	1	Install new door to conference room B to provide accessibility to room and make sure all meetings requiring accessibility to be scheduled in conference room B or the Council Chambers. Other services such as City Clerk's office, Finance or other department head offices can arrange meeting in conference room B or Council Chamber as required for accessibility.	Completed May 25, 1993	\$400

4.

AIRPORT TERMINAL/ZUNIGA'S RESTAURANT

COMMENTS	PRIORITY	RECOMMENDATION	COMPLETION DATE	ESTIMATED COST
<u>Ramp:</u> Ramp at main entrance of airport terminal building entrance has flower pots and a trash can located in areas that reduce required size of accessible pathway.	1	Remove trash can and flower pots that obstruct required size of ramp and pathway.	Completed	N/A
There is a seat that obstructs the required clearance for the approach, to the door to Zuniga's bar area.	1	Remove seat that obstructs required clearance.	Completed January, 1993	0
<u>Public Telephones:</u> Telephones do not comply to required clear floor or ground space at least 30" x 48". They are also not at the required height.	4	Install public telephones that comply with the requirements of A.D.A.A.G. 4.31, 4.2.5 & 4.2.6. Provide TDD	Part of TDD, completed	N/A

5.

CITY HALL ANNEX - 215 UNION STREET

COMMENTS	PRIORITY	RECOMMENDATION	COMPLETION DATE	ESTIMATED COST
Door closers allow a sweep period of less than 3 seconds when door is opened to 70° to move within 3" from latch.	1	Adjust closers to comply to 4.13.10.	Completed	\$70
Effort to open door exceeds 8-1/2 lbs as required by CBC 3304(1.2).	1	Adjust closer pressure or install closer to comply.	Completed	\$70
Threshold has 1/2 vertical change in level.	1	Provide ramp at threshold with non-skid surface.	Completed	\$150

6.

LIBRARY - 310 UNION STREET

<u>COMMENTS</u>	<u>PRIORITY</u>	<u>RECOMMENDATION</u>	<u>COMPLETION DATE</u>	<u>ESTIMATED COST</u>
Along this pathway there is a bike rack depressed into the sidewalk which creates a hazard for wheelchair users and visually impaired persons. No detectable warning where path crosses vehicular way.	1	Remove bike rack and install a surface mounted rack that can be detected by a cane. Install detectable warning to comply to A.D.A.A.C. 4.29.	Completed	
<u>Seating and Tables;</u> Reading and study tables do not comply. 5% of existing study and reading tables are required to be made accessible.	2	Raise 5% of existing study and reading tables 2" to provide 27" required knee space. This will not raise table top height above the 34" max. allowable.	Completed	\$2,000

7.

BEACH STREET GARAGE - 35 WEST BEACH STREET

COMMENTS _____ PRIORITY _____ RECOMMENDATION _____ DATE _____ COST _____

Public Telephones: Telephones comply except they do not have the signage that denotes amplification.

I
4

Call Pacific Bell and have them install sign.

Completed

None

OLD POST OFFICE - UNION STREET

This facility has just undergone a complete remodel to be used by Cabrillo College complies to the fullest extent possible. No survey conducted on this facility,

Completed

\$60,000

PORTER BUILDING - MAIN AND MAPLE STREET

This facility has just undergone a complete remodel to be used as office and retail space that is not completed as of yet. This facility should complies to the fullest extent possible.

Completed

\$84,000

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8.

PORTER BUILDING - MAIN AND MAPLE STREET CONT'D

COMMENTS	PRIORITY	RECOMMENDATION	DATE	COST
Parking: The parking does not comply. Accessible parking needs to be provided near the entrance and signage also needs to be provided for parking.	1	Stripe parking lot to comply to A.D.A.A.G. 4.1 and 4.6.	Being done as part of City Hall lots. 1994 - 95 completion.	\$750

POLICE DEPARTMENT - 215 UNION STREET

At threshold there is about a 1/2" change in level that is not ramped on the exterior side.	1	Provide slip resistant ramp at door that complies with A.D.A.A.G. 4.13.8 and 4.5.2.	Completed	\$50
<u>Public Telephone:</u> Lobby closed circuit phone is too high above floor and obstructed by chairs, has no volume controls and is not hearing aid compatible.	4	Install phone that complies	Completed	
<u>Public Telephone:</u> Not in compliance		Install phone that complies	Completed	

9.

COMMENTS	PRIORITY	RECOMMENDATION	COMPLETION DATE	ESTIMATED COST
<u>Parking Lot #7:</u> 41 spaces, 1 accessible space, 2 spaces required.	1	Provide two accessible parking spaces. Stripes, symbols, and signage is required. Curb cut and accessible pathway to public sidewalk required to be installed in existing planter area.	Partially complete 1993-94	\$500
<u>Parking Lot #9:</u> 10 spaces, 0 accessible, spaces, 1 space required, 18' minimum length.	1	Provide one accessible space that will comply to car or van requirements. Provide signage that will indicate "van accessible" space. Provide striping and identify by the International Symbol of Accessibility.	Completed	\$150
<u>Parking Lot #10:</u> 38 spaces, 1 accessible, 2 required.	1	Provide two accessible spaces, one van accessible and one car accessible. Provide one space at each end of parking lot,, one at Union and one at Main. Provide striping, International Symbol, and signage at each space.	Completed	\$100

10.

COMMENTS	PRIORITY	RECOMMENDATION	COMPLETION DATE	ESTIMATED COST
<u>Parking Lot #13:</u>	1	This parking lot no longer exists due to construction of Youth Center, repairs to Porter Bldg. Changes to City Hall and Annex park will occur with the completion the Youth Center and Porter Building that should address this area.	Being done	
<u>Parking Lot #14:</u> 75 spaces, 1 accessible space, 3 required.	1	Fifty one to seventy five parking spaces requires three spaces to be accessible and at least one accessible space should be van accessible. However, there is room for more parking spaces to be added to this lot. When spaces are added, more parking will be required to be accessible. Provide four spaces of the universal design for vans and cars. Arrange so there are two accessible spaces at Rodriguez and two at Stoesser Alley. Lot is temporarily being used to park earthquake trailers.	Completed	\$500

11.

<u>COMMENTS</u>	<u>PRIORITY</u>	<u>RECOMMENDATION</u>	<u>COMPLETION DATE</u>	<u>ESTIMATED COST</u>
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WHIP - FINANCE BUILDING - 211 UNION

This building does not comply.

Building is currently being remodeled and will be in compliance.

Completed

\$1,500

CITY OF WATSONVILLE
AMERICANS WITH DISABILITIES ACT ("ADA")
GRIEVANCE PROCEDURE

STATEMENT

The City of Watsonville ("City") is committed to providing quality services and facilities to all individuals. The intent of this procedure is to provide a method for those community members, City employees or any other individuals who have a problem with physical access to public facilities or programs controlled by the City.

Those who have a visual or other physical impairment that would make it difficult to complete the grievance procedure as identified below should contact the City Clerk or ADA Coordinator (Assistant City Manager) for assistance. The contact phone numbers are City Clerk, 728-6005, or Assistant City Manager, 728-6011. Those with a hearing impairment may use the City's Telecommunication Device for the Deaf (TDD) by calling the City Clerk's Office at 763-4075.

PROCEDURE

Any individual who believes that they have been subjected to unlawful discrimination and discriminated against in any program, service or facility offered by the City on the basis of a disability may, as defined by ADA, file a complaint in accordance with this grievance procedure as follows:

1. Submit all complaints regarding access or alleged discrimination in writing to the City's ADA Coordinator (Assistant City Manager) on the form attached to this procedure. These forms will be available through the City Clerk, Library, City Manager's Office, Recreation and Parks Office, Police Department, and Fire Station #1 (call 728-6011 for details). The written statement should include the complainant's name, address, and telephone number, and describe the discriminatory action in sufficient detail to inform the City of the nature, date and location of the violation. A record of the complaint and any action will be investigated and kept on file in the office of the Coordinator. The complaint will be investigated and a written decision will be provided by the City's ADA Coordinator to the complainant within forty-five (45) calendar days after receipt of the complaint.
2. If the complaint is not resolved to the satisfaction of the complainant by the ADA Coordinator (in the ADA Coordinator's written response to the complainant) then within fifteen (15) calendar days after the date of mailing, the complainant shall notify the ADA Coordinator in writing that the decision is unsatisfactory. Upon receipt of this notice the complaint will be forwarded to the City's ADA Complaint Review Committee ("Committee"). The function of the Committee will be to hear or review complaints, requests or suggestions from disabled persons regarding access to and participation in public facilities, services, activities and functions provided by the City. The Committee shall consist of the City Manager (who shall chair the meeting), Building Official, Recreation and Parks Director, Librarian, a representative from and selected by the ADA Compliance Committee, and a member selected by the City Manager from among the chairpersons of the Planning Commission, Personnel Commission, or Recreation and Parks Commission, depending upon the issue involved and availability. The City Clerk will serve as Secretary to the Committee and will maintain and process the public records associated with the complaint review.

3. The Committee will hear such complaints in public within thirty (30) calendar days of receiving a complaint in an unbiased, objective manner. The Committee, in its investigation of such complaints, may seek advice and/or information from appropriate community groups or individuals representing the disabled.
4. The Committee will issue a written decision within fifteen (15) calendar days after the close of the hearing concerning the complaint. All proceedings of the Committee shall be recorded, transcribed, if requested in advance, and maintained as public record by the City Clerk.
5. If the complaint cannot be resolved to the complainant's satisfaction by the Committee, then within fifteen (15) calendar days after receipt of the decision or twenty (20) calendar days after the date of mailing, whichever is sooner, the complainant shall notify the City Clerk in writing that the decision is unsatisfactory and the complaint will be heard by the City Council. The City Clerk shall set the matter for hearing before the City Council (open for public review and comment) at a subsequent regular meeting and shall cause notice thereof to be given to the complainant by mailing such notice not less than ten (10) days prior to the hearing. A determination will be made within thirty (30) calendar days of the close of the public hearing. The decision of the City Council will be made during a regular session, open to the public. The City Council's decision is the final authority regarding the City's position on the ADA claim.
6. The City Clerk will maintain a record of Committee action taken at each level of grievance process.
7. The time frames established for complaint resolution may be extended if the City Manager and Complainant mutually agree that the time extension will benefit the process of attaining a quality final resolution to the grievance.
8. The individual's right to prompt and equitable resolution of the complaint described herein must not be impaired by the pursuit of other remedies, such as the filing of a complaint with the Department of Justice or the Equal Employment Opportunity Commission. Furthermore, this grievance procedure does not preclude, nor must it precede, the filing of a complaint with the appropriate federal agency; however, any such complaint must be filed with the appropriate federal agency within 180 days of the alleged discrimination.

ADA Coordinator:

City of Watsonville
C/O City Clerk
250 Main Street
Watsonville, CA 95076
(408) 728-6005

CITY OF WATSONVILLE
Americans with Disabilities Act
Grievance Form

Intent: This form will initiate an investigation of the complaint described herein. The entire grievance procedure is available from the City Clerk's office, Library, City Manager's office, Police Department, Recreation and Parks Office and Fire Station #1. For further information, please contact the City's ADA Coordinator (Assistant City Manager) at 728-6011.

Those who have a visual or other physical impairment that would make it difficult to complete the grievance procedure as identified below should contact the City Clerk or ADA Coordinator (Assistant City Manager) for assistance. The contact phone numbers are City Clerk, 728-6005, or Assistant City Manager, 728-6011. Those with a hearing impairment may use the City's Telecommunication Device for the Deaf (TDD) by calling 763-4075 or 728-6110.

Complaint Details: In order to initiate an investigation of your complaint or concern please provide the following information:

NAME: _____ ADDRESS: _____

TELEPHONE: _____

DESCRIBE THE DISCRIMINATORY ACTION OR PHYSICAL BARRIER THAT
REQUIRES INVESTIGATION (include the nature, date and location of the violation):

PROPOSED SOLUTION:

Signature: _____

Date: _____

Office Use Only:

FORM received by: _____ Date: _____

ADA Committee Review Date: _____

Date that Complaint response was returned to complainant by ADA Coordinator: _____

MEMORANDUM

DATE: July 18, 1994
TO: Dave Williams
FROM: Carol Heitzig
RE: ADA Guidelines for Library Programs

~~~~~

The lack of an appropriate meeting room has limited the programming at the Library to children's summer activities and weekly storytimes. While effort is made to make sure that children who have disabilities who happen to attend our programs are made comfortable, there is no plan in effect to advertise our programs or our intent to make them accessible to those with handicaps. Our announcements make no mention of building accessibility or our desire to include those with handicaps in our audience. As the children's area remodeling project is completed in June, we will have a more appropriate area in which programs can be held. To meet the requirements and spirit of ADA compliance, we propose implementing changes in procedures we now follow.

- All publicity for library events will indicate that the building is accessible to the handicapped.
- A contact person will be named on all publicity handouts who can be reached in advance for requesting sign-language interpreters or assistive listening devices.
- The Library's TDD number will appear on all brochures and handouts.
- The Library staff will be trained to deal comfortably with a person who is seeking accommodation for a disability.
- Efforts will be made to have printed material available in large type for the sight-impaired or on computer disk for those utilizing such equipment.



PARKS & RECREATION DEPARTMENT  
105 SECOND STREET, WATSONVILLE

-MEMORANDUM-

DATE: May 26, 1994  
TO: Building Official  
FROM: Parks & Recreation Director  
SUBJECT: Program Accessibility

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General Issues

The "Recreation Activities Brochure" distributed three times per year, addresses the accessibility of various city-owned parks and recreation facilities. Improvements in the area of statements regarding registration and program access must be drafted in both English and Spanish.

Program registration can be accomplished in a variety of ways: in person, by mail, telephone with Visa/Mastercard. Upon relocation to new administrative offices, a TDD will enable the hearing impaired to access information and register. A Voice Mail program information tree is also being developed. Large print fliers can be made available.

Program Access Issues

The majority of recreation programs are held in accessible facilities with staff and instructors willing to accommodate a variety of disabilities. Children, especially, have participated in our programs' with casts, in wheelchairs, or with hidden but staff -advised disabilities including epilepsy. The biggest problem staff has encountered is not being informed prior to the activity so that adequate preparations, instructions, etc. can be provided to aid for staff. Limitation may exist where non-city owned facilities are utilized (Watsonville High School Pool) or staff and/or instructors are untrained in various disability issues, or inadequate staff is available for one-on-one assistance, if required.

Additional Information

Staff will prepare appropriate accessibility language for inclusion in the brochure and department fliers for committee perusal within the next two months.

## BARRIERS TO PROVIDING INFORMATION

Printed information may be inaccessible to vision-impaired (e.g. small print)

Audio tape recordings can be made available upon request. Floppy disks can also be provided for use with voice output computers (computer is available for use at the Doran Resource Center For The Blind). Publicity should include the availability of printed information in alternative formats.

Information/service provided by telephone/recording inaccessible to hearing impaired.

Hearing or speech impaired individuals often use Telecommunication Devices for the Deaf (or TDDs) to communicate by phone with other TDD users. Each state has a relay service, where TDD users can call a TDD-equipped operator, who then relays the call to people without TDDs or vice versa. If you received such a call, the operator will first explain how the relay system works, and then the call can proceed. However, the relay system is unable to access recorded information, since it is given too rapidly. If you provide significant information through records (e.g. job listings, schedules of upcoming events, etc.), you need to make that information accessible to those who can't hear the recording. TDDs with answering machine capabilities can provide a relatively inexpensive solution. Contact City Clerk (X6005) for additional information.

## BARRIERS ENCOUNTERED WITH FORMS

Forms pose barriers to those with vision or learning disabilities.

Enlarging a form, might be of help to some individuals; others may need assistance in filling out the form (e.g. voter registration forms).

## BARRIERS ENCOUNTERED WITH PUBLIC MEETINGS

City Council and Redevelopment Agency Meetings.

The City Council Chambers is accessible to people with disabilities. Arrangements can be made to have a microphone available to anyone wishing to address the City Council.

Printed information regarding City Council and Redevelopment Agency meetings (e.g. agendas, etc.) may be inaccessible to those with vision impairments or visual processing problems;

Have the ability to enlarge them quickly upon request (copy machine with this capability is available in the Finance Department). Audio tape recordings or floppy disks can also be provided upon request.

Meetings may be inaccessible to those with hearing impairments.

Deaf participants who are fluent in American Sign Language may request a sign language interpreter (contact City Clerk-X6005 to make arrangements). Others with less severe hearing impairments may benefit from the Assistive Listening Device Systems (installed in the Council Chambers) or Personal Sound Enhancers (stored in the City Clerk's office).

**WHAT MAKES AN OFFICE ACCESSIBLE?**  
**A Brief Overview of Access Guidelines**

**What makes an office or building accessible to wheelchair users?**

- A clear pathway through your facility that is 36" wide (it can be as narrow as 32" at doorways)
- Counter tops or service windows that are no higher than 36" from the floor
- Self-serve materials should be placed within the following reach ranges (see other side of this page for illustrations): - If you can only approach the materials from the front, items should be no higher than 48" - If you can approach the materials from the side, items can be as high as 54"
- Work stations or writing desks that are no higher than 36" from the floor, and which have 27" clear space between the bottom of the writing/work surface and the floor
- A 60" diameter clear area where someone in a wheelchair can turn around (when they leave)
- Clear space around public telephones to allow maneuvering (no heavy chairs or couches placed underneath or immediately next to telephones)

**What makes an office or building accessible to people who are blind or vision-impaired?**

- A clear pathway through your facility that has: - No objects hanging overhead that are lower than 80" from the floor (signs, plants, etc.) - No objects protruding from the walls more than 4", if the bottom edge of the protruding object is higher than 27" from the floor - No objects placed in "unexpected" places (flower pots or ashtrays placed away from walls, or placed where someone using a handrail would run into them)
- Written materials available in enlarged font (and Braille, on request)
- Materials posted (such as class or section lists) should have fairly large type (at least 14 pt.; 18 pt. is preferred), and should be high contrast (no 3rd or 4th generation copies)
- If forms need to be filled out, they should either be available in large print, or staff should offer to assist people with vision-impairments with filling them out
- Burned-out lights should be reported and fixed promptly, especially in public areas

**What makes an office or building accessible to people who are deaf or hard of hearing?**

- If an office does a lot of business by phone, a Telecommunications Device for the Deaf (TDD) should be purchased and available next to the phone. Staff should be trained in its use.
- If extensive recorded information about a program is available to callers on a telephone answering machine, a different phone number (which reaches a staff person directly) should be available to deaf individuals. A deaf person can then call that number through the California Relay Service, and the staff person can give them the information they need.

**What makes an office or building accessible to people who have stamina problems?**

- Chairs should be available where long lines form
- Signs should be posted, informing people with stamina problems of their options. Options can include: -  
moving to the head of the line, informing the staff person of their needs, and then waiting in a nearby chair or office - calling ahead and making an appointment

**What makes an office or building accessible to people who have Multiple Chemical Sensitivities (a.k.a. Environmental Illness)?**

- Windows which open
- An enforced no-smoking policy, including outdoor areas near doors, windows, or pathways Staff members who refrain from wearing perfume, and who keep their use of scented products (i.e. highly fragrant deodorants or shampoos) to a minimum

## Making Your Public Event Accessible: A Checklist

- \_\_\_ Publicity for the event indicates a willingness to accommodate persons with disabilities, and identifies the contact person and notification timelines. The following wording can be used as a template:  
[Your board/department/unit] wishes to make this program accessible to people with disabilities. If you have disability-related needs, please contact [person] at [phone number] as soon as possible, (you may also include a specific date.)
  
- \_\_\_ Publicity discourages attendees from using scented products. The following statement has been used successfully: out of respect for people with Multiple Chemical Sensitivities, please refrain from using scented products when attending this event.
  
- \_\_\_ A good faith effort has been made to provide a location which has good ventilation, has not been recently painted, and is not carpeted.
  
- \_\_\_ Publicity and any visual information (e.g. programs, slides, overheads, handouts) can be quickly provided upon request in alternative formats, e.g. large print, audio cassette, braille. (If the film or video you are showing is not available with captions, be prepared to provide a sign language interpreter or real-time captioner upon request.)
  
- \_\_\_ The event is scheduled in a room that is accessible to those who use wheelchairs.
  
- \_\_\_ Assistive listening devices are available for use by persons with hearing impairments. The City Clerk's office has assistive listening devices (contact them at 748-6005).
  
- \_\_\_ If a hearing-impaired person has requested it, arrangements have been made for the use of a sign language interpreter (s) or a real-time captioner (call the City Clerk's Office at 728-6005).

Note: This is not an exhaustive list. Rather, it reflects the most common accommodations requested of campus units in recent years. If someone requests an accommodation which has not been mentioned here, make your best effort to provide that accommodation. If you think the request is unreasonable, or are not quite sure why it would be appropriate, contact the ADA Compliance Officer for Program Access at 459-2089. She may be able to confirm whether a requested accommodation is appropriate, or suggest alternative accommodations.

## Emergency Preparedness

In an emergency, every Department is responsible for getting all employees and visitors in their area to the nearest Emergency Assembly Point. Likewise, Building Coordinators are responsible for making sure the building is cleared of all personnel. Individuals with disabilities (both visible and hidden) should be covered in these processes.

You should be familiar with your unit's Emergency Plan. Make sure your Department's plan adequately addresses the needs of people with disabilities.

### Things to remember:

- People who use wheelchairs or who cannot negotiate stairwells may use elevators in most emergencies (except fires).
- When power is out (or a fire precludes elevator use), wheelchair users and others needing assistance should congregate in the nearest Emergency Refuge Area. Notice should be sent to the Fire Department immediately that an evacuation chair is needed.
- Some people with certain psychological conditions or learning disabilities may panic or become disoriented. Make sure that a thorough search is done of the building.
- If you are responsible for evacuating large areas, try to use visual cues to evacuate people. Remember that deaf and hard-of-hearing people may not be able to respond to purely auditory cues. Flashing the lights will alert not only these people, but also those wearing stereo headphones.
- Specific tips for evacuating people with disabilities are included in the video "Evacuate!" This video, produced by California State University at Hayward, is available for loan through the Office of Disabled Student Services (x2089).

## **TIPS FOR WORKING FACE TO FACE WITH PEOPLE WHO HAVE DISABILITIES**

You know how you like to be treated: you want respect as a person who knows what he or she wants and needs. You want to conduct your life in as pleasant and satisfying an atmosphere as possible - and you try to treat others in your life the same way.

BUT

There are some people who have disabilities who may make you feel a little nervous, or embarrassed, or shy because you're unfamiliar with the situation and/or not quite sure how to handle it.

Here are some suggestions that may help you and the person who has a disability feel more comfortable.

### **I HAVE A DISABILITY**

When you deal with me, I would like you to treat me just as you would any other person: with respect and courtesy.

- Please look me in the eye, and speak directly to me, not to my companion.
- If I am struggling, ask if you may help, just as you would with anyone else. Respect my answer, whether yes or no.
- I am used to coping with my disability, but I appreciate your help when I need it.
- If I have difficulty in speaking, give me time to make my tongue express what my mind is saying.
- If I have difficulty seeing, hearing, or moving easily, please remember that it is my eyes or ears or muscles which may not work as well as yours. Beyond that, I have the same basic human needs and wants, hopes and desires as you do.

### **MUSCULAR IMPAIRMENTS**

Muscular impairments take many forms, ranging from weakness to total loss of mobility or control over muscular action. Your best bet is to ask people with such impairments how you can be helpful. They are experts on what they can and cannot do.

- It will help if you quietly move obstacles like chairs out of the way, or offer to bring things to them. Never

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move wheelchairs or crutches out of their reach. Be sure to ask first before assisting with walking, sitting down, or standing. Sometimes "help" can upset a delicate balance.

- Difficulties in muscular control over motion or speech, or both, may be caused by many disabling conditions. Sometimes uncoordinated movement is mistaken for intoxication, causing great embarrassment to the person with a disability and to you. Give yourself time to assess the situation correctly, and to respond appropriately.

### **HEARING IMPAIRMENT**

- Losses in hearing range from mild to severe, and can happen at any age. Speak slowly and distinctly (but not exaggerated) in a normal voice tone, facing the person to whom you are speaking. Be careful not to chew gum or cover your mouth with your hand, as many people rely on reading your lips to understand you. Be sure you have been understood. Check it out. If you have trouble, try using a notepad for your messages.

### **VISUAL IMPAIRMENT**

- When you observe that a person is having difficulty seeing, you can help by speaking directly to that person. Announce and identify yourself as you approach, and also announce when you are leaving.
- If you are giving directions, be very specific, using words instead of gestures. Offer to read things if printed material is not available in braille or large print type.

### **DISFIGUREMENT**

- If you are assisting someone who is severely burned or disfigured, you may feel shock or surprise. Making contact with the person's eyes will help you to respond in a considerate manner. It may help you to focus on the person rather than on his/her physical condition.

### **SEIZURES**

If someone has a seizure, even though it might be frightening to you, it's important that you do not panic. Keep in mind that there is nothing you can do to prevent or shorten a seizure.



- Petit Mai seizures are only slightly visible. Someone may stop in the middle of a sentence or not respond to you. There is a lack of facial expression, and often the person's eyes do not focus. The person will usually respond again in a few seconds.
- In a Grand Mai seizure, a person may become unconscious or fall. You can best help by placing the person in a position where he/she will not strike anything or become injured. Do not force anything between the person's teeth. When the muscles relax, turn their head to one side. Leave them in the same position until fully conscious.

Your calm acceptance and reassurance will make BOTH of you more comfortable.

#### UNCLEAR SPEECH

- People with speech disorders are frequently hard to understand; it's important for you to be patient with them as well as with yourself.
- Allow them to speak at their own pace. Repeat back what you think you heard.
- Sometimes speech is not the best way to communicate. Let the person guide you in other methods. Some helpful aids to understanding each other include notes, hand signals, pointing, and body language.

**Conversation Techniques**  
**(for discussing reasonable accommodations)**

Talking with a person who is requesting an accommodation for a disability is not difficult, although it may initially seem uncomfortable. The key elements in any such conversation are:

- Empathy with the person's need:
  - "I'm glad you told me."
  - "Here are the options easily available; would any of these work for you?"
- A willingness to help:
  - "What can I (we) do or provide that will help you enjoy/participate in/access this program or service?"
- Thoughtful listening to what the person tells you:
  - "What have you successfully done before in similar situations?" - "That won't be a problem." - "Let's try that accommodation and see how it works for you; if it's not helpful, please let me know. I will make the necessary arrangements and get back to you by [date]."

Under the circumstances, such as infrequent or limited contact with the person needing accommodation, you may need to discuss the accommodations immediately available to the person. For example you might say to a blind person: "Could I read this material to you?"

Asking a person about possible accommodations for a disability, or waiting to make a request is appropriate, but you can also facilitate accommodations by recognizing a need and offering to help.

Situation: A person sits in the waiting room with a paper held an inch from face.

Possible Response: "Would you like someone to read that for you?"

Situation: A person in a wheelchair struggles to open a door.

Possible Response: "Could I get that door for you?"

If you think the requested accommodation is complex, expensive, or if it is unfamiliar to you, you might say: "I'm not familiar with that, could you tell me about it?" or "I'd like to consult a campus expert first."

## LANGUAGE GUIDELINES

In an article published in Editor and Publisher, February 22, 1986, Jim Johnson, Associate Professor, Department of Journalism, University of Arizona, sensitizes readers to objective terminology often used in reference to disabled people, and presents a proper approach. Johnson says that "disabled" is a better word than "handicapped," but emphasizes that "'disabled" is an adjective, not a noun, and should be used as such. It's "disabled person," not "the disabled."

In Johnson's words, "Perhaps the most offensive term to disabled people is "wheelchair bound" or "confined to a wheelchair." Disabled people don't sleep in their wheelchairs, they sleep in bed. Call them "wheelchair users."

The National Institute of Handicapped Research and the Research and Training Center for Independent Living recommend the following:

1. Refrain from referring to a disability unless it is vital to the story.
2. People who succeed should not be portrayed as superhuman. This leaves the impression disabled persons have no talents or unusual gifts.
3. Avoid sensationalizing a disability by saying "afflicted with" or "victim of." It is preferable to use, for example, "a person who had polio."
4. Labeling of groups should be avoided. Say "people who are deaf" or "people with arthritis" rather than "the deaf" or "the arthritic."
5. Say "a person who is blind" rather than "a blind person."
6. Emphasize abilities such as "uses a wheelchair."
7. Avoid using disease when discussing disabilities. Parkinson's disease may be caused by a sickness but the result of the sickness is not the disease.

The organizations have also compiled a list of "no-no words." As listed in Johnson's article, they are:

**Afflicted**, a negative term that suggests hopelessness. Use disabled. Also to be avoided are deformed and invalid.

**Case**, a word that sounds like something to be filed away and institutionalized as in "Their case is open."

**Cerebral palsied**. This makes a verb out of the phrase. Use "person with cerebral palsy."

**Courageous**. Disabled persons are not unusually brave and do not want to be regarded as super heroes. Courageous is not someone, for example, who pushes a wheelchair by himself. Courageous is someone, for example, who pushed a wheelchair from Alaska to Florida.

**Crazy, deranged, and deviant** are inappropriate. Use mental disorder.

**Crippled** paints a mental picture of a person who is incapable of doing anything, or someone people might ignore. If you wouldn't use "crip," why crippled? The word is disabled.

**Deaf and dumb or deaf mute** are outdated terms used to describe a deaf person who also cannot speak. It is a stereotype that if a person is deaf or hearing impaired, he is dumb. Use deaf when the person has a total hearing loss. Use "with a partial hearing loss" or "hearing impaired" if the person is not deaf.

**Disease** describes a contagious condition, not necessarily a disabled condition.

**Epileptic.** People with epilepsy prefer to be called "people with epilepsy." Also acceptable is "person with a seizure disorder."

**Gimp** is a put-down to describe someone with a limp. Again use disabled.

**Normal** when used to describe a non-disabled person suggests that disabled people are abnormal or subnormal. Disabled people are normal; -they just have a physical disability. Normal applies to statistical norms.

**Patient** describes people in a hospital or regularly cared for by a physician. Most disabled people no longer are under a physician's care.

**Poor,** as in "poor so-and-so." The word describes a person who lacks money or is to be pitied. Disabled people most often are not poor nor do they want pity.

**Retard, retardate or retarded.** These words can be used to describe a condition but should not be used lightly such as "He's a real retard" or as one headline said, "County made guardian of violent retardate." Use Down Syndrome instead of Mongoloid. Avoid "birth defect" as well.

**Spastic** should not be used to describe someone who lacks coordination because of a physical disability. Don't use spastic when referring to a person with cerebral palsy. Muscles are spastic, not people.

The word **suffering** rarely describes someone who is disabled.

**Unfortunate** implies unlucky, unsuccessful or social outcast. What happened to the disabled person might be unfortunate but he still wants to be treated as a real, likable person.

**Victim.** Disabled people do not want to be considered as helpless victims but as people, many of whom have worthwhile attributes.

Johnson also recommends against, using fad terms such as handicapped, physically challenged, physically different, inconvenienced, or temporarily able-bodied.

While Johnson's article is directed at newspaper reporters and editors his advice is of value to us all. Bearing in mind that the use of racist or sexist terminology is unacceptable, we should not continue to use language that is offensive to as many as 35 million disabled people.

