

Appendix B
Program Accessibility Questionnaire for Program Providers

PROGRAM ACCESSIBILITY QUESTIONNAIRE

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:

- A. Public service,
- B. Outreach and information,
- C. Training and staffing,
- D. Programs and facilities, and
- E. Accessible/adaptive equipment.

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. Please answer the following self-evaluation questionnaire.

General description of the department's program

Department: _____

Division: _____

Name of person completing this questionnaire: _____

Telephone number: _____ Fax number: _____

List the Program your Department Provides:

1. _____

2. _____

3. _____

4. _____

Date of review: _____

Brief description of each program:

* Throughout this questionnaire, the term “program” means “program, service, or activity” unless otherwise indicated.

A PUBLIC SERVICE

Policies and practices that may limit the participation of individuals with disabilities in your programs

A1. Consider your formal and informal program eligibility and admission criteria or licensing standards. Do they contain (check all that apply):

- physical or mental fitness or performance requirements?
- safety standards?
- testing requirements?
- educational requirements?
- income level requirements?
- credit rating requirements?
- requirements based on disability?
- requirements that prohibit participation because of disability?
- insurability requirements?

Please provide copies of the policies used for each checked category.

A2. 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?

- No
- Yes

If yes, which of your exclusionary/limiting policies will be altered or eliminated to allow participation by individuals with disabilities?

When you alter or eliminate discriminatory policies, how will you communicate these policy changes to department staff and the public?

Which of the exclusionary/limiting policies will your department retain? What is your justification for their retention?

A3. Does your department have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program you offer?

No

Yes

If yes, please briefly describe this process:

A4. Does your department have a process for responding to requests for modifications that would allow people with disabilities to participate in your programs?

No

Yes

If yes, please briefly describe the process you have established :

B. OUTREACH AND INFORMATION

Notice Requirements

- B1. 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 regardless of their disability?
- B2. How do you notify all persons about any special procedures used for individuals with disabilities?
- B3. 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?
- B4. How do you notify all persons about how and with whom to file a disability discrimination complaint and what procedures are they told to follow? (This includes disability discrimination complaints because of volunteer services practices.)

Printed Information

- B5. What documents do you publish?
- B6. Are all the program documents controlled centrally?
- No
- Yes

B7. How do you make documents and publications available to individuals with visual disabilities? Do you use (check all that apply)

- Audiotape?
- Large print?
- Braille?
- Computer disk?
- Some other media? List:

B8. Do you make the content of documents and publications available in simple, easy-to-understand language for individuals with learning disabilities?

- No
- Yes

B9. Do you portray individuals with disabilities in your documents and in publications?

- No
- Yes

If yes, provide a copy of the document or publication.

Televised and Audiovisual Public Information

B10. Does your department prepare audiovisual or televised presentations for the public or make audiovisual presentations to the public?

- No
- Yes

If no, go on to the next section

B11. How do you make audiovisual or televised presentations prepared or presented by your department to the public accessible to individuals with disabilities?

B12. List the audiovisual presentation (film, videotape, or television).

Name of presentation: _____

Is the presentation captioned?

Yes

No

If no, list the steps your department has taken to ensure that persons with hearing disabilities can benefit from this presentation:

Name of presentation: _____

Is the presentation captioned?

Yes

No

If no, list the steps your department has taken to ensure that persons with hearing disabilities can benefit from this presentation:

Name of presentation: _____

Is the presentation captioned?

Yes

No

If no, list the steps your department has taken to ensure that persons with hearing disabilities can benefit from this presentation:

B13 Do you portray individuals with disabilities in audiovisual presentations?

No

Yes

If yes, provide a copy of the presentation.

Website

B14. Does your department's website include any information about the programs you offer?

No

Yes

If yes, please describe briefly what information is provided:

B15. Does your department's website include information about the accessibility of facilities where programs or services are offered?

No

Yes

If yes, please describe briefly what information is provided:

B16. How does your department ensure that its website is usable by individuals with disabilities?

B17. Does your department provide documents on its website for downloading by the public?

No

Yes

If yes, do the documents meet federal accessibility standards for electronic and information technology?

Public Telephones and Communication Devices

B18. How do you communicate telephonically with individuals with hearing disabilities?

If you use telecommunication devices for the deaf (TDDs), list location, 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 use a relay service, have you performed outreach to people with hearing and speech disabilities?

No

Yes

If yes, how?

B19 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?

C TRAINING AND STAFFING

C1. What staff members have contact with the public and need to be aware of your department's obligations and policies that enable persons with disabilities to participate in department programs or activities?

C2. How have you informed/trained these staff members?

C3. Does anyone on your staff have experience working with people with disabilities?

No

Yes

If yes, describe:

C4. Does your department offer customer service training regarding the provision of appropriate modifications for people with disabilities?

No

Yes

If yes, describe

C5. Does your department offer staff training regarding the provision of appropriate modifications for people with disabilities?

No

Yes

If yes, describe

C6. Are there staff members in your department who provide emergency services to the public?

No

Yes

If yes, have they had training in American Sign Language (ASL) or other means of communicating with people who have hearing impairments in emergency situations?

Are there other staff members who would be able to offer better public service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing impairments?

D PROGRAMS AND FACILITIES

Program Eligibility Requirements and Admission

D1. Are there any limitations or ratios for the number of persons with disabilities who may participate in or be admitted to the program?

- No
- Yes
- Don't know

If yes, explain:

D2. Does your program use any criteria (e.g., good health, residency, letters of recommendation) or written and/or oral tests (including level of skill or achievement, or other factor being tested) in the admission process?

- No
- Yes
- Don't know

If yes, list and describe them:

D3. Are there any forms required for admission to the program (e.g., tests and/or the submission of other admissions criteria such as certificates)?

- No
- Yes

If yes, describe or attach the forms:

D4. Do the forms listed in D3 above contain a notice that your organization does not discriminate against people with disabilities?

- No
- Yes
- Don't know

D5. Is an interview required prior to an applicant's entrance into the program?

- No
- Yes
- Don't know

If yes, what steps are taken (including the provision of auxiliary aids, as required) to ensure non-discrimination in interviewing?

Public Meetings

D6. Do you require that public meetings, hearings, and conferences be held in accessible locations?

- No
- Yes

D7. 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?

- No
- Yes

D8. 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?

No

Yes

Tours and Trips

D9. Does your department provide tours of your facilities or organize trips for members of the public?

No

Yes

If no, go to the next section.

If yes, list and describe them:

D10. How do you provide accessible facility tours to people with

Visual disabilities?

Hearing disabilities?

Mobility disabilities?

Learning disabilities

D11. Do you require that trip destinations be accessible to people with disabilities?

- No
- Yes

Transportation Services

D12. Do you provide transportation to volunteers, program participants, visitors, etc.?

- No
- Yes

If no, go on to the next section.

D13. What procedures does your department follow to make transportation accessible to persons who have:

Visual disabilities?

Hearing disabilities?

Mobility disabilities?

Use of Consultants

D14. Do you use consultants to conduct programs on behalf of your department?

- No
- Yes

If no, go on to the next section.

D15. How do you ensure that consultants are aware of their obligations to facilitate participation of individuals with disabilities in programs or activities operated on behalf of your department?

D16. How do you monitor your consultants to ensure they fulfill this obligation?

Emergency Evacuation Procedures

D17. What equipment and/or procedures do you use to notify individuals with disabilities of emergencies and evacuation procedures? List equipment and/or procedures specific to individuals with:

Visual disabilities:

Hearing disabilities:

Learning disabilities:

D18. Does the facility you operate your programs in have an evacuation plan? If so, please attach.

D21. How do you ensure that both private entities and your staff are aware of their obligations to facilitate participation of individuals with disabilities in these special events or private events held on public properties?

Maintenance of Accessible Programs and On-Going Accessibility Improvement

D22. Have you had requests for improving accessibility to your department's programs or facilities?

- No
- Yes
- Don't know

If yes, describe:

D23. Would the implementation of any measure to improve accessibility for people with disabilities to your programs pose an undue financial or administrative burden?

- No
- Yes

If yes, list an alternative means that would not pose a financial or administrative burden.

D24. Does your department consult or work with any outside organizations that assist people with disabilities?

No

Yes

If yes, please provide a list of organizations:

E ACCESSIBLE/ADAPTIVE EQUIPMENT

Automated Electronic Equipment

E1. Do you allow the public to use electronic equipment—including copying machines, personal computers, microfilm readers, etc.—in your programs?

No

Yes

If no, go on to the next section.

E2. How do you ensure that electronic equipment is accessible to and usable by individuals with disabilities?

Auxiliary Aids

E3. Are auxiliary aids (such as tools, access to using equipment, moving light sources, adjustable worktable levels, paper and pen, etc.) used to assist persons with disabilities?

No

Yes

If yes, describe: