

| Requirement | Yes | No | Comments |
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| <p>1) Ensure that the program is provided at an accessible location.</p> <p>For purposes of program access, at a minimum, this includes:</p> <ul style="list-style-type: none"> • Access route from the parking lot or bus stop location all the way to the program meeting/event space. • Accessible parking spaces per regulation standards. • At least one accessible restroom available for program meeting/event space, if also available to general public use. • Accessible amenities such as drinking fountains, flashing fire alarms, as available to general public. | | | |
| <p>2) Ensure the website and content meet WCAG2.0, at a minimum.</p> <p>In the Department of Justice’s technical information publication, <i>Accessibility of Web Information and Services of State and Local Government Entities and Public Accommodations</i>, resources are listed to provide guidance for web developers designing accessible web pages. https://www.ada.gov/websites2.htm</p> | | | |
| <p>3) Ensure that the application process is accessible to persons with disabilities either in person or via the website. The website should meet WCAG2.0 at a minimum.</p> <p>For the purpose of program access, any application for participation to a program should include the Notice of Compliance with contact information to obtain accommodations.</p> <p>Examples of accommodations include:</p> | | | |

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| <ul style="list-style-type: none"> • Assisting with filling out an application form for an individual who is blind or has low vision or someone who has an intellectual disability • Sign Language Interpreters • Ensure an accessible website if applications are available online. | | | |
| <p>4) Ensure that the process, brochure, or other City document has the Equal Employment Statement to provide reasonable accommodations.</p> <p>Example Statement from the City of Austin:</p> <p style="padding-left: 40px;">The City of Austin does not discriminate on the basis of disability in the admission or access to, treatment or employment in, its programs or activities. Reasonable accommodations will be provided upon request in the employment process.</p> <p>Contact information: names, phone numbers and email addresses</p> <p>Examples of accommodations include:</p> <ul style="list-style-type: none"> • Assisting with filling out an employment application form for an individual who is blind or has low vision or someone who has an intellectual disability • Sign Language Interpreters for the interview process • Ensure an accessible website if applications are available online • Accessible location for the interview process. | | | |
| <p>5) Ensure that all contractors abide by their ADA responsibilities.</p> <p>The general nondiscrimination requirement and all of Title II apply whether a public entity provides the program, service, or activity itself or is contracting with another entity to do so. Public entities must make sure the private business or organization they are contracting</p> | | | |

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| <p>with uphold the same level of obligation as the public entity itself.</p> <p>Example: If the city contracts with an organization to provide a bicycle safety class for citizens and a citizen requests a Sign Language Interpreter, the contracting organization is responsible for providing it, at no additional cost to the citizen</p> | | | |
| <p>6) Add language to Communications, on assisting persons with disabilities during emergency situations.</p> <p>See “Successful Communications with People with Disabilities.”</p> <p>Issues that have the greatest impact on people with disabilities include:</p> <ul style="list-style-type: none"> • Notification - Many traditional emergency notification methods are not accessible to or usable by people with disabilities. People who are deaf or hard of hearing cannot hear radio, television, sirens, or other audible alerts. Those who are blind or who have low vision may not be aware of visual cues, such as flashing lights. Warning methods should be developed to ensure that all citizens will have the information necessary to make sound decisions and take appropriate, responsible action. • Evacuation – People with a mobility disability may need assistance leaving a building without a working elevator. People who are blind may not be able to use traditional orientation and navigation methods. A person who is deaf may be trapped and unable to communicate because the only communication device relies on voice. Procedures should be in place to ensure that people with disabilities can evacuate the physical area under different conditions. • Emergency transportation - Accessible transportation may be needed to evacuate people with disabilities. Some communities have used lift- | | | |

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| <p>equipped school to evacuate people who use wheelchairs during floods.</p> <ul style="list-style-type: none"> • Medication, refrigeration, and back-up power - A reasonable number of shelters should have back-up generators and a way to keep medications in a refrigerator or a cooler with ice. These shelters should be made available on a priority basis to people who require access to electricity and refrigeration, for example, for using life-sustaining medical devices, providing power to motorized wheelchairs, and preserving medications. • Locations of accessible emergency shelters and other shelters with specific feature - The public should be notified about the location of these shelters. Emergency personnel need lists of where they are and information should be easily found on websites. • Service animals - People with disabilities who use service animals should not be separated from their service animals, even if pets are not permitted. Service animals are the responsibility of their handlers who must keep them under control at all times. • Access to information - Communication must be accessible for people who are deaf or hard of hearing. Staff and volunteers should be trained on basic ways to provide accessible communication, including exchanging notes or posting written announcements to go with spoken announcements. Staff and volunteers should read printed information, upon request, to people who are blind or who have low vision. | | | |
| <p>7) Include policy guidelines and training for assisting persons using service animals.</p> <p>When it is not obvious what service a dog provides, a public entity may ask two questions:</p> <ol style="list-style-type: none"> 1. Is the dog a service animal required because of a disability? | | | |

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| <p>2. What work or task has the dog been trained to perform?</p> <p>Examples of tasks service animals (dogs) can be trained to perform include:</p> <ul style="list-style-type: none"> • Guiding a person who is blind. • Providing stability for a person who has difficulty walking. • Alerting a person who has hearing loss when someone is approaching from behind. • Picking up items for a person who uses a wheelchair. • Preventing a child with autism from wandering away. • Alerting and protecting a person who is having a seizure. • Reminding a person with mental illness to take prescribed medications. • Calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack. <p>Title II makes a distinction between psychiatric service animals and emotional support animals. Example: If a dog has been trained to sense an oncoming anxiety attack and acts to help avoid the attack or lessen its impact, the dog would qualify as a service animal. However, if the dog’s mere presence provides comfort, that would not be considered a service animal.</p> <p>People with disabilities are not required to use a professional training program; they have the right to train the dogs themselves. A public entity cannot require medical documentation of disability, a service animal identification card, a special vest or training documentation.</p> | | | |
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8) Ensure Notice of Compliance to program information on web pages, brochures, reports or any City communications.

All public entities must provide information to the public, program participants, program beneficiaries, applicants and employees about the ADA and how it applies to the public entity.

Example of Notice of Compliance:

Americans with Disabilities Act

The [Name of public entity] does not discriminate on the basis of disability in its programs, services, activities and employment practices.

If you need auxiliary aids and services for effective communication (such as a sign language interpreter, an assistive listening device or print material in digital format) or a reasonable modification in programs, services or activities contact the ADA Coordinator as soon as possible, preferably XX days before the activity or event.

A grievance procedure is available to resolve complaints.

Upon request, this notice is available in alternative formats such as large print or Braille.

[ADA Coordinator name and contact information]

Examples of Alternative Formats and Auxiliary Aids and Services

For people who are deaf or have hearing loss:

- qualified interpreters on-site or through video remote interpreting (VRI) services
- real-time computer-aided transcription services (CART)
- written materials
- exchange of written notes

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| <ul style="list-style-type: none"> • typing on a tablet or computer • assistive listening devices • open and closed captioning, including real-time captioning • videophones • videotext displays <p>For people who are blind or have vision loss:</p> <ul style="list-style-type: none"> • large print materials • audio recordings • Brailled materials • screen reader software • magnification software • notetakers • qualified readers • optical readers • secondary auditory programs (SAP) <p>For people who have speech disabilities:</p> <ul style="list-style-type: none"> • exchange of written notes or typed communication • qualified speech-to-speech transliterators (a person trained to recognize unclear speech and repeat it clearly) <p>Public entities are required to ensure that interested people, including people with vision or hearing impairments, can obtain information as to the “existence and location of accessible services, activities, and facilities.”</p> <p>Example: A City Managers’ office receives a call from a new resident who uses a wheelchair. The resident would like to know which city facilities are accessible (and which aren’t) and where the accessible entrances are. The City Manager’s administrative assistant can provide that information because the ADA Coordinator created a list of the accessibility features in all facilities. The list is on the city’s website and the ADA Coordinator sent an email to all staff with the link.</p> | | | |
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| <p>9) Related forms should be web accessible and meet WCAG2.0, at a minimum.</p> <p>In the Department of Justice’s technical information publication, <i>Accessibility of Web Information and Services of State and Local Government Entities and Public Accommodations</i>, resources are listed to provide guidance for web developers designing accessible web pages. https://www.ada.gov/websites2.htm</p> | | | |
| <p>10) Ensure effective communication with related process for provision of alternative formats.</p> <p>The Notice of Compliance, addressed above, provides information to citizens regarding the provision of alternative formats and auxiliary aids and services. As a result, the city must have a process in place to ensure citizens are provided information in a timely manner. The process can stipulate the time frame for provision of alternative formats and justification if a different format will be provided or if requested alternative format is deemed undue hardship.</p> <p>Public entities are required to give primary consideration to the type of auxiliary aid or service requested by the person with the disability unless they can demonstrate that another equally effective means of communication is available or that the aid or service requested would fundamentally alter the nature of the program, service, or activity or would result in undue financial and administrative burdens.</p> <p>The type of auxiliary aid or service will vary in accordance with the method of communication used by the person; the nature, length, and complexity of the communication and the context in which the communication occurs. Example: What is required to communicate effectively when a person is registering for a composting class is very different from what is required to communicate effectively in a court proceeding.</p> | | | |

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| <p>The auxiliary aid or service must be effective. If a public entity chooses Video Remote Interpreting (VRI – where the interpreter is off-site and communication occurs with computer equipment) rather than face-to-face, the public entity must make sure the quality is comparable. The regulations include specific performance standards for VRI.</p> | | | |
| <p>11) Ensure Notice of Compliance is in all Boards and Commission meeting agendas. Ensure that meetings are conducted at accessible locations.</p> <p>The Notice of Compliance, addressed above, must also be included in all Boards and Commission meetings. Meetings should be conducted in accessible locations. See information on accessible locations above.</p> | | | |
| <p>12) Ensure Notice of Compliance is provided for all public meetings and City sponsored event notifications.</p> <p>Same as above for access to Boards and Commission Meetings.</p> <p>Example: Charlotte Police Department - <i>REACH Academy (Respect Engage Accountability Character Honesty)</i></p> | | | |
| <p>13) Ensure that the process for participating in program and related activities is accessible to persons with disabilities.</p> <p>The Notice of Compliance, addressed above, provides information to citizens regarding the provision of reasonable modifications for participation in programs. As a result, the city must have a process in place to ensure citizens are provided reasonable modifications, in a timely manner. The process can stipulate the time frame for provision of modifications and justification if alternate modification will be provided or if requested modification is deemed undue hardship.</p> | | | |

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| <p>14) Ensure all electronic and digital communications and information are accessible to persons with disabilities and meet WCAG2.0 at a minimum.</p> <p>In the Department of Justice’s technical information publication, <i>Accessibility of Web Information and Services of State and Local Government Entities and Public Accommodations</i>, resources are listed to provide guidance for web developers designing accessible web pages. https://www.ada.gov/websites2.htm</p> | | | |
| <p>15) Ensure processes are in place to make training, classes or camps accessible upon request.</p> <p>The Notice of Compliance, addressed above, provides information to citizens regarding the provision of reasonable modifications for participation in programs. As a result, the city must have a process in place to ensure citizens are provided reasonable modifications, in a timely manner for participating in any training or class either offered or co-sponsored by the city. The process can stipulate the time frame for provision of modifications and justification if alternate modification will be provided or if requested modification is deemed undue hardship</p> | | | |