

City of Sacramento



Summary of Self Evaluation

Federal Requirements Of Accessibility

The Americans with Disabilities Act (ADA), enacted on July 26, 1990, provides comprehensive rights and protections to individuals with disabilities in the areas of employment, public accommodations, State and local government services, and telecommunications. The goal of the ADA is to assure equality of opportunity, full participation, independent living and economic self-sufficiency. The ADA prohibits all state and local governments and most private businesses from discriminating on the basis of disability. The ADA provides a clear and comprehensive national mandate for the elimination of discrimination against individuals with disabilities. The Act is a historic, significant and far-reaching piece of Federal legislation that will have a tremendous impact on local government programs, services and facilities.

The ADA covers individuals with physical or mental impairments that substantially limit a major life activity, persons with a record of such impairment, and persons regarded or perceived as having such impairment.

The Act is broken down into five sections:

Title I of the ADA prohibits employment discrimination against otherwise qualified individuals with disabilities.

Title II of the ADA prohibits discrimination in services (including employment) provided by the state and local government entities.

Title III prohibits discrimination in places of public accommodation, commercial facilities, and transportation.

Title IV mandates that telecommunication devices be in place for the hearing impaired.

Title V miscellaneous provisions.

This report refers to the provisions specified in **Title II** of the ADA that apply to all Services, Activities and Programs (SAPs), provided or made available by the City of Sacramento.

Federal Requirements, Cont.

There are three major activities covered by **Title II**:

1. Those involving general public contact as part of the ongoing operations of the entity. Activities in this category include communication with the public (telephone contacts, office walk-ins, or interviews) and the public's use of the entities' facilities.
2. Those directly administered by the entities for program beneficiaries and participants. Activities in the second category include programs that provide State or local government services or benefits.
3. Employment.

Each entity is required to complete a self evaluation of its current SAP as the first step toward ADA compliance, determining what services are accessible and those that require modifications to meet the needs of the disabled. This self-evaluation form must be kept on file at least three years and be made available on request for public inspection.

City of Sacramento's Approach

This report highlights the data collected in the City of Sacramento's self-evaluation of SAPs. Each department was requested to analyze its services, activities and programs in the following service categories:

- (N) = Notification
- (D) = Documentation
- (R) = Public Relations
- (S) = Service Selection
- (O) = Service Provision
- (E) = Service Evaluation
- (H) = Health and Safety

Departments indicated if the service delivery systems were direct (provided on-site) or indirect (provided off-site), and if the SAPs were provided via formal or informal contractual relationships. Departments were encouraged to utilize customers with disabilities or disability service organizations in the evaluation of their SAPs. For each evaluated component, departments indicated their policy or practice relative to the indicated standard, the compliance status, and the recommended action to correct any identified deficiency.

In most cases, the City has found that its SAPs are accessible or can readily be made accessible to persons with disabilities. All issues regarding structural barriers are addressed in the City's Transition Plan. In cases where structural barrier removal is necessary but not currently possible, alternative access to the specified program will be provided.

The City will provide training to employees on the requirements of the ADA. Coordinators will be identified in each department, and will be provided training on ADA requirements and the City's approach to compliance.

As required by the ADA, a grievance procedure has been developed and is included within this report. Policies and procedures to guide the City and its employees in providing SAPs will be developed.

For ease of review, this overview of the self-evaluation is divided into the following sections:

- General Overview of City Operations
- Common Services of the City
- Unique Services of the City
- Employment
- Policies and Procedures
- Suggestions for Providing Services to Persons with Disabilities
- Grievance Procedure

*Actual detailed survey forms are on file in the Affirmative Action Office for review.

NOTICE

AMERICANS WITH DISABILITIES ACT

The City of Sacramento does not discriminate on the basis of disability in the admission or access to, or treatment or employment in, its programs or activities.

Kenneth M. Fleming, 921 Tenth Street, Suite 401, Sacramento, CA. 95814, (916) 264-5270 [Voice] 264-7673 [Fax] 264-5714 [TDD] has been designated to coordinate compliance with the non-discrimination requirements contained in Department of Justice regulations implementing Title II of the Americans with Disabilities Act (ADA), including section 35.107. Information concerning the provisions of the Americans with Disabilities Act, and the rights provided thereunder, is available from the ADA coordinator, and from the Office on the Americans with Disabilities Act, Civil Rights Division, U.S. Department of Justice, Washington, DC 20035-6118, (202) 514-0301 [Voice] 514-0381 [TDD].

City Operations

Sacramento is the capital of, and eighth largest city in, California. The City has over 4000 employees providing services such as fire-fighting, emergency rescue, law enforcement, inspections, planning, economic development, water and sanitation services, recreation, events, classes, and public information dissemination.

We provide high quality municipal services to protect, preserve, and enhance the City for present and future generations. Our vision is to be a high-performing, inclusive government, which partners with our community to create and preserve a safe, clean, and vibrant City.

In July of 1990 President Bush signed the Americans with Disabilities Act (ADA) into law. This Act made revolutionary changes in almost every segment of American life. The potential scope of the ADA is enormous when one considers the number of Americans who have disabilities.

The City, as a recipient of federal assistance, has continually strived to eliminate barriers that may prevent persons with disabilities from enjoying employment, access to City facilities and services or other benefits.

In an effort to comply with the provisions of the ADA and to ensure that the operation of each City service, activity, and program is readily accessible to and usable by individuals with disabilities, the City has evaluated its facilities and developed a transition plan. This plan outlines structural changes required for program accessibility. Additionally, we will continuously evaluate our services, policies and practices. The success of our efforts will require innovation, creativity, and the dedication of additional resources to ensure access to all of our citizens.

COMMON SERVICES, ACTIVITIES AND PROGRAMS

A comprehensive self-evaluation was undertaken by the City of Sacramento for the purpose of reviewing and assessing the City's Services, Activities, and Programs (SAPs) for compliance with the Americans with Disabilities Act (ADA). Each department identified the direct and indirect services it provides and was asked to determine if those services currently met or could be modified to meet the needs of the disabled. Their responses have been divided into two groups: *Common SAPs* and *Unique SAPs*. The Common grouping has been divided further into three categories: Public Contact, Printed Materials and Meetings. The purpose of the following information is to describe and define the groupings and categories.

PUBLIC CONTACT

Public contact is typically defined as one-on-one interaction between staff member(s) and member(s) of the general public. Public contact may take one or more of the following forms:

Telephone – Most City offices receive numerous calls on a daily basis requesting information on a wide range of topics. Additionally, the City provides special phone hotline services such as the Job Line, ESD Hotline, Bid Announcement Line, Auction Line, and Emergency Assistance 911. Other examples are:

- Requests for information and assistance
- Registration for various programs or services
- Reporting abandoned vehicles, graffiti or code violations
- Interviews with witnesses, victims, etc.

Internet – The City provides access to varied information via its web page. Citizens are able to view information regarding municipal regulations, council agendas, department services, employment opportunities, news and updates, information on doing business, alerts, and reports.

Counter/Walk-in Assistance – Many offices within the City receive “foot traffic” on a regular basis, as part of the day-to-day operation. Individuals “walk in” to request information and a variety of types of services, including:

- Applications for various licenses and permits
- Payment collection on bills or citations
- Document requests
- Answering questions specific to a department functions
- Emergency assistance
- Employment applications

Tours/Entertainment & Events – The unique nature of some City operations lend themselves to visitation by residents and tourists seeking information on entertainment, parks and historic sites. A few examples are:

- The Crocker Art Museum
- The Sacramento Zoo
- The Museum of History, Science and Technology
- Fairytale Town
- Municipal Golf Courses
- The Sacramento Marina
- Tours of various facilities

Volunteers – The City uses volunteers to enhance many of the its programs. Some volunteers work directly with the public in a variety of roles, such as:

- Staffing special events, fairs and celebrations
- Providing staff and/or program support to departments

Interviewing/Testing – Applicants for employment go through an interview process. Depending upon the type of work they perform, they may be asked to take additional skill tests. Other uses of interviewing and/or testing are:

- Witness, suspect and victim contacts
- Complaint investigation

PRINTED MATERIALS

In addition to direct public contact, information regarding City services, programs and activities is distributed through the use of printed materials. Although the initial contact may be by phone, a typical request could be for a brochure, report or application.

Applications – Many City activities or service requests, which must comply with rules, regulations, or ordinances, are processed through the use of applications. Applications are also required as the initial step of employment, registration for participation in programs and services offered by the City, and membership to boards or commissions. The format of the application varies based on the purpose. Some typical areas of use are:

- Obtaining a license or permit to build a structure, operate a business or reserve a facility for a special event or activity
- Applying for a staff, board or commission position with the City
- Registering for programs or activities

Brochures/Fliers – These are used as informational and promotional tools to enhance participation. Brochures and fliers provide information to the public about workshops or community education programs or can be used to promote an upcoming special event. Examples are:

- Announcements regarding community meetings or events
- Information on fire safety, recycling, and water conservation
- Newsletters
- Educational or recreational programs

Billing – The means by which the City collects fees and other revenues for activities and/or services provided to the public, including the following:

- Utility bills
- Citations
- Licenses
- Class or activity registration

Noticing – Provides legal notification to the public on municipal affairs. Examples are:

- Agendas and public notices for City Council, Commissions and Boards
- Scheduled public hearings
- Official publications in local media

Document/Records/Staff Reports – These reflect the legal and historical records of the City. Examples are:

- Administrative staff reports
- Meeting minutes
- Contracts and agreements
- Ordinances and resolutions
- Budget or audit documents

MEETINGS

Meetings are a part of the daily operation. Some meetings are formal and noticed. Others are working sessions focusing on project management or City operations. Some examples are:

Official Public Meeting

- City Council
- Planning Commission
- Civil Service Board
- Boards and Commissions

Community & Inhouse Education/Awareness – Workshops and seminars held for the public to increase awareness of resources in the community, including, but not limited to:

- City University classes
- Staff training session
- Safety & prevention presentations
- City Management Academy
- Community forums and events

Inspections – In order to ensure public compliance with state and local ordinances, qualified staff from various departments conduct inspections. These include:

- Code enforcement
- Fire prevention
- Occupancy
- Certification audits

Project Meetings – Meetings used to review projects include:

- Pre-proposal/ pre-construction meetings
- Walk throughs

Advisory/Focus Groups

- Task forces
- Emerging and Small Business Enterprise Advisory Committee
- Affirmative Action Advisory Committee

Visual Displays – Materials used for informational, educational or training purposes, include:

- Bulletin boards
- Audio and video presentation materials

Classes and Workshops – Classes and workshops are conducted by many of the departments within the City. At times the City contracts with outside providers to offer classes and workshops on the City's behalf. Examples of such include:

- Recreational classes and activities
- Training and educational classes
- Workshops and presentations

Unique Services, Activities, and Programs

The "Unique" SAP grouping has two components: Accessible or Inaccessible, which are defined below.

1) ACCESSIBLE Unique SAPs are typically very specialized and unlike anything else done in the City. In other cases the basic delivery system is consistent in each department, but the substance of the interaction is different. Most unique SAPs are just as accessible as the common SAP. The following are examples:

Emergency Response – The Fire Department responds to fire suppression, rescue, emergency medical aid, and hazardous material emergencies.

Arrest of Suspects – The Police Department arrest and cites suspects.

Ride-A-Long – The Police Department offers a ride-a-long program that provides citizens and employees an opportunity to learn about department operations and what an officer experiences during a workshift.

Securing Vendors/Contractors/Consultants – Through solicitation and the RFP process, City staff advertises for, interviews and contracts with vendors, consultants and contractors for the procurement of material, supplies, design, or project development.

2) INACCESSIBLE Unique SAPs exist to cover circumstances where, because of safety concerns, required proficiency levels, and/or sanctioned requirements of law enforcement procedures, SAPs are and will likely be inaccessible to some members of the community with disabilities. Other methods of SAP delivery are necessary. Each inaccessible unique SAP listed below is followed by a brief description of the areas of concern that may make that SAP inaccessible.

Recreation & Competitive Sports – The Neighborhoods Department offers a broad range of recreational activities. Most classroom or clinical recreational SAPs can be adapted to allow participation by persons with disabilities.

Where competitive leagues and tournaments are offered to the general public, the flexibility to be adaptive is impacted by safety concerns, proficiency requirements and/or the rules of the sanctioning organization. In all cases, a review of each individual situation will occur in order to explore all possibilities and opportunities for participation.

Inaccessible Unique SAPs – Recreation and Competitive Sports, Cont.

Generally:

- Individuals needing assistive devices that may pose a hazard for the safe play of others are likely to be denied participation (someone in a wheelchair or wearing an unpadded brace may present an on the floor/field hazard to teammates and opponents). Such decisions are made on a case by case basis. Safety for both the participant and other players must be considered in all cases.
- When an umbrella organization sanctions an event, the published rules of that organization will provide the framework for determining proficiency/skill levels of play, unless governing regulations allow rule modification by the local agency.

Assistive devices will be provided to enable equal opportunity when it has been determined that safety, sanctioning rules and proficiency levels can be met.

The City will continue its efforts to provide services in the most integrated setting possible. Additionally, the Disabled Services Program provides a variety of programs and services that specifically target persons with disabilities. These programs are designed to enhance the quality of life for anyone who may require special accommodation due to developmental, emotional, medical, or physical considerations.

Employment

The City's employment practices have been in compliance with the Federal Rehabilitation Act of 1973 and, therefore, significant changes are not necessary to comply with the ADA. The following actions will be taken to meet new or expanded requirements.

- Continue to review employment rules and regulations to ensure that they do not discriminate against individuals with disabilities.
- As recruitment occurs, physical or cognitive skills shall be reviewed to ensure that requirements relate to performance of essential functions of the positions.
- With the exception of positions covered by regulation, there are no automatic disqualifications for medical conditions. Each case is considered individually and reasonable accommodation is considered in all cases.
- Positions requiring a physical agility examination will be reviewed to ensure the job relatedness of all physical activities simulated in the test.
- Reasonable accommodations are available upon request for use in the selection/hiring process.
- Employee training in sign language is reimbursable under the City's Tuition Reimbursement Program.
- Job announcements should be available, upon request, in alternate formats.
- A listing of the City's TDD number shall be included on all job announcements.
- The City's EEO/AA Statement will be included on job fliers and employment applications.
- Potentially discriminating language is not allowed in job postings, applications or test material.
- Orientations for interview panels shall include a discussion of non-discriminatory conduct for the interview selection process.
- Outreach efforts shall include mailings to agencies servicing persons with disabilities.

Policies and Procedures

POLICIES

One required component of the self-evaluation is a review of policies that affect accessibility to City services. The ADA requires that where policies are found to be discriminatory, appropriate modifications will be made.

A review was made of all existing policies within the City. This review considered both official and informal policies. Some areas require policies to be created; other policies need to be modified.

The policies that follow reflect actions taken and are recognized by the City of Sacramento as basic in providing Services, Activities and Programs (SAP) to all residents of our community and to job applicants and employees.

- *It is the City's intent to ensure that all individuals - employees, applicants and the public-at-large - are knowledgeable of the requirements of ADA and are informed on the process and resources used by the City to make services, activities and programs accessible.*
- *The City will assure equal employment opportunity and fair employment practices through affirmative action to all persons regardless of race, color, ancestry, religion, national origin, sex, marital status, age, sexual orientation, medical condition or disability.*
- *City services, activities and programs will be offered in an accessible fashion. Requests for reasonable accommodation will be responded to positively where no proficiency, safety and/or sanctioned requirements are in place.*
- *Efforts will be taken to ensure that all public meetings are accessible. If no notification is received prior to a meeting, items of interest may be rescheduled to a time when a needed accommodation can be provided.*
- *All material prepared for official public meetings of the City will be available, upon request, in alternate formats.*
- *All City contracts made with entities that will provide a service, activity or program to the public, on behalf of the City, should include a clause requiring compliance by the contractor with all City policies concerning accessibility.*
- *Procedures to ensure compliance with the ADA and implementation of these policies will be developed and disseminated to appropriate City staff.*

PROCEDURES

- New employee orientation will include a section that covers City policies concerning ADA.
- Training will be provided on disability awareness.
- Notification to the public will occur through statements. On all public meeting agendas and announcements, the process for requesting auxiliary aids will be noted.
- Upon request, the following assistive services and devices may be made available (This list is not meant to be all-inclusive):
 - Large Type documents, documents on tape or in Braille.
 - Readers for individuals with visual impairments to review all pertinent material distributed on specific meeting agenda items.
 - Amplification or listening devices for individuals participating in City sponsored meetings.
 - Interpreters.
 - Transcripts from meetings and of City produced video programs.
 - All agendas, event fliers, meeting or activity display ads, etc. will contain the following or similar note:

“In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this (event/meeting), please contact (name) at (phone number) or the California Relay Services. Notification 72 hours in advance of the (event/meeting) will enable the City to make reasonable accommodation for participation.”
 - Efforts will be made to include individuals with disabilities in graphic depictions showing participants in City SAPs.
 - All informational brochures, booklets, and fliers will contain the following or similar statement:

“In compliance with the Americans with Disabilities Act, this document is available in alternate formats by contacting (name) at (phone number) or through the California Relay Service.”
 - Phone listings in City publications and local directories will contain references to TDD lines. All information developed to alert individuals to 911 service will include reference to direct TDD access.
 - Staff will be trained in the use of TDD equipment.
 - Where counter heights are too high to be accessible, an alternate transaction area will be identified and/or lapboards or clipboards will be provided as an assistive device.

Guidelines and Suggestions

The following guidelines and suggestions are provided in two formats. The first organizes suggestions for assisting with accessibility by *Service, Activity or Program type*, and the second is organized by *general disability type*. These are suggestions to help departments understand and plan for the needs of persons with disabilities in City offerings.

For the purpose of this guideline, four broad impairment categories were identified. They are as follows: Visually Impaired, Hearing Impaired, Mobility Impaired, and Learning Impaired. Please be aware that some individuals experience more than one disability. A description of each impairment category is listed below. The vast majority of persons with disabilities can receive and/or participate in the same services/activities/programs as individuals within the community who do not have disabilities.

DEFINITIONS:

Visually Impaired (VI) A person is considered legally blind if their visual acuity is 20/200 or less in the better eye with the best correction. A person who is legally blind may have some useful vision. Many people with severe vision problems can enjoy many of the same activities the sighted enjoy if someone will offer guidance and orientation to the surroundings.

Hearing Impaired (HI) Total or partial impairment of hearing may result from a variety of causes, the onset being either at birth or occurring later in life. Impairments vary from mild to severe. A person with a hearing impairment may use a hearing aid to increase his/her hearing capabilities, or read lips or sign to communicate. A person with a hearing impairment may also have some difficulty with speech.

Mobility Impairment (MI) A person's mobility may be limited as a result of a traumatic accident, birth defects or aging. Weakness may range from involvement of one arm or leg to involvement of all extremities and trunk. A person may use a wheelchair, walker, scooter, prosthetic limb, cane or crutches to assist with mobility.

Learning Impairment (LI) Ability to learn may be hampered by a traumatic accident or birth defect resulting in brain damage. Learning impairments vary from mild to severe. A person may have speech or communication problems in addition to cognitive and memory problems. New material to be learned may need to be adapted according to a person's limitations.

Suggestions:
Organized by Service, Activity and/or Program

PUBLIC CONTACT

When talking on the phone, speak slowly and clearly to allow the person enough time to respond to you. (LI)

Use the California Relay Service or a TDY. (HI)

California Relay Service

- If you have a TTY: 1-800-735-2929
- If you don't have a TTY: 1-735-2922
- For Spanish: 1-800-855-3000

When interacting with a person one on one, speak clearly and face the person with whom you are speaking. (HI)

Always identify yourself when beginning a conversation. (VI)

Communicate with pencil and paper. (HI)

If public counter height is above **34"** in your office, find an alternate meeting spot, i.e., a lower table, a lower bench, or pull up a chair and sit next to the person at eye level. (MI)

Provide assistance in filling out an application. (VI, LI)

Provide assistance to those who may need help with reading information. (VI, LI)

Have staff available to answer questions either over the phone or at the counter. (ALL)

Rearrange office furniture to accommodate wheelchairs in the office, or use an alternate location. (MI)

Take extra time to explain things one on one. (LI)

Use repetition, especially with verbal information. (LI)

Simplify instruction (both written and verbal). (LI)

Make a flier with commonly asked questions and answers. (HI)

Make home visits or interview by phone if individuals can't come to you. (ALL)

Suggestions: Public Contact, Cont.

Train employees and volunteers to recognize disabilities and to make appropriate accommodations. (ALL)

In testing situations or interviews, present the information to an applicant in written form. (HI)

Provide alternate ways to do staff testing based on a person's limitations. (ALL)

Assist with tour of station/facility. (VI, MI)

Document tours of facilities and historical sites with videotape and audiocassette productions. (MI, VI)

Tours of a facility or historical site could be further enhanced through use of an interpreter, pre-labeled equipment and flashcards. (HI)

Hire a reader or get a qualified volunteer to assist on excursions. (VI, MI)

Use accessible vehicles for excursions as needed. (MI)

PRINTED MATERIALS

Increase type size of handouts, applications, citations, bills, violation reports, etc. With pre-printed materials, blow them up on a copier and when recording request 11/12-point type. (VI)

Mail printed information to individual requesting information from an inaccessible facility or to individuals who have problems with transportation. (MI)

MEETINGS/TRAINING/ACTIVITIES

Wheelchair clearance under a table is 27".

Assist with the opening of doors in building and meeting rooms. (VI,MI)

Know the group to which you are presenting. Call ahead and find out if any of your audience members has special needs and plan accordingly. (ALL)

Use clear and descriptive audiovisual materials during presentations, i.e. video, film and overhead projectors. (ALL)

At special events make all signs in large print. (VI)

Use a PA system when making a presentation to a group. (HI)

Suggestions: Meetings/Training/Activities, Cont.

Staff, volunteers and family can assist participants during activities. (ALL)

Pair a person with impairment with a non-impaired person to assist in participation in class. (ALL)

Increase the lighting where the staff and participants are working. (VI)

Provide auxiliary assistance with interpreters, written material, and assistive listening devices during meetings, classes, and workshops. (HI)

Call people with reminders of meetings instead of mailing fliers. (VI)

Use tactile teaching at workshops and educational presentations. (VI,LI)

If the activity site is a grass area, provide staff who can assist with wheelchair mobility over the grass area. (MI)

Use a lot of praise. (LI)

Make learning situations "fun;" it promotes motivational learning. (LI)

Provide success-oriented activities. (LI)

For wheelchair sports classes, participants must meet eligibility requirements. (MI)

Use adaptive equipment to allow greater independence in various programs. (ALL)

Use flashcards for instructions during classes, i.e. swimming. (HI)

Provide alternate vehicles for transportation when arresting. (MI)

Remove barriers for wheelchair access at parks and facilities. (MI)

Alternate location for speaker's podium in the Council Chambers to accommodate people who need to sit for their own comfort. (MI)

Aides may be needed for large classes to allow the instructor to effectively teach. (LI, MI)

Use visual aids in sports leagues, i.e. hand signals. (VI)

Use extra spotters to assist participants with gymnastic activities. (MI)

Suggestions: **Organized by Type of Disability**

GENERAL SUGGESTIONS FOR ALL IMPAIRMENTS

Keep in mind that a person who has a disability is a "person" just like anyone else.

If you don't know what to do or say, allow the person who has a disability to help put you at ease.

Offer assistance if asked or if a need seems obvious, but don't insist.

Be considerate of the extra time it may take for a person to get things said or done.

Speak directly to a person who has a disability. Don't consider a companion to be a conversational go-between.

If the facility in which you offer services, activities or programs is not accessible, or an individual has difficulty with transportation, consider a home visit, interview by phone, arrange a meeting in an accessible facility or mail printed information.

Use adaptive equipment to allow greater independence in various programs.

Ensure that goods, services, privileges, advantages, accommodations and services, are provided to an individual with a disability in the "most integrated setting appropriate to the needs of the individual."

NOTE: Accommodations or adjustments that are made for one individual with a disability may not be necessary or desirable for another who has a similar disability.

VISUAL IMPAIRMENT

Provide staff assistance to individuals who may need help with reading information or filling out an application.

Make all signage large print, provide contrasting color, and use simple color like black on white.

HEARING IMPAIRMENT

In testing or interviewing situations, present information to the applicant in written form, or use an interpreter, if appropriate.

If required, communicate by exchanging written notes.

Provide auxiliary assistance with interpreters, written material, and assistive listening devices during meetings, classes, and workshops.

If a person lip-reads, position them in a place where they can see the speaker.

MOBILITY IMPAIRMENT

Provide accessible vehicles for activities involving City provided transportation

Rearrange office furniture or conference rooms to accommodate wheelchairs.

LEARNING IMPAIRMENT

One-on-one or small group communication is ideal for learning.

When talking on the phone, speak slowly and clearly. Allow the person enough time to comprehend and respond to you.

NOTE:

**ADA Notice Information is available from the Affirmative Action Office.
This information is available in poster, Braille, audio cassette, and computer disk.
The information may be checked out and used by any City service, activity, or program.**

Contact the Affirmative Action Officer at:

(916) 264-5270	Phone
(916) 264-7673	Fax
(916) 264-5714	TDD

Policy Announcement
Accessibility of Public Meetings

TO: All Department Directors
Chairs, Boards and Commissions

FROM: Office of the City Manager

SUBJECT: Accessibility of Public Meeting Places

Effective immediately: all meetings, conferences and hearings sponsored by or for City departments, boards and commissions shall be held to the greatest extent possible in facilities that are free from architectural and communication barriers.

It is recommended, in order to facilitate and ensure understanding, that departments include a statement such as "the Facility is accessible to persons with disabilities," on all announcements for meetings, conferences and hearings.

The announcement should also include a statement to allow participants to identify if specialized accommodations are needed. For example, "if specialized accommodations are needed (e.g., interpreters), please call four working days in advance to make arrangements."

If you have questions regarding this policy, please contact Ken Fleming, Affirmative Action Officer at 264-5270.

Emergency Evacuation Procedures

EXPLANATION

All buildings that are open to the public must be prepared to provide safe exit of all occupants and visitors in an emergency situation. Under ADA Section 504 listing the requirements for program accessibility, emergency procedures must also make equal provision for the safety and evacuation of disabled persons.

The following information may be used as a guide to assist staff when responding to emergencies and providing assistance to persons with disabilities. It is recommended that all staff members be expected to familiarize themselves with the procedures.

Basic Guidelines:
Emergency Evacuation Procedures
For Persons with Disabilities

In emergency evacuation situations, persons with disabilities must be assisted according to the extent of their disability and the nature of the emergency. NEVER LEAVE A DISABLED PERSON ALONE IN AN EMERGENCY SITUATION.

1.0 Visually Impaired

- 1.1 Describe the nature of the emergency.
- 1.2 Offer to guide them and inquire whether they might prefer taking your elbow. Lead them to a safe area. Advise them of any obstacles. Most visually impaired persons are familiar with the immediate area and can be independent once a safe area is reached.
- 1.3 Do not take cane or dog away.

2.0 Hearing Impaired

- 2.1 Persons with impaired hearing may not hear the warning bells and buzzers used for evacuation of buildings.
- 2.2 Usually they will sense the emergency situation by noting the actions of other occupants of the building. If necessary, write down the nature of the emergency and direct them to the nearest evacuation route.

3.0 Persons Using Crutches, Canes or Walkers

- 3.1 Before moving a semi-ambulatory person, discuss and agree upon a procedure.
- 3.2 Usually they can be lifted without complications or jeopardizing their health.
- 3.3 They may be lifted using a 2-man lock-arm carry or can be transferred to an office-type chair (preferably with arms) and carried down stairs by two persons.

4.0 Persons Confined to Wheelchairs

4.1 DO NOT REMOVE A PERSON FROM A WHEELCHAIR UNLESS THE OCCUPANT AGREES TO SUCH A PROCEDURE.

4.2 The requirements of persons in wheelchairs vary considerably with the type of disability and individual preference.

4.3 Some persons can tolerate only minimal movement. Lifting them from their wheelchair may result in severe pain or injury. Removal from the chair may induce spasticity or result in loss of use of an artificial respirator on the chair. Some occupants may be connected to a catheter bag.

4.4 Some electric wheelchairs with batteries weigh in excess of 400 pounds.

4.4.1 The batteries are usually the sealed type and the cables are connected to the terminals with wing nuts for easy removal.

4.4.2 The batteries should be removed before attempting to carry the electric chair down a flight of stairs either with or without the occupant in the chair. The batteries can be carried separately.

4.4.3 It may be possible to lift a light-weight model chair that is unoccupied with the batteries attached. If this procedure is used, be sure the batteries are not tilted or bounced.

4.4.4 If the wheelchair occupant uses a respirator, the batteries must be reinstalled as soon as possible. In some cases it may be necessary to wait for a portable respirator to be used while the occupant is disconnected from his battery operated system before moving the occupant from the emergency situation.

5.0 Wheelchairs have moveable or weak parts, which are not constructed to withstand the stress of lifting. Follow the instructions from the wheelchair occupant on how and where to lift the wheelchair.

5.1 If it is necessary to carry a wheelchair and occupant down the stairs, at least four persons should assist.

5.2 Occupant should be securely strapped into wheelchair.

6.0 IT IS IMPORTANT TO USE COMMON SENSE, ASSESS THE SITUATION THOROUGHLY AND DECIDE ON POSSIBLE OPTIONS. DECISION DEPENDS ON TIME AVAILABLE, NUMBER OF PERSONS AVAILABLE AND INDIVIDUAL TOLERANCE OR PREFERENCE OF THE PERSON BEING MOVED.

Policy and Procedure
On Provision of
Service Recipient Accommodation

EXPLANATION:

The methods that a program may use to assure equal opportunity to persons with disabilities will vary according to the type of service and the nature of the disability in question. The regulations require adjustments to service delivery methods and/or settings to meet the individualized needs of disabled recipients. These accommodations may include changes in service policies and practices and/or provision of specialized equipment or auxiliary aids. The following policy provides a definition and examples of service recipient accommodations.

I. **MODEL POLICY**

If the provision of services to qualified persons with disabilities requires accommodations to the known physical or mental limitations of the individual to enable equal participation in services, activities or programs provided by the City, efforts shall be undertaken to provide accommodation.

A. **Definition:**

Service recipient accommodation is an adjustment to service delivery methods and/or settings to meet the individualized needs of a disabled applicant or candidate for services. It includes changes in service policies and practices and/or provision of specialized equipment. Service recipient accommodation removes, on a case-by-case basis, barriers which prevent or limit equal opportunity and fair treatment in such areas as eligibility and admissions standards and requirements, pre-registration, registration, re-licensing, licensing methods, and participation in activities and programs.

B. **Examples of Service Recipient Accommodation:**

1. Service Restructuring:
 - Counseling
 - Client service specifications
 - Transfers
 - Reinstatements
 - Compensation
 - Benefits
 - Client assessment systems
 - Service termination procedures
 - Department sponsored activities

2. Support Service Accommodations:

Readers
Markers
Interpreters

3. Special Testing Arrangements:

Test administration methods
Exam format and/or time frame
Practical examination of skills

4. Equipment Accommodations:

Writing Aids

Braille typewriter
Braille writer
Cassette recorder
Dictation equipment
Line Spacer
Magnetic ruler
Mouth sticks
Slate and stylus
Talking calculator

Speaking Aids

Loudspeaker/amplifier
Microphone
Teletype writing devices

Visual Aids

Closed circuit television
Image sensing devices
Magnification devices

Reading Aids

Book aids
Cantilevered table
Page turner
Magnifying glasses
Projector
Taped/recorded materials

Reaching/Grasping Aids

Tongs
Knobs
Lever handles
Switches

Hearing Aids

Assistive Listening Devices
Headset
Teletype writing devices

5. Architectural Accommodations

Doorways and Entrance Doors

Widened
Automatic

Fixtures

Dispensers
Drinking fountains
Electrical switches
Elevator panels
Files
Public telephones
Shelves and counter tops

Paths of Travel

Elevators
Handrails
Ramps
Parking
Walkways

II. **Departmental Responsibilities for Implementation**

- A. All announcements and application forms for service should invite applicants and clients to identify if specialized accommodations are needed.
- B. Money for accommodations should be in the budget. Fees for reasonable accommodations cannot be imposed on the clients.

III. Service Recipient Accommodation Request, Review & Approval Procedure

A. General Responsibilities

1. Applicants/Candidates for Services or Service Recipients are to provide as much information as possible on:

- a. Type of accommodation needed
- b. Availability of accommodation
- c. Benefit of accommodation, and

Be knowledgeable about information regarding most useful and helpful types of accommodations to meet the needs of this current situation.

2. Department "Request Reviewers"

Are to gain knowledge and information about:

- a. Various types of accommodation for individual recipient's special needs
- b. Availability of accommodation
- c. Benefit of accommodation to performance of service requirements
- d. Alternative types of accommodations to meet the specific situation

Consult with the applicant or candidate for services or service recipient in identifying his/her special needs related to the service and in determining which modifications/accommodations are most appropriate.

B. The procedure for submitting and reviewing service recipient accommodation requests is presented on the following charts:

NOTE: Some accommodations may be pre-approved or very simple and need not be involved in the formal request procedure, such as the availability of a reader for a visually impaired client or Assistive listening devices for the hearing impaired.

Service Recipient Accommodation Request Procedure

Request Status

Major steps in submitting and reviewing service recipient accommodation requests:

Review Action

1. The applicant/candidate or service recipient makes a request for some accommodation.

Initiates request and submits it to the program manager

2. Request review process
a. Program Director reviews the request for type of request and approval level required.

If within the program director's area of authority, and the request is approved, the program director initiates action to implement the request and advises the applicant/candidate or service recipient.

If not within area of authority, the program director advises applicant/candidate or service recipient that his/her request is being sent to the department director (or designee)

If the request is denied, the department director provides applicant/candidate or service recipient with a copy of request including rationale for denial, the options to appeal, and the appeal process.

If no response and no decision within 10 days of the initial request, the applicant/candidate or service recipient may appeal for action to require a decision. He/she may submit a request for action to the City Manager's Office.

3. **Appeal Resolution Process**
City Manager's Office may require an investigation of the appeal, facilitate departmental resolutions and render decision.

The City Manager's Office requires an investigation of the appeal and initiates action to facilitate resolution. If not informally resolved within 10 working days of the receipt of the appeal, the City Manager's Office may:

1. Extend the time-frame for resolution if sufficient progress warrants the extension.
2. Render a decision, which shall be final.

SERVICE RECIPIENT ACCOMMODATION REQUEST FORM

REQUESTER: NAME: _____

ADDRESS: _____

PHONE/TDD: _____

This is a request for accommodation, which is needed because of my disability.

1. I am applying for services provided by the City of Sacramento, Department of :

2-a The accommodation I am requesting will allow me to participate in the following activity and/or service: _____

OR

2-b I am currently receiving services at: _____
and need an accommodation.

3. My specific disability is _____

4. The following accommodation will allow me to perform the essential requirements, and/or help me meet the eligibility requirements to seek equal participation in the services provided:

(Please describe the type of accommodation, how it will assist you, and details of where it can be obtained, its cost, model number, etc.)

SIGNED: _____

**SERVICE RECIPIENT ACCOMMODATION
MEDICAL INFORMATION AUTHORIZATION**

Additional medical information is needed to provide the accommodation I have requested. Therefore, I hereby authorize:

(Enter physician's name and address) _____

to release only that medical information pertinent to the accommodation needed as described above.

Date: _____

Signed: _____
Applicant or service recipient