

## **I. Access Checklist for Access by Individuals with Disabilities**

*The following portion of the checklist reviews recommended customer service and accommodation practices for one-stop center programs.*

### **A. Service Strategy for People with Disabilities**

1. Has your program affirmatively sought to serve qualified individuals with disabilities?
  - a. What steps have been taken to meet this goal?
  - b. Have you been successful?
  - c. How do you know?
2. Do you have a written policy concerning discrimination on the basis of physical or mental disability?
3. Do you regularly review your service practices (advertising, notices signage, building and program access) to be certain that you, your managers, supervisors, or external consultants are nondiscriminatory in the treatment of customers with disabilities?

### **B. Employment Practices under the Americans with Disabilities Act Guidelines:**

1. Medical records must be kept in a separate location. Access to employee medical records must be limited. Are all non-medical records kept in a separate place from records that contain medical information? (Medical information includes insurance application forms as well as health certificates, results of physical exams, etc.)
  - a. Do you have a written policy regarding who has access to medical information?
  - b. What is the policy?
2. Do your employee recruitment materials, including photos and ad copy, contain positive images of persons with disabilities and indicate your program's commitment to hiring qualified persons with disabilities?
3. Are interview questions and inquiries pertaining to an applicant's disability limited to performance of essential functions of the job and requirements for reasonable accommodations?
  - a. Is supervisory staff aware of what constitutes legal and illegal inquiries?
  - b. If 'yes', how did they obtain this information? Describe.
  - c. Have job descriptions been analyzed to determine which functions of a job are 'essential' and which are 'marginal'? If "yes", describe the process for doing this.
  - d. Are job descriptions in writing?
  - e. Are any of the following questions asked during the application process?
    - Health or physical condition?
    - Physical or mental problems or disabilities?

- Medical history?
  - Previous workers' compensation claims?
  - Prior health insurance claims?
  - Past drug use or substance abuse? (NOTE: The ADA requires that these types of employment questions no longer be used. Consider ADA training in interviewing.)
4. Do you require that applicants for employment take any of the following tests as part of the application process?
    - a. Drug or alcohol test?
    - b. HIV tests?
    - c. Skill or performance tests?
    - d. Psychological tests?
    - e. Intelligence tests?
  5. Do you have a substance abuse policy?
  6. Do you have a drug testing policy?

### **C. Reasonable Accommodation for Employees and Customers**

*It is required that reasonable accommodation be provided to employees and customers with disabilities. Reasonable accommodation includes a broad range of adaptations to the manner or circumstances in which a service activity is performed, an interview is conducted, etc.*

1. Reasonable accommodations might include:
  - a. Allowing an individual with a psychiatric disability to periodically leave early or arrive late and later make up that time;
  - b. Making structural modifications to accommodate a participant who uses a wheelchair;
  - c. Providing auxiliary aids and services including sign language interpreters, readers (for people who don't read print due to a disability) or providing material in alternative format such as Braille, ASCII disk, etc.
2. Regarding reasonable accommodation:
  - a. Have employees, customers and applicants been informed that they are entitled to reasonable accommodations?
  - b. If 'yes', how have they been so informed?
  - c. Are reasonable accommodations provided to one-stop center program employees, applicants and customers with disabilities?
  - d. How do you know?
  - e. Has a reasonable written accommodations policy been developed?
  - f. Does supervisory staff know how to proceed if an accommodation is requested?
  - g. Has a specific supervisory staff member been designated to coordinate reasonable accommodation, including determining when an

accommodation is or is not reasonable and when a funding request will be made? (Note: This is not required by law, but is recommended.)

- h. Do they know how to secure a sign language interpreter if necessary?
  - i. Do they know how to get material transcribed into Braille, recorded on audiocassette, or placed on ASCII diskette?
3. Are, as a matter of policy, interviews, staff meetings, workshops and other gatherings held in accessible locations? (Accessible locations include accessible entrances, meeting areas, and rest rooms.)
  4. Are off-site staff trainings, holiday parties, picnics or other gatherings held in accessible locations?
  5. Are reasonable accommodations, including sign language interpreters, written materials in alternative format, etc. provided to individuals with disabilities at off-site meetings, trainings, and social events?

## II. EXISTING FACILITIES CHECKLIST

### A. Priority 1: Accessible Entrance

*People with disabilities should be able to arrive on the site, approach the building, and enter the building as freely as everyone else. At least one path of travel should be safe and accessible for everyone, including people with disabilities.*

Path of Travel:

1. Is there a path of travel that does not require the use of stairs?
2. Is the path of travel stable, firm and slip-resistant?
3. Is the path at least 36 inches wide?
4. Can all objects protruding into the path be detected by a person with a visual disability using a cane? (Note: In order to be detected using a cane, an object must be within 27 inches of the ground. Objects hanging or mounted overhead must be higher than 80 inches to provide clear head room. It is not necessary to remove objects that protrude less than 4 inches from the wall.)
5. Do curbs on the pathway have curb cuts at drives, parking, and drop-offs?

Ramps:

6. Are the slopes of ramps no greater than 1:12? (Note: Slope is given as a ratio of the height to the length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch. For a 1:12 maximum slope, at least one foot of ramp length is needed for each inch of height.)
7. Do all ramps longer than 6 feet have railings on both sides?
8. Are railings sturdy, and between 34 and 38 inches high?
9. Is the width between railings at least 36 inches?
10. Are ramps non-slip?

11. Is there a 5-foot-long level landing at every 30-foot horizontal length of ramp, at the top and bottom of ramps and at switchbacks?

Parking and Drop-Off Areas:

12. Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5-foot striped access aisle)? For guidance in determining the appropriate number to designate, the table below gives the ADAAG requirements for new construction and alterations (for lots with more than 100 spaces, refer to ADAAG): Total spaces accessible 1 to 25, 1 space; 25 to 50, 2 spaces; 51 to 75, 3 spaces; 76 to 100, 4 spaces. (Note: Check your state building code for parking requirements. Sometimes state codes are more stringent.)
13. Are 16-foot-wide spaces, with 98 inches of vertical clearance, available for lift-equipped vans? (At least one of every 8 accessible spaces must be van-accessible.)
14. Are the accessible spaces closest to the accessible entrance?
15. Are accessible spaces marked with the International Symbol of Accessibility? Are there signs reading "Van Accessible" at van spaces?
16. Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?

Entrance:

17. If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance? (Do not use a service entrance as the accessible entrance unless there is no other option.)
18. Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?
19. Can the alternate accessible entrance be used independently?
20. Does the entrance door have at least 32 inches clear opening (for a double door, at least one 32-inch leaf)?
21. Is there at least 18 inches of clear wall space on the pull side of the door, next to the handle? (A person using a wheelchair needs this space to get close enough to open the door.)
22. Is the threshold level (less than 1/4 inch) or beveled, up to 1/2 inch high?
23. Are doormats 1/2 inch high or less, and secured to the floor at all edges?
24. Is the door handle no higher than 48 inches and operable with a closed fist? (The "closed fist" test for handles and controls: Try opening the door or operating

the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.)

25. Can doors be opened without too much force (maximum is 5 lbs.)? You can use a fish scale to measure the force required to open a door. Attach the hook of the scale to the doorknob or handle. Pull on the ring end of the scale until the door opens, and read off the amount of force required. If you do not have a fish scale, you will need to judge subjectively whether the door is easy enough to open.

26. If the door has a closer, does it take at least 3 seconds to close?

Emergency Egress:

27. Is there sufficient lighting for egress pathways such as stairs, corridors, and exit routes?

## **B. Priority 2: Access to Goods and Services**

*Ideally, the layout of the building should allow people with disabilities to obtain goods or services without special assistance. Where it is not possible to provide full accessibility, assistance or alternative services should be available upon request.*

Horizontal Circulation:

1. Does the accessible entrance provide direct access to the main floor, lobby, or elevator?
2. Are all public spaces on an accessible path of travel?
3. Is the accessible route to all public spaces at least 36 inches wide?
4. Is there a 5-foot circle or a T-shaped space for a person using a wheelchair to reverse direction?

Doors:

5. Do doors in public spaces have at least a 32-inch clear opening?
6. On the pull side of doors, next to the handle, is there at least 18 inches of clear wall space so that a person using a wheelchair can get near to open the door?
7. Can doors be opened without too much force (5 lbs. maximum)?
8. Are door handles 48 inches high or less and operable with a closed fist?
9. Are all thresholds level (less than 1/4 inch), or beveled, up to 1/2 inch high?

Rooms and Spaces:

10. Are all aisles and pathways to all goods and services at least 36 inches wide?

11. Is there a 5-foot circle or T-shaped space for turning a wheelchair completely?
12. Is carpeting low-pile, tightly woven, and securely attached along edges?
13. In routes through public areas, are all obstacles cane-detectable (located within 27 inches of the floor or protruding less than 4 inches from the wall), or are they higher than 80 inches?
14. Do signs designating permanent rooms and spaces, such as rest room signs, exit signs, and room numbers, comply with the appropriate requirements for accessible signage?

Controls:

15. Are all controls that are available for use by the public (including electrical, mechanical, window, cabinet, game, and self-service controls) located at an accessible height? (Reach ranges: The maximum height for a side reach is 54 inches; for a forward reach, 48 inches. The minimum reachable height is 15 inches.)
16. Are they operable with a closed fist?

Seats, Tables and Counters:

17. Are the aisles between chairs or tables at least 36 inches wide?
18. Are the spaces for wheelchair seating distributed throughout?
19. Are the tops of tables or counters between 28 and 34 inches high?
20. Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?

Vertical Circulation:

21. Are there ramps or elevators to all levels?
22. On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible alternate route?

Stairs:

23. Do treads have a non-slip surface?
24. Do stairs have continuous rails on both sides, with extensions beyond the top and bottom stairs?

Elevators:

25. Are there both visible and verbal or audible door opening/closing and floor indicators (one tone = up, two tones = down)?
26. Are the call buttons in the hallway no higher than 42 inches?
27. Do the controls outside and inside the cab have raised and Braille lettering?
28. Is there a sign on the jamb at each floor identifying the floor in raised and Braille letters?
29. Is the emergency intercom usable without voice communication?
30. Are there Braille and raised-letter instructions for the communication system?

Lifts:

31. Can the lift be used without assistance? If not, is a call button provided?
32. Is there at least 30 by 48 inches of clear space for a person using a wheelchair to approach to reach the controls and use the lift?
33. Are controls between 15 and 48 inches high (up to 54 inches if a side approach is possible)?

**C. Priority 3: Usability of Rest Rooms**

*When rest rooms are open to the public, they should be accessible to people with disabilities. Closing a rest room that is currently open to the public is not an allowable option.*

Getting to the Rest Rooms:

1. If rest rooms are available to the public, is at least one rest room (either one for each sex, or unisex) fully accessible?
2. Are there signs at inaccessible rest rooms that give directions to accessible ones?

Doorways and Passages:

3. Is there tactile signage identifying rest rooms? (Mount signs on the wall, on the latch side of the door. Avoid using ambiguous symbols in place of text to identify rest rooms.)
4. Is the doorway at least 32 inches clear?
5. Are doors equipped with accessible handles (operable with a closed fist), 48 inches high or less?
6. Can doors be opened easily (5lbs. maximum force)?

7. Does the entry configuration provide adequate maneuvering space for a person using a wheelchair? (A person using a wheelchair needs 36 inches of clear width for forward movement, and a 5-foot diameter clear space or a T-shaped space to make turns. A minimum distance of 48 inches, clear of the door swing, is needed between the two doors of an entry vestibule.)
8. Is there a 36-inch-wide path to all fixtures?

Stalls:

9. Is the stall door operable with a closed fist, inside and out?
10. Is there a wheelchair-accessible stall that has an area of at least 5 feet by 5 feet, clear of the door swing, OR is there a stall that is less accessible but that provides greater access than a typical stall (either 36 by 69 inches or 48 by 69 inches)?
11. In the accessible stall, are there grab bars behind and on the sidewall nearest to the toilet?
12. Is the toilet seat 17 to 19 inches high?

Lavatories:

13. Does one lavatory have a 30-inch-wide by 48-inch-deep clear space in front? (A maximum of 19 inches of the required depth may be under the lavatory.)
14. Is the lavatory rim no higher than 34 inches?
15. Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)?
16. Can the faucet be operated with one closed fist?
17. Are soap and other dispensers and hand dryers 48 inches high or less and usable with one closed fist?
18. Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower?

#### **D. Priority 4: Additional Access**

*When amenities such as public telephones and drinking fountains are provided to the general public, they should also be accessible to people with disabilities.*

Drinking Fountains:

1. Is there at least one fountain with clear floor space of at least 30 by 48 inches in front?
2. Is there one fountain with its spout no higher than 36 inches from the ground, and another with a standard height spout (or a single "high-low" fountain)?

3. Are controls mounted on the front or on the side near the front edge, and operable with one closed fist?
4. Does the fountain protrude no more than 4 inches into the circulation space?

Telephones:

5. If pay or public use phones are provided, is there clear floor space of at least 30 by 48 inches in front of at least one?
6. Is the highest operable part of the phone no higher than 48 inches (up to 54 inches if a side approach is possible)?
7. Does the phone protrude no more than 4 inches into the circulation space?
8. Does the phone have push-button controls?
9. Is the phone hearing aid compatible?
10. Is the phone adapted with volume control?
11. Is the phone with volume control identified with appropriate signage?
12. Is one of the phones equipped with a telecommunications device for the deaf (TT/TTY/TDD)?
13. Is the location of the TDD identified by accessible signage bearing the International TDD Symbol?