

## **Appendix E – Program Accessibility Questionnaire**

## **ADA Self-Evaluation Update Program Accessibility**

The purpose of this questionnaire is to gather data on how your department's programs are, or are not, accessible to people with disabilities. Questions are in the areas of:

1. General Description of the Department
2. Policies and Practices
3. Information and Training for Staff
4. Use of Contractors
5. Transportation
6. Telephone Communication
7. Documents and Publications
8. Meetings
9. Audio-Visual Presentations
10. Automated Electronic Equipment
11. Emergency Evacuation
12. Notification
13. Service Animals

Your participation in completing this questionnaire will assist your department in improving its ability to serve the needs of people with disabilities and their families.

Each department will need to provide the following information with respect to all of its programs. You may, of course, use one form if the answers to these questions are the same for all of your programs and facilities. You may also use multiple forms and refer in one form to answers from another form. Please reply to each question. If the question is not applicable (N/A) to your program or programs, so indicate. If you need assistance during the self-evaluation, please contact Erica Ahmann at (707) 776-3673 or Tim Gilbert at (510) 845-7549.

## **1. General Description of the Department**

**Department's Name:**

**ADA Contact Name:**

**Address:**

**Phone:**

**Date of Review:**

**Location of Program/Service:**

**Brief Description of Program:**

## **2. Policies and Practices that may limit the Participation of Individuals with Disabilities in the Organization's Programs and Activities**

2.1 Consider your formal and informal program eligibility and admission criteria or licensing standards. Particular attention should be paid to policies incorporating or establishing:

- Physical or mental fitness or performance requirements
- Safety standards
- Testing requirements; educational requirements
- Work experience requirements
- Income level requirement
- Credit rating requirements
- Requirements based on disability
- Requirements that prohibit participation because of disability
- Insurability requirements

2.2 If you have any such policies, do they or could they have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities?

2.3 If so, which of your exclusionary/ limiting policies will be altered or eliminated to allow participation by individuals with disabilities? How will you communicate changes to department staff and public?

2.4 Which of the exclusionary/ limiting policies will be retained by your department? What is your justification for their retention?

### **3. Information and Training for Staff**

3.1 Which staff members need to be aware of your department's obligations and policies that enable persons with disabilities to participate in department programs or activities?

3.2 How have you informed/ trained these staff members?

### **4. Use of Contractors**

4.1 Do you use contractors (including employment and referral agencies, labor unions, and companies providing fringe benefits, training, and apprenticeship programs) to conduct programs or activities on behalf of your department? (If not, go on to section 5)

4.2 How do you ensure that both contractors and your procurement staff are aware of their obligations to facilitate participation of individuals with disabilities in programs or activities operated on behalf of your department?

4.3 How do you monitor your contractors to ensure they fulfill their obligation?

## **5. Transportation**

5.1 Do you provide transportation to volunteers, beneficiaries, visitors, etc? (If not, go on to Section 6)

5.2 What procedures does your department follow to make transportation accessible to persons who have:

- Visual disabilities
- Hearing disabilities
- Mobility disabilities

## **6. Telephone Communications**

6.1 How do you communicate telephonically with individuals with hearing disabilities?

If you use telecommunication devices for the deaf (TDDs), list option, telephone number, and organization or TDD directories in which the TDD number is listed.

If you use a TDD relay service, list the name of the company and type of service.

If you utilize (CRS) California Relay Service, have you performed outreach to people with hearing and speech disabilities? If so, how?

6.2 How do you train your staff in operating TDDs and in other means of communicating over the telephone with a person with a hearing disability?

## **7. Documents and Publications**

7.1 How do you make documents and publications available to individuals with visual disabilities? Do you use audio tape, large print, Braille, computer disk, or some other media?

7.2 Do you make the content of document and publications available in simple, easy-to-understand language for individuals with learning disabilities?

7.3 Do you portray individuals with disabilities in your documents and in publications?

## **8. Meetings**

8.1 Do you require that public meetings, hearings, and conferences be held in accessible locations?

8.2 Are interpreters, readers and/or adaptive equipment provided in an expeditious manner, when requested, for meetings, interview, conferences, and for public appearances by and with department officials, and public hearings?

8.3 Do you ensure that individuals with hearing disabilities who do not read sign language can participate effectively in meetings, conferences, and hearings via assistive listening devices or other means?

## 9. Audio-Visual Presentations

9.1 How do you make audio-visual presentations prepared or presented by your department to the public accessible to individuals with disabilities?

List the audio-visual presentation (film, videotape, or television), whether or not they are captioned, and if not captioned, indicate what steps have been taken to ensure that persons with hearing disabilities can benefit from these or similar presentations:

Name of Presentation:	Captioned:	(Yes/No)
_____	_____	_____
_____	_____	_____
_____	_____	_____

9.2 Do you portray individuals with disabilities in audio-visual presentations?

## 10. Automated Electronic Equipment

10.1 Do you use electronic equipment, including copying machines, PCs, microfilm readers, etc. in your programs and activities? (If no, skip to the next element)

10.2 How do you ensure that electronic equipment is accessible to and usable by individuals with disabilities?

## 11. Emergency Evacuation

11.1 What equipment and/or procedures do you use to notify individuals with disabilities of emergencies and evacuation procedures?

- Visual Disabilities
- Hearing Disabilities
- Learning Disabilities

## **12. Notification**

12.1 How do you notify all persons (employees, applicants, participants, beneficiaries, volunteers, visitors, and other interested parties including those with visual and/or hearing disabilities) of their right to participate in your programs or activities regardless of their disability?

12.2 How do you notify all persons about any special procedures used for individuals with disabilities?

12.3 How do you notify all persons that your meetings, hearings, and conferences will be held in accessible locations and that auxiliary aids will be provided, upon request, to participants with disabilities?

12.4 How do you notify all persons about how and with whom to file a disability discrimination complaint and what procedure are they told to follow? (This includes disability discrimination complaints because of employment and volunteer services practices.)

## **13. Service Animals**

13.1 Do you have any restrictions on service animals? If so, please describe the policy on service animals.