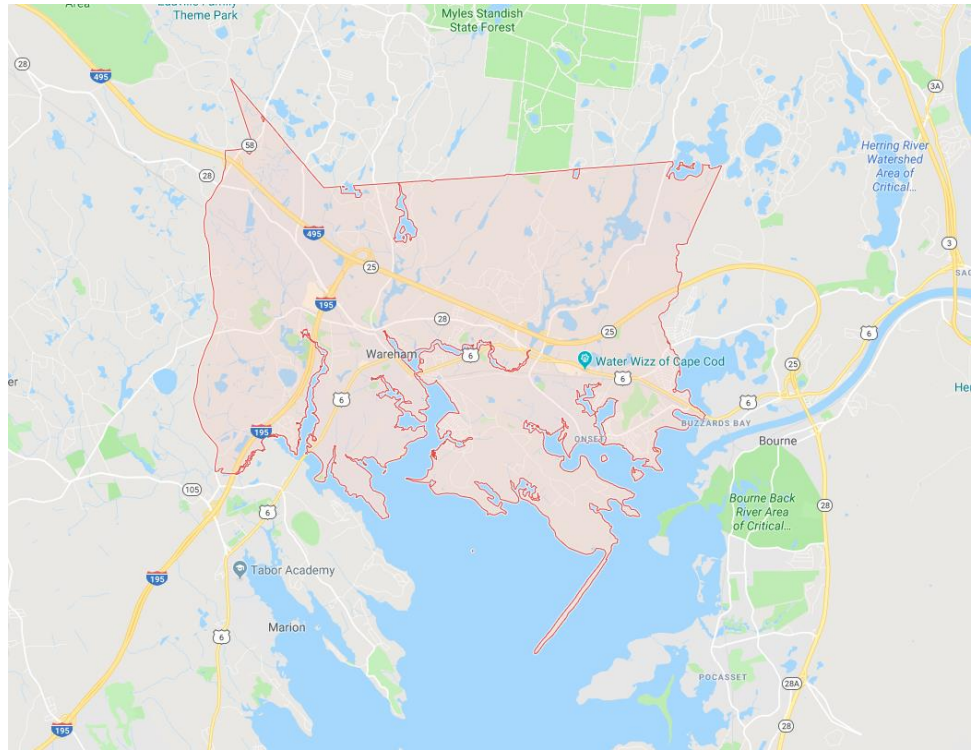


# WAREHAM, MA

## ADA/504 SELF-EVALUATION & TRANSITION PLAN



**ARCHITECTURE  
+ACCESSIBILITY**  
ONE BRIDGE ST  
NEWTON MA  
02458-1132  
KMACCESS.COM  
617.641.2802



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## SECTION 1: EXECUTIVE SUMMARY

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The Town of Wareham has retained KMA to assist in the development of an Americans with Disabilities Act (ADA) Self-Evaluation & Transition Plan (SE&TP). The Town has made significant progress in ensuring their programs and services are accessible; it has implemented several projects to eliminate architectural barriers, designed its website to be usable by individuals with limited vision or are blind, developed non-discrimination policies and informed Town personnel regarding their obligations to accommodate individuals with disabilities. Its facilities, policies and programs are generally accessible.

The Self-Evaluation process did identify some areas where improvement could be made in the delivery of accessible programs and services. Recommendations to address these areas include:

- Town-wide protocols for providing materials in alternate formats, providing auxiliary aids/services and evaluating requests for reasonable accommodations.
- Need for enhanced communication (regarding requesting modifications, accommodations, alternative formats, auxiliary aids and services and architectural accessibility) on website, social media, print materials, in buildings and announcements.
- Update Grievance policy and post
- Develop and disseminate protocols to ensure meetings (including Boards and Commissions), hearings, workshops and conferences conform with the guidelines for accessible meetings.
- Develop a Public Notice of ADA compliance and post in public spaces of municipal facilities, in publications, and digital media.
- ADA training for appropriate staff.
- Develop a Service Animal policy.
- Ensure that the Emergency Preparedness Plan being developed by the Town specifically addresses the unique needs of individuals with disabilities.
- Targeted architectural barrier removal at facilities. KMA has identified the following four areas as the highest priority for barrier removal.
  - Athletic facilities & playgrounds
  - Beaches
  - Police Station
  - Transaction counters at Town Hall
  - Town Wharf

This Self-Evaluation & Transition Plan will assist the Town in its ongoing effort to ensure equitable access for all its citizens. Recommendations contained in Section 4 reflect the regulatory obligations established in 28 CFR Part 35 as well as public input.

## SECTION 2: REGULATORY CONTEXT

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The Town of Wareham is located in Plymouth County - 18 miles east of New Bedford, approximately 45 miles east of Providence, Rhode Island and 55 miles south-southeast of Boston. Its territory is traversed by two major interstates: I-195 and I-495. The estimated the population of Wareham is 22,600.

Like all municipalities, the Town has a regulatory obligation to ensure that they do not discriminate against individuals with disabilities in the provision of municipal programs and services. The Americans with Disabilities Act (ADA) does not necessarily require that all the Town's facilities are fully accessible. Rather it requires that all the Town's programs and services, "when viewed in their entirety" are accessible. The Town is required to perform a Self-Evaluation to determine what barriers exist to their programs and services and to develop and implement a plan to remove the barriers.

The ADA defines individuals with disabilities as those who fall into one of the following three categories:

- Individuals who have a physical or mental impairment that substantially limits one or more major life activities;
- Individuals with a record of such an impairment; and
- Individuals regarded as having such an impairment

The broad prohibition against disability-based discrimination requires that all Town programs and services be accessible to individuals with disabilities. The ADA requires a public entity to take five administrative action steps:

- Designate an employee responsible for carrying out compliance activities.
- Provide notice to the public of its rights and protections under the ADA and how the entity complies with those obligations.
- Establish a grievance procedure.
- Conduct a Self-Evaluation, a comprehensive review of policies and procedures.
- Develop an ADA Transition Plan.

Thus, the Town must assess specific services, policies and practices and address the removal of physical barriers and/or the revision of policies and procedures, to ensure compliance with the applicable ADA and Section 504 regulations, and with all provisions of the Massachusetts Code of Regulations (521 CMR). Massachusetts State law further requires that the Town apply the more stringent of the above standards to achieve accessibility.

## APPLICABLE REGULATIONS

There are four federal and state requirements for architectural barrier removal from existing buildings and in alterations to existing buildings. These are:

- PL101-336: 1990 Americans with Disabilities Act (ADA). This is the federal civil rights statute whose first purpose is:  
...To provide a clear and comprehensive national mandate for the elimination of discrimination against individuals with disabilities. (42 USC 12101. Sec.2(b))
- 28 CFR Part 35, Title II: Nondiscrimination on the Basis of Disability in State and Local Government Services (as amended by the final rule published on September 15, 2010). These are the U.S. Department of Justice's regulations implementing the ADA, as required in 42 USC 12101, Sec.204(a))
- 29 USC 794: Section 504 of the 1973 Rehabilitation Act (504)
- 521 CMR: The Rules and Regulations of the Massachusetts Architectural Access Board. (1977, 1987, 1990, 1992, 1996, 1998, 2006)

## ADA AND 504 BARRIER REMOVAL REQUIREMENTS

There are two requirements under Title II of the ADA that require a public entity such as the Town to remove existing barriers to bring an end to and to prevent discrimination against a person or people with disabilities. These two requirements are:

1. Program Accessibility: requires that individuals with disabilities be provided an equally effective opportunity to participate in or benefit from a public entity's programs and services. The ADA requires that public entities provide physical and communication access to each program service or activity. The Town must identify and correct policies and practices that have the effect of discriminating against individuals with disabilities.
2. Alterations: Any alterations that are performed must conform to the 2010 ADA Standards.<sup>1</sup> Alterations may trigger an obligation to perform additional barrier removal outside the planned scope of work. The ADA accessible path of travel requirement states: "When alterations are made to a primary function area that affect the usability of that area, alterations to provide an accessible path of travel to the altered area must also be made unless the cost is disproportionate." Further, the Town is required to maintain its existing facilities to ensure continued, unfettered and uninterrupted access to persons with disabilities.

## PROGRAM ACCESS

The Town's fundamental obligation is to ensure that individuals with disabilities are afforded an equally effective opportunity to participate in, or benefit from, all its programs and services, subject only to the limitations of fundamental alteration and/or undue burden. Therefore, the

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<sup>1</sup> And 521 CMR- *Rules and Regulations* of the Massachusetts Architectural Access Board (AAB).

Town must implement policy changes, if necessary, so that persons with disabilities can have full access. Further, the Town must continue to make changes to prevent discrimination and continually work to increase accessibility.

The ADA's Section 202. Discrimination states:

... no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity. The ADA's Section 204 required that the U.S. Department of Justice (DOJ) promulgate implementing regulations by 26 July 1991, one year after enactment of the legislation. These regulations are 28 CFR 28, published on July 26, 1991. 28 CFR 35.149 states:

... no otherwise qualified individual with a disability shall, because a public entity's facilities are inaccessible to or unusable by individuals with disabilities, be excluded from participation in, or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity. 28 CFR 35.150 states that: A public entity shall operate each service, program, or activity so that the service, program, or activity, when viewed in its entirety, is readily accessible to and usable by individuals with disabilities.

This statutory and regulatory language above describes what is known as "program access" -- all programs must be readily accessible to, and usable by, qualified persons with disabilities. In addition, qualified students with disabilities must be provided with equal services in as integrated a setting as possible. The determination of what is an equal and integrated setting will be made on a case-by-case basis. What is appropriate for one person with a specific impairment may not be useful or appropriate for another person with the same impairment. Failure to provide "program access" is an illegal act of discrimination under Title II of the ADA. The Town must identify and correct policies and practices that have the effect of discriminating against individuals with disabilities. The law provides public entities with some flexibility in how this standard can be met. Both structural and nonstructural methods of providing "program access" can be used.

## **METHODS OF PROVIDING PROGRAM ACCESS**

28 CFR 35.150 details the methods that a public entity such as the Town may use to provide program access. These include:

- Reassignment of services to accessible buildings;
- Delivery of services at alternate accessible sites;
- Alteration of existing facilities and construction of new facilities; or
- Any other methods that result in making its services, programs, or activities readily accessible to and usable by individuals with disabilities.

From an architectural standpoint, this requirement does not mean that every building must be

accessible. However, every program must be accessible. When choosing a method of providing program access, the Town is required to give priority to the one which results in the most integrated setting possible and appropriate to encourage interaction among all users. The determination of what is an equal and integrated setting will be made on a case-by-case basis. What is appropriate for one person with a specific impairment may not be useful or appropriate for another person with the same impairment.

### **LIMITATIONS ON OBLIGATION TO PROVIDE PROGRAM ACCESS**

The ADA's regulations specify certain clear limitations on a public entity's obligation to provide program access. An entity is not required to perform an action that poses an undue financial or administrative burden or constitutes a fundamental alteration. The decision that compliance would result in such alteration or burdens must be made by the head of the public entity or his or her designee and must be accompanied by a written statement of the reasons for reaching that conclusion. The threshold for an action constituting an undue burden is a high one for state and local government entities. If it is determined that barrier removal will result in such an alteration or burdens, the Town must still, "take any other action that would not result in such an alteration or such burdens but would nevertheless ensure that individuals with disabilities receive the benefits or services provided by the public entity."

### **SCHEDULE FOR PROGRAM ACCESS COMPLIANCE**

Both 504 and Title II of the ADA presume that people with disabilities will be using the programs and services of public entities. In anticipation, they both mandate proactive steps to prevent discrimination by removing existing barriers. They do not permit public entities to wait until a person with a disability arrives before beginning to make accommodations. 504 and Title II mandate proactive barrier removal so that when a student with a disability arrives at school, the programs and services are substantially accessible. Minor accommodations may be needed, but the significant assessment and barrier removal should be complete.

## Section 3: Project Methodology

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The Town of Wareham retained the services of KMA to perform an accessibility assessment of its programs, services and facilities. To date, KMA has performed the following tasks:

1. A kick-off meeting was held with on September 18, 2018 to discuss project goals and methodology.
2. Two staff trainings were held with representatives from town departments on September 26, 2018 and November 5, 2018. At these meetings, KMA introduced the broad non-discrimination provisions of the ADA, the ADA Self-Evaluation process and distributed two worksheets for the Town to complete:
  - a. Worksheet addressing Town wide policies and procedures
  - b. Department worksheets
3. KMA has performed program access audits of 97 Town buildings, athletic fields, playgrounds, recreation facilities, and polling locations. Audit findings are included in the *DRAFT Wareham Accessibility Audits Report (11.30.2018)*. KMA also reviewed representative intersections and crosswalks, which were included in our *Intersections Wareham* report.
4. An online accessibility survey was created to gather public input.
5. A review of the completed questionnaires, other policy documents received from the Town, and the Town's website was performed. KMA contacted several departments to seek further clarification. See Section 5
6. KMA developed a Discussion Document to facilitate a meeting with the Town on January 2, 2018.
7. KMA developed a Draft ADA Self Evaluation & Transition Plan to be reviewed by the Town and posted on the Town's website to solicit public review and input. The DRAFT report was developed to summarize the ADA Title II requirements and KMA's primary findings and recommendations.
8. KMA revised the Draft ADA Self-Evaluation & Transition Plan based on comments received from the Town and public input and issued this final ADA Self-Evaluation & Transition Plan.



## **SECTION 4: FINDINGS & RECOMMENDATIONS**

### **A. PROGRAMS, SERVICES and OPERATIONS**

According to the town's website, Wareham provides municipal programs and services through the following departments:

- ADA
- Accounting
- Administration
- Animal Control
- Assessing Department
- Collector/Treasurer
- Community & Economic Development
- Conservation Office
- Council on Aging
- Dept. of Natural Resources
- Emergency Management
- EMS/Ambulance
- Health Department
- Human Resources
- Information Management
- Inspectional Services
- Library
- Municipal Maintenance
- Onset Fire/Water District
- Parking Program
- Planning Department & Zoning Board of Appeals
- Police department
- Recycling Department
- Sewer department
- Town Clerk
- Treasurer/Collector
- Tree department
- Veteran's Agent
- Wareham Fire/Water District

KMA reviewed the worksheets submitted by the following departments:

- Administration
- Accounting
- Assessing
- Council on Aging
- Planning & Community Development
- EMS
- Finance & Treasurer
- Health Department
- Human Resources
- Inspectional Services
- Police
- WPCA/ Sewer
- Natural Resources Department

Based on the information from the Town's website, completed survey responses and discussions with staff, the Town has made progress in meeting its ADA obligations not to discriminate based on disability. Following are specific findings and recommendations.

**Finding 1: ADA Coordinator.** The Town has appointed the Inspectional Services Director to fulfill the responsibility of an ADA Coordinator. The Inspectional Services Director has not received training in the requirements of Title II of the ADA.

**Recommendation 1:** The Inspectional Services Director should complete ADA training offered through the National Association of ADA Coordinators:

<https://www.adacoordinator.org/page/Training>

**Finding 2: Grievance Policy & Procedure.** The Town has adopted a Grievance Policy and Procedure to resolve disability related complaints (see Appendix.)

**Recommendation 2:**

- The posted policy currently identifies Theodore Misiaszek as the ADA Coordinator who is responsible for receiving and processing discrimination complaints. It should be updated to reflect the name of the current ADA Coordinator.
- The Grievance Policy should be posted in conspicuous locations in all Town buildings and distributed to all department heads.
- A link to the policy should be included on the ADA page of the Town website.

**Finding 3: Surcharges.** As required, the Town does not impose surcharges to recover the cost of accommodations, effective communications services or accessibility features.

**Recommendation 3:** None currently.

**Finding 4: Meetings at Accessible Locations.** Informal procedures are established to assure meetings, hearings, workshops, and conferences, are held in accessible locations.

**Recommendation 4:** The Town should develop written protocols for accessible meetings and distribute to all departments, boards and commissions. See:

<https://blog.mass.gov/mod/access/5-ways-to-improve-event-accessibility/> and  
<https://www.mass.gov/files/documents/2016/07/uy/planning-for-accessible-events.pdf>

**Findings 5: Service Animal Policy.** The Town does not have a written policy regarding service animals in municipal facilities.

**Recommendation 5:** Develop a written Service Animal policy and post it in Town facilities and on the website.

**Finding 6: Public Notice.** The Town has a summary of the Americans with Disabilities Act (ADA) on its website but does not have a Public Notice of ADA Compliance. (see sample in Appendix).

**Recommendation 6:**

- Develop a Public Notice of ADA Compliance
- Ensure the Notice is visibly posted in public spaces of municipal facilities, in publications and digital media, including:
  - a. Building entrances/lobbies, bulletin boards and gathering places
  - b. Home page of the Town's website and other pages where information about disability services, public events and facility accessibility is displayed
  - c. Employee handbooks and manuals
  - d. Event posters, flyers, program brochures and announcements.

**Finding 7: Staff Training on Town's policy of nondiscrimination** is accomplished through distribution of the policy to employees and periodic training.

**Recommendation 7:** None currently.

**Findings 8: Reasonable Modifications of Policies.** Town staff will accommodate according to the ADA policy, but lack criteria for determining whether requests are "reasonable."<sup>2</sup> Additionally, responses to the department self-evaluation questionnaires indicate that all personnel do not have a clear understanding of the Town's ADA policy.

**Recommendations 8:** Develop and provide guidance on requests for reasonable modifications for all Town departments and new hires to ensure that everyone is aware of how to appropriately respond to requests. This policy should include criteria for determining whether a modification would fundamentally alter the nature of the program or a protocol that all requests are reviewed by the Town Administrator. See

<https://www.eeoc.gov/policy/docs/accommodation.html>

**Findings 9: Auxiliary Aids and Services.** Responses to the questionnaires indicate the need to establish the capacity across all Town departments to provide auxiliary aids and services and then to disseminate information about their availability.

**Recommendation 9:**

- Assess the needs of the community for auxiliary aids and services. Based on the assessment, establish the appropriate vendors and contractual agreements so that aids and services can be provided in a timely manner, for example:
  - TTY or telephone relay service
  - ASL interpreters
  - Assistive listening systems
- Informing appropriate departments of their obligations to inform the public regarding the availability of Auxiliary Aids for persons who are deaf or hard of hearing and people who are blind or have limited sight.
- Establish department wide guidance regarding the specific Town communications requiring notice of the availability of Auxiliary Aids (e.g. meeting announcements, events, conferences, etc.) see <https://nationaldisabilitynavigator.org/ndnrc-materials/disability-guide/auxiliary-aids-and-services/>

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<sup>2</sup> Modifications would not fundamentally alter the nature of the program.

**Finding 10: Alternative formats.** Where Town documents are provided, notification is not provided that documents can be requested in alternative formats. For example, see Forms and Documents at <https://www.wareham.ma.us/files>

**Recommendation 10:** Assess the needs of the community for alternative formats. Based on the assessment, establish the appropriate vendors or protocols so that documents in alternative formats can be provided in a timely manner, for example: Taped texts, audio recordings, Braille materials and large print materials. Include notification regarding the availability of alternative formats on the Town website.

**Finding 11: Contact Information.** Where phone numbers are provided as a means of contacting the municipality, an alternative means of communication (e.g. TTY number or email) is not consistently provided.

**Recommendation 11.** Where telephone numbers are provided as a means of contact also include email addresses or link to MA Relay. Include alternate means of communication on all directories, pamphlets, brochures, etc. This can include email addresses or numbers of telephone relay numbers.

**Finding 12: Training.** Submitted department worksheets indicated a need for training of front-line Town personnel in several aspects of accessible program delivery.

**Recommendation 12.** Provide training to appropriate personnel in the following:

- How to respond to telephone calls made through Video Relay Services and Telecommunication Relay Services so that the calls are responded to in the same manner as other telephone calls.
- How to respond to requests for reasonable modifications, auxiliary aids and services and documents in alternative formats.

**Findings 13: Title III Entities Using Town Facilities.** Additional steps are necessary to ensure Title III Entities (e.g. PeeWee Baseball, Girls Softball, etc) using Town Facilities are fully aware of the obligations under the ADA.

**Recommendation 13:** Develop language to be included in Town rental agreements that ensure Title III entities of their obligations to facilitate the participation of persons with disabilities.

**Findings 14: Use of Contractors.** Additional steps are necessary to ensure Town contractors are fully aware of the obligations under the ADA.

**Recommendation 14:** Develop language to be included in Town contracts that alerts contractors of their obligations to facilitate the participation of persons with disabilities in programs and activities the contractor operates on behalf of Wareham. The Town should also develop materials for contractors explaining the Title II obligations they inherit when contracting with the Town.

**Finding 15: Transportation.** The Town contracts with GATRA for Dial-a-Ride services for elderly and disabled persons within town and for out-of-town medical appointments. GATRA has procedures for responding to requests from persons with disabilities to provide schedule and route materials in a timely manner in an accessible form.

**Recommendation 15:** None currently.

**Finding 16: Documents & Publication.** Some Town documents/announcements use stigmatizing language (e.g. “handicapped”).

**Recommendation 16:** Review documents for patronizing or stigmatizing language and/or images. For example, the Town’s ADA Policy uses the term “handicap.” “People-first” or “person-first” language is a way of describing disability that involves putting the word “person” or “people” before the word “disability” or the name of a disability, rather than placing the disability first and using it as an adjective. Some examples of people-first language might include saying “person with a disability,” “woman with cerebral palsy,” and “man with an intellectual disability.” The purpose of people-first language is to promote the idea that someone’s disability label is just a disability label—not the defining characteristic of the entire individual. Many guides on disability language and etiquette may likely emphasize using person-first language, except, perhaps, when discussing certain disability cultural groups that explicitly describe themselves with disability-first language. Thus, while it is generally a safe bet to use people-first language, there are members of certain disability groups in the US who prefer *not* to use it, such as the American Deaf community and a number of Autistic people/Autistics. The basic reason behind members of these groups’ dislike for the application of people-first language to themselves is that they consider their disabilities to be inseparable parts of who they are. Using person-first language, some also argue, makes the disability into something negative, which can and should be separated from the person.

**Finding 17: Website.** The Town’s website was designed to conform with Section 508 technical design accessibility standards however there is little information on the website regarding access to programs and services for people with disabilities

**Recommendations 17:**

- The website should include more information regarding access to programs and services for people with disabilities. Expanding the Accessibility page on the Town’s website to include information on the accessibility of facilities, communication materials and the process for requesting accommodations or auxiliary aids/services would be helpful.

**Finding 18: Emergency Preparedness.** The Town is in the process of developing a new emergency preparedness plan.

**Recommendations 18.**

Ensure the new emergency preparedness plan includes:

- Training for first responders in effective communication with people with disabilities.
- Provisions to ensure that equal access to safe egress is provided for any visitor, member of the community or employee, including additional assistance if required to effectively evacuate and/or shelter them during an emergency.
- The plan included protocols and signage for such issues as:
  - Fire exits signage and maneuvering space;
  - Safe wait areas;
  - Evacuation Maps;
  - Locations of fire exits and safe wait areas serving each municipal space; and
  - Public and employee orientation to the Town 's emergency evacuation procedures.

**B. STRUCTURAL**

KMA audited the following buildings and facilities:

**Buildings:**

Municipal Maintenance	Town Hall	Police Seasonal Substation
Police Station	Library	Spinney Library
Herring Run	Harbormaster Building	Modular Recycling Building
Tremont Nail Factory	Comfort Station – Onset Ave	Trailer – 195 Visitor Center
Multi-Service Center		

**Polling Locations**

Decas School	High School
East Wareham School	Minot Forest School
Hammond School	Town Hall Auditorium

**Playgrounds & Athletic Facilities**

Basketball Courts Sylvester Gardens	Indian Mound Playground	ShangriLa Basketball Court & Playground
Brown Memorial Courts	Library Playground	Swift's Beach Playground and Basketball Court
	Lopes Playground/Basketball Courts	West Wareham School Playground
Palmer Field	Westfield Playground	Mill Street Gazebo, Pavilion, and Playground
East Wareham Playground	Minot Forest School Playground	Weweantic (Lukey) Playground, Pavilion, and Basketball Court
Ellis Playground	Carver Road Tennis Court/ Canoe Area	Oakdale Playground & Basketball Court
Hammond School Playground	Decas School Playground, Bleachers & Press Box	

**Fishing/Boating Areas:**

Besse Park Fishing Pier & Flag Pole	Tempest Knob Boat Ramp
Little Harbor Beach	Town Wharf
Swifts Neck Boat Ramp	

**Miscellaneous exterior areas:**

Bandstand	Police Memorial
Merchants Way Comfort Station	Soldier's Monument & Flagpole

The Town has made significant progress removing structural barriers to programs in its facilities. Below is a table identifying the principal architectural barriers identified, recommended mitigations and draft implementation schedule.

**Finding 1: Buildings.**

Building	Principal Barrier(s)	Recommendation(s)	Schedule
Police Station	<ul style="list-style-type: none"> <li>• No accessible toilet rooms.</li> <li>• No accessible cells.</li> <li>• The entry ramp has slopes &gt;8.3% and lacks level landings.</li> <li>• Door hardware requires tight grasping and twisting of the wrist to operate.</li> <li>• Some of the interior accessible routes are &lt;36" wide and lack the required door maneuvering clearances.</li> </ul>	<p>Renovate or rebuild the Police Station.</p> <p>In the immediate future, develop a policy that allows visitors to access the services of the Police Station without going into the building (i.e. a call line to have an officer come out to the car). Additionally, modify one of the cells to make it a fully compliant accessible cell.</p>	<p>5 Years</p> <p>1 Year</p>
Town Hall	<ul style="list-style-type: none"> <li>• Lacks directional signage at inaccessible entrances.</li> <li>• Transaction counters are too high.</li> <li>• Toilet rooms lack visual alarms and directional signage.</li> <li>• The auditorium lacks an accessible route to the stage.</li> </ul>	<p>Due to the high traffic of Town Hall, KMA recommends mitigating all the barriers identified in the audit report.</p>	2 Years
Tremont Nail Factory	<ul style="list-style-type: none"> <li>• Lacks accessible parking.</li> <li>• The Freight building lacks an accessible entrance due to slope issues.</li> <li>• The flooring in the Freight building is uneven.</li> </ul>	<p>KMA understands a renovation is planned for the Tremont Nail Factory. Currently, the project is in the design phase and accessibility issues will be mitigated as part of the project.</p>	5 Years
Library	<ul style="list-style-type: none"> <li>• The access aisle at parking space is too small.</li> <li>• The transaction counter is too high.</li> <li>• The patio area is not located on</li> </ul>	<p>Provide accessible parking and a movable metal ramp to the patio area.</p> <p>KMA recommends mitigating other barriers identified in the audit report</p>	2 Years



	an accessible route due to the step.	as part of routine maintenance, planned alterations or in response to a specific request and as Town budget permits.	
Modular Recycling	None of the recycling areas are located on an accessible route.	Develop/ implement operational protocols and staff training to assist people with disabilities.	1 year
195 Visitor Center	<ul style="list-style-type: none"> <li>• The entry threshold is too tall.</li> <li>• There is no accessible route to the baby changing room.</li> <li>• The boat ramp lacks an accessible parking space.</li> </ul>	Due to the high seasonal traffic of this building, KMA recommends mitigating all the barriers noted in the audit report.	2 years
Multi-Service Center	<ul style="list-style-type: none"> <li>• One of the accessible parking spaces lacks an access aisle.</li> <li>• The inaccessible entrance lacks signage to the accessible entrance.</li> <li>• The entry ramp has running slope that is too steep.</li> <li>• Transaction counters are too high.</li> </ul>	<p>Modify the accessible parking and the entry ramp and add directional signage at the inaccessible entrance.</p> <p>Since the other mitigations noted in the audit report are relatively small (toilet rooms, café, transaction counters) KMA recommends mitigating them as well.</p>	2 Years
Police Seasonal Substation	<ul style="list-style-type: none"> <li>• There is a change in level at the building entry threshold.</li> <li>• The transaction counter is too high.</li> <li>• The toilet room lacks the required footprint for an accessible bathroom.</li> </ul>	Due to the relatively low traffic of this building, KMA recommends mitigating barriers identified in the audit report as part of routine maintenance, planned alterations or in response to a specific request and as Town budget permits.	5 Years
Municipal Maintenance	<ul style="list-style-type: none"> <li>• The accessible parking space has excessive slopes and lacks the required signage.</li> </ul>	Modify the accessible parking space and/or provide an alternative	1 Year

	<ul style="list-style-type: none"> <li>• The entry vestibule has slope and door maneuvering clearance issues.</li> <li>• The transaction counter is too high.</li> </ul>	accessible location for the Municipal Maintenance office. If an alternative location is used, information on its location and the process for requesting its use must be disseminated.	
Spinney Library	<ul style="list-style-type: none"> <li>• Lacks an accessible route from the accessible parking.</li> <li>• The entry ramp lacks compliant handrails.</li> </ul>	Install a curb ramp and compliant handrails. Since the other mitigations noted in the audit report are relatively minor (adding a desk and moving a microwave), KMA recommends mitigating them as well.	2 Years
Herring Run	Lacks accessible parking.	Provide a van accessible parking space.	1 Year

**Finding 2: Play Areas.** KMA did not observe any fully accessible play areas in the Town of Wareham. Play areas lacked accessible routes, accessible play surfaces, accessible play features, and accessible parking spaces.

**Recommendation 2A:** Provide at least 2 fully accessible playgrounds within the next 5 years. KMA understands at least one will be provided as part of the Minot Forest School rebuild project. Additionally, ensure any modifications to existing play areas are done in compliance with the 2010 ADA Standards. Information regarding the accessible playgrounds should be disseminated to residents and available on the Town website.

**Recommendation 2B:** Provide accessible parking and an accessible route at the following facilities within the next 2 years: Decas School Playground, Library Playground, Lopes Playground & Weweantic.

**Finding 3: Athletic Facilities.** KMA did not observe any fully accessible athletic facilities in the Town of Wareham. Athletic facilities lacked accessible routes, accessible parking, and accessible seating. KMA understands the following areas are the current athletic facilities used by the Town of Wareham:

Sylvester Gardens	Brown Memorial Courts	Lopes Field
Oakdale	Palmer Field	ShangriLa
Weweantic	Decas School	Westfield
School Track		

**Recommendation 3A:** Provide at least 2 fully accessible athletic facilities within the next 5 years. At least one of each type of athletic facility (e.g. baseball field, soccer field, basketball court, etc.) should be accessible. Additionally, ensure any modifications to existing athletic facilities are done in compliance with the 2010 ADA Standards. Information regarding the accessible playgrounds should be disseminated to residents and available on the Town website.

**Recommendation 3B:** Provide accessible parking and an accessible route at the following facilities within the next 2 years: Lopes, Oakdale & Weweantic.

**Finding 4: Other Facilities.**

Facility	Principal Barrier(s)	Recommendation(s)	Schedule
Town Beaches	<ul style="list-style-type: none"> <li>Beaches lack accessible routes</li> </ul>	Provide an accessible beach chair or mat available for use by residents/visitors. Advertise the availability of accessible beach equipment through Town media and personnel.	1 Year
Town Wharf Area	<ul style="list-style-type: none"> <li>Accessible parking spaces lack access aisles.</li> <li>There is no accessible route to the beach.</li> <li>The Onset Pier, Canal Cruises, the statue, and the boat areas lack an accessible route due to excessive slopes and the location of grates.</li> <li>The ticket counters are mounted too high.</li> <li>The gazebo is not accessible due to the steps.</li> </ul>	<p>Due to the high seasonal traffic of this area, KMA recommends mitigating all the barriers noted in the audit report.</p> <p>KMA understands plans for a new bathhouse are currently in progress. KMA requires more information on the proposed bathhouse in order to assess accessibility requirements.</p>	3 Years
Harbormaster Building	<ul style="list-style-type: none"> <li>A speedbump obstructs the accessible route to the building.</li> <li>The door thresholds are too high.</li> <li>The office lacks maneuvering space.</li> </ul>	<p>Provide an alternative accessible location for the Harbormaster's Office. This should be advertised and made available at the request of residents/visitors.</p> <p>KMA recommends mitigating other barriers identified in the audit report as part of routine maintenance, planned alterations or in response to a specific request and as Town budget permits.</p>	1 Year
Onset Bandstand	<ul style="list-style-type: none"> <li>The van accessible parking space lacks signage.</li> <li>The accessible route has excessive running slopes.</li> </ul>	Due to the high seasonal traffic of this area, KMA recommends mitigating all the barriers noted in the audit report.	1 Year
Onset Ave Comfort Station	<ul style="list-style-type: none"> <li>The Comfort Station is not located on an accessible</li> </ul>	Due to the high seasonal traffic of this building, KMA recommends	2 years

	<p>route, due to excessive slopes.</p> <ul style="list-style-type: none"> <li>• The Men's and Women's toilet room doors lack the required maneuvering clearances.</li> </ul>	mitigating all the barriers noted in the audit report.	
Little Harbor Beach	<ul style="list-style-type: none"> <li>• There is no accessible route to the beach.</li> <li>• The accessible parking spaces do not meet the minimum dimensional requirements and are not level.</li> <li>• The comfort station is not accessible.</li> </ul>	<p>Provide an accessible beach chair or mat available for use by residents/visitors. Advertise the availability of accessible beach equipment through Town media and personnel.</p> <p>Due to the high seasonal traffic of the beach areas, KMA recommends prioritizing providing at least one fully accessible beach. Note, KMA did not review all the Town's beach areas as part of this review.</p>	1 Year
Besse Park Fishing Pier and Flagpole	<ul style="list-style-type: none"> <li>• Lacks accessible parking signage.</li> <li>• The accessible parking is not located on an accessible route, due to the lack of a curb ramp.</li> <li>• The accessible route has excessive running slopes.</li> <li>• The fishing pier surface does not extend 12" beyond the inside face of the railing.</li> </ul>	Since this is the only fishing pier, KMA recommends mitigating all the barriers noted in the audit report.	3 Years
Swifts Neck Boat Ramp	The accessible parking signage is mounted too low.	Since this is a relatively simple mitigation, KMA recommends prioritizing the relocation of the parking sign.	1 Year
Tempest Knob Boat Ramp	The route from the accessible parking has excessive cross slopes.	KMA recommends mitigating the barriers identified in the audit report as part of routine maintenance, planned alterations or in response to a specific request and as Town budget permits.	5 Years

**Finding 5: Miscellaneous Exterior Areas.**

<b>Misc. Exterior Area</b>	<b>Principal Barrier(s)</b>	<b>Recommendation(s)</b>	<b>Schedule</b>
Soldier's Monument & Flagpole	The monument is not located on an accessible route.	KMA recommends mitigating the barriers identified in the audit report as part of routine maintenance, planned alterations or in response to a specific request and as Town budget permits.	5 Years
Police Memorial	The accessible route has uneven surfaces and excessive cross slopes.	KMA recommends mitigating the barriers identified in the audit report as part of routine maintenance, planned alterations or in response to a specific request and as Town budget permits.	5 Years

**Finding 6: Polling/ Voting Locations.**

Polling/ Voting Location	Principal Barrier(s)	Recommendation(s)	Schedule
Town Hall	<ul style="list-style-type: none"> <li>Lacks directional signage at inaccessible entrances.</li> <li>Toilet rooms lack visual alarms and directional signage.</li> </ul>	Due to the high traffic of Town Hall, KMA recommends prioritizing the mitigations noted in the audit report.	2 Years
High School	<ul style="list-style-type: none"> <li>Accessible parking spaces are not level and have uneven surfaces.</li> <li>The auditorium lacks integrated accessible seating.</li> <li>The accessible toilet rooms lack entry door maneuvering clearances and accessible fixtures/elements.</li> </ul>	Due to the high traffic of the high school, KMA recommends mitigating all the barriers noted in the audit report.	3 Years
Minot Forest School	<ul style="list-style-type: none"> <li>Accessible parking spaces lack access aisles and are not level.</li> <li>The accessible route to the voting entrance has excessive cross slopes.</li> <li>The entry door lacks level maneuvering clearances and the threshold is too high.</li> </ul>	KMA understands there are plans to rebuild this school in the near future. Confirm the new building will conform to the 2010 ADA Standards. Additionally, confirm any temporary voting locations used while the project is being constructed are fully accessible.	5 Years
Decas School	<ul style="list-style-type: none"> <li>The van accessible parking spaces lack access aisles, have excessive slopes, and lack the required signage.</li> <li>The entry door lacks the required maneuvering clearance on the exterior side.</li> <li>The entry door threshold is too tall.</li> </ul>	Due to the high voter traffic of this area, KMA recommends mitigating all the barriers noted in the audit report.	1 Year
Hammond School	The entry ramp has excessive running slopes and the handrails are mounted too low.	<p>Install a new entry ramp.</p> <p>Due to the high voter traffic of this area, KMA recommends mitigating all the barriers noted in the audit report.</p>	1 Year

## Finding 7: Intersections

KMA audited six (6) intersections in Onset Center, Main Street and Marion Street. The existing conditions of the curb ramps and crosswalks of five of the six intersections were either compliant or had minor deviations from the ADA Standards. Conditions that did not fully conform included:

- Ramp cross slope > 2% (@ up to 2.4%)
- Landing at top of ramp is not level (@ up to 2.4%)
- Broken or uneven surfaces
- Changes in level > ½" (@ up to ¾")

The curb ramp on the North side of Marion Road at Viking drive is not functionally accessible due to the extreme slope – both running and cross slope.

KMA's audit of intersections was limited to six locations, however a cursory visual review of the principal commercial areas (Onset Center and Main Street) as well as the section of Marion Drive along the cluster of public buildings (Town Hall, Multi Service Center, etc.) suggests most curb ramps have only minor deviations from the ADA Standards.



## Section 5: SUMMARY OF PUBLIC SURVEY RESPONSES

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KMA developed an online public comment survey to get input from citizens of the Town of Wareham regarding their ideas and concerns about the accessibility of the Town programs and facilities. The survey was made up of five questions that ranged from asking about the ease of use of Town facilities/buildings to whether residents understand where to go to request an accommodation. The survey was distributed on the Town's email and social media pages. Hard copies were made available at the Senior Center, Library, and Town Hall. KMA received 22 online responses. The focus of the responses was on the physical/structural accessibility of the Town. Several responses noted private property, which is not the responsibility of the Town but reflects a general concern of the Town's citizens to participate in the community. The principal issues raised in the survey responses include:

1. Many of the respondents do not know how to request Town materials in an alternate format or how to request an accommodation.
2. All the comments to the survey acknowledge a general need for the Town to make accessibility improvements.
3. Wareham playgrounds are not accessible.
4. The Town lacks accessible parking spaces and/or parking surfaces are not accessible.
5. Some residents have had difficulty getting information on a Town service, program, or event. There is a lack of public information and some residents expressed phone calls to Town Departments have not been returned.

### Survey Responses:

1. **Question: Are there Town buildings/facilities (building structures, parks, playgrounds, trails, docks, recycling centers, etc.) that you have had difficulty using?**

Responses: 13 yes/ 9 no

Comments:

- Baseball field parking lots are not paved making them difficult to use
- No beach wheelchairs at town beaches
- Lack of automatic doors in school buildings
- Lopes playground is not accessible. Parking at both libraries is insufficient for those with limited mobility.
- Riverside café on Main Street (2 responses note this)
- Playgrounds and schools
- Some businesses in Wareham and Onset have a step or two but no railing to hold.
- Haven't been updated in 30 years

- There are no wheelchair accessible playgrounds. The new playgrounds at Oakdale and Lukey are great if you have to be transferred from a chair but the engineered wood fiber is very difficult to maneuver in a wheelchair. There are no public trails that are wheelchair accessible. There are no public or private docks or Marinas that are wheelchair accessible. There is only one Handicapped parking spot in Wareham center. There is no van accessible spot in the new bumpout areas. There is no wheelchair access to beaches. No accessible route or accessibility mats at any public beaches. Onset center has new businesses that are not accessible and outdoor seating that blocks wheelchair access. Sidewalks and crosswalks are impassable in many areas. New parking was created in Onset with insufficient handicapped parking and so steep it is impossible to use in a manual chair
- There are many establishments that are not accessible or easily accessible by wheelchair. Recreation is an area of great need from parks, playground surfaces, to older buildings in Onset in particular. For example, the local gymnastics studio (Kaleidoscope of Dance and Gymnastics) is not handicapped accessible. This greatly impacts my ability as a parent of a child who uses a wheelchair to bring my other children to their lessons. Handicapped parking is another area of great concern. There are not enough spaces particularly on main street and onset avenue. Specifically, spaces with extra space to the side for ramp/lift clearance. The elementary schools are also in great need of improved accessibility.
- The pier getting to a boat is a nightmare. Town Hall and the multi service center are not useable if the elevator is broken.
- Onset playground is not user friendly and made of poisonous wood.

**2. Question: Have you ever had difficulty getting information about a Town program, service, or event?**

Responses: 6 yes/ 16 no

Comments:

- Not much public info out there. I'm lucky to get "word of mouth"
- COA in Wareham and Selectmen's office do not always answer messages.
- We have left multiple phone messages for the towns SHINE person to set up an interview re: Medicare. We have not received a call back.
- Residents should be able to watch and vote on Town Meeting warrant from home or digitally. The time involved in being present for town meeting is difficult for people who work outside of the Wareham area.

**3. Question: Do you know how to request Town materials in alternate formats (for example, large print or Braille)?**

Responses: 6 yes/ 16 no

**4. Question: Do you know how to request an accommodation (for example, ASL**

**interpreters or assistive listening systems) for Town services and events?**

Responses: 5 yes/ 17 no

**5. Question: Any other comments about accessibility?**

Comments:

- Yes, I wish the home side bleachers at the Gatemen Center were accessible for individuals who use wheel chairs.
- Only one handicap parking space on Onset Ave., and Main Street.
- The high school needs handicapped parking spaces near the auditorium/gymnasium entrance
- Town hall needs a ramp inside and outside at back door. I cannot access several offices in Town Hall
- It must become THE priority in the immediate future
- This town is severely lacking. Please help bring Wareham up to code!!!!!!
- Not enough handicapped parking in Onset and Buzzards Bay. Too many curbs make accessing businesses difficult.
- Would love to see more parks redone. My daughter 20 months old is blind in one eye. We use the few parks we have a lot.
- I feel that the various town boards need to be educated on ADA requirements. Hopefully with the Buzzards Bay Coalition redoing the Bathhouse and Wickets Island there will be more opportunities for seniors and the disabled to participate in their educational opportunities. I can envision their new facility as a place where the many organizations servicing the disabled community would benefit. Wounded Warrior Project Para Olympics Team River Run Special Olympics Cape Cod Challenge There are many grants available that this completed plan will become available to improve and make Wareham all inclusive.
- It is imperative that the disabled community have a dedicated community group whose main focus is improving accessibility and quality of life for its disabled residents.
- Many streets do not have sidewalks making them dangerous for individuals who use wheelchairs or have mobility issues. "The Town wants to spend thousands on bike paths and dog parks, but nothing for the disabled."

## APPENDIX

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WAREHAM GRIEVANCE POLICY

SAMPLE PUBLIC NOTICE OF ADA  
COMPLIANCE

SAMPLE EVENT LANGUAGE

WORKSHEETS

**Administration**

**Departments**

WORKSHEET RESPONSE TABLE

ACCESS AUDIT REPORTS

## Municipal Grievance Policy

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### TOWN OF WAREHAM AMERICANS WITH DISABILITIES ACT TITLE II MUNICIPAL GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wished to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs, or benefits by the Town of Wareham.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and / or his / her designee as soon as possible but no later than 60 calendar days after the alleged violation to: Theodore Misiaszek, ADA Coordinator, Town of Wareham, Memorial Town Hall, 54 Marion Road, Wareham, MA 02571, (508) 291-3100.

Within 15 business days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 business days after the meeting, the ADA Coordinator will respond in writing, and, where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Town of Wareham and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and / or his / her designee may appeal the decision of the ADA Coordinator within 15 business days after receipt of the response to the administration or his / her designee.

Within 15 business days after receipt of the appeal, the administrator or his / her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 business days after the meeting the administrator or his / her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator, appeals to the administrator or his / her designee, and responses from the ADA Coordinator and administrator or his / designee will be kept by the Town of Wareham for at least three years.

## Sample Notice of ADA Compliance

### Sample notice (long)

#### Americans with Disabilities Act

(Name of public entity) does not discriminate on the basis of disability in its services, programs, or activities.

Employment: (Name of public entity) does not discriminate on the basis of disability in its hiring or employment practices and complies with the ADA title I employment regulations.

Effective Communication: (Name of public entity) will, upon request, provide auxiliary aids and services leading to effective communication for people with disabilities, including qualified sign language interpreters, assistive listening devices, documents in Braille, and other ways of making communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: (Name of public entity) will make reasonable modifications to policies and procedures to ensure that people with disabilities have an equal opportunity to enjoy programs, services, and activities. For example, people with service animals are welcomed in (name of public entity) offices, even where pets and other animals are prohibited.

Requests: To request an auxiliary aid or service for effective communication, or a modification of policies or procedures contact [ADA Coordinator name and contact information] as soon as possible, preferably XX days before the activity or event.

Complaints: Send complaints to [ADA Coordinator name and contact information].

### Sample notice (short)

#### 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]

## Sample Event Language

For additional information or to request accommodations to participate in this meeting (event) contact (###) ###-#### or MA Relay 711 or email [AppropriatePerson@address.org](mailto:AppropriatePerson@address.org). Meeting materials in alternate formats can be made available upon request. Notification 72 hours prior to the meeting will allow the Town to make reasonable arrangements to ensure accessibility to this meeting. Note, the (meeting location) is an accessible facility.

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**Worksheets**

**Administration Worksheet**

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**Town of Wareham**

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**AMERICANS WITH DISABILITIES ACT**

**SELF-EVALUATION REVIEW FORM**

**This questionnaire was completed by the following individuals:**

**Name:**\_\_\_\_\_

**Position:**\_\_\_\_\_ **Telephone**\_\_\_\_\_ **Email**\_\_\_\_\_

**Name:**\_\_\_\_\_

**Position:**\_\_\_\_\_ **Telephone**\_\_\_\_\_ **Email**\_\_\_\_\_



Policy/Procedure	Yes	No	N/A	Comments
<b>A. GENERAL PROCEDURES<sup>3</sup></b>				
1. Has an employee been appointed to coordinate the public entity's ADA obligations - ADA Coordinator? (Required if 50 or more employees.).				Name and title
a. ADA Coordinator has received ADA training.				Please provide date of last training
2. A Grievance Policy and Procedure has been adopted to resolve disability related complaints? The policy includes the name and contact information of the employee responsible for receiving and processing discrimination complaints. _				Please attach
a. The Grievance Policy is posted in conspicuous locations in all Town buildings.				Name and contact info
b. The Grievance Policy has been distributed to all department heads, boards and commissions.				
3. Surcharges are not imposed to recover the cost of accommodations, effective communications services or accessibility features.				
4. Procedures are established to assure meetings (including Boards and Commissions), hearings, workshops, and conferences, are held in accessible locations.				Please describe
5. List any licenses or certifications issued by Wareham (liquor, restaurant, etc.) and indicate whether the application process has been reviewed to ensure that qualified persons with disabilities are not screened out:				

<sup>3</sup> If you have any questions, please contact: Katie Denis, [kdenis@kmaccess.com](mailto:kdenis@kmaccess.com) or David Kessler, [dkessler@kmaccess.com](mailto:dkessler@kmaccess.com)

a.				
b.				
c.				
d.				
<b>B. NOTIFICATION</b>				
2. Public Notice of ADA compliance has been developed and is visibly posted in public spaces of municipal facilities, in publications and digital media including:				Please attach
a. Building entrances/lobbies, bulletin boards and gathering places				
b. Home page of the Town's website and other pages where information about disability services, public events and facility accessibility is displayed				
c. Employee handbooks and manuals				
d. Event posters, flyers, program brochures and announcements				
e. Program announcements (in abbreviated form)				
3. Appropriate staff have received training regarding: a.the Town's policy of nondiscrimination, b.how to respond to requests for reasonable modifications, c.their roles and responsibilities in providing auxiliary communication aids and services, d.the available resources for providing auxiliary aids and services, e.effective communication with people with disabilities. f. Use of the Massachusetts Relay Service to make and receive calls.				Please describe how this is accomplished.

<b>C. Reasonable Modifications of Policies</b>				
1. Wareham has a process for responding to requests for modifications to policies or practices if the modification is necessary for a person with a disability to participate?				
a. The process includes criteria for determining whether a modification would fundamentally alter the nature of the program.				
<b>D. SERVICE ANIMALS</b>				
1. Wareham has a written policy regarding service animals in municipal facilities.				Please attach
<b>E. USE OF CONTRACTORS</b>				
1. Wareham has included language in its contracts to ensure that contractors are aware of their obligations to facilitate the participation of persons with disabilities in programs and activities the contractor operates on behalf of Wareham.				Please attach sample language
2. Wareham has developed a procedure to disseminate information about ADA requirements to contractors.				Please describe how this is accomplished.
<b>F. TRANSPORTATION</b>				
1. Wareham provides or contracts for transportation services. (If the answer is no, skip the rest of this section)				
2. Wareham or contractor has procedures for responding to requests from persons with disabilities to provide schedule and route materials in a timely manner in an accessible form.				
3. Wareham or contractors have procedures to provide information with no delay nor additional cost to persons with disabilities. _				

4. Wareham or contractor provides training and testing to assure employees are fully qualified to serve passengers with disabilities. _				
5. Wareham or contractor has a policy that requires regular and frequent checks of lifts, as well as other access-related equipment or vehicles. _				

## G. COMMUNICATIONS

1. There is a policy requiring and implementing procedures for making Auxiliary Aids and Services available to persons who are deaf or hard of hearing and people who are blind or have limited sight.				
a. All program announcements include information about how to request an auxiliary aid or service.				
b. Sound amplification and assistive listening systems are available and maintained in assembly/meeting spaces and performance areas.				
c. Wareham has a procedure to ensure that qualified interpreters are provided in an expeditious manner when requested in advance at meetings, hearings, interviews, conferences or public appearances by Wareham officials. _				
2. Wareham has the resources necessary to provide materials in alternative (to traditional print) formats including large print, audio and/or scanned material for use with screen readers,				Please describe how this is accomplished.
3. Where phone numbers are provided as a means of contacting the municipality, an alternative means of communication (e.g. TTY number or email) is also provided.				

a. TDD numbers or telephone relay numbers been added to all Wareham directories, pamphlets, brochures, letterhead, etc. _				
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H. DOCUMENTS AND PUBLICATION				
1. Wareham has reviewed public documents to eliminate patronizing or stigmatizing language and images.				
<b>I. WEBSITE</b>				
2. Is there a policy regarding the accessibility of Wareham's webpages, that is, in compliance with the W3C Web Content Accessibility Guidelines (WCAG) 2.0 or Section 508 Standards?				
3. Are the staff and contractors who are responsible for webpage and content development aware of the policy and knowledgeable about these standards?				
4. Has the website been tested for compliance with either of these standards?				
a. If yes, have people with disabilities who use screen reading software and other assistive technology participated in the evaluation?				
J EMERGENCY EVACUATION				
1. Municipal alerts and emergency warnings are sent in multiple formats?_				
2. Emergency evacuation procedures from buildings address the needs of individuals with disabilities_				Please attach a copy of the section of your emergency preparedness plan that addresses individuals with disabilities
3. Emergency personnel are trained in effective communication with people with disabilities.				

**Department Worksheet****Town of Wareham**

<b>Department:</b>	<b>Dept. Head or Contact:</b>
	<b>Phone:</b>
	<b>Email:</b>
1. Please identify the programs and services operated by your department and their location:	
Program	Location
2. What, if any, do you think may be barriers (architectural, operational, etc.) for individuals with disabilities to access your programs/services?	
3. Have you ever received feedback that one of your programs was difficult to access by an individual(s) with a disability? If yes, please describe:	
4. Do you charge any user fees related to providing accessibility to your programs? If yes, please describe;	
5. Do you offer any separate services, programs or activities for people with disabilities?	

Note: if there is insufficient space in the table for your response, please add additional sheets.

Service/Program	Yes	No	N/A	Comment
6. Have department personnel received training in: a. the Town's policy of nondiscrimination, b. protocols for responding to requests for reasonable modifications, c. providing auxiliary communication aids and services, d. available resources for providing auxiliary aids and services, e. effective communication with people with disabilities. f. Use of the Massachusetts Relay Service to make and receive calls.				
7. What methods do you use to communicate with the people who live in Wareham and visitors (announcements, brochures, etc.)?				
8. Do materials or literature about your programs and services include a notice about non-discrimination?				
9. Do your communications (see #7) alert recipients on how to request auxiliary aids/services and/or materials in alternate formats?				
10. If requested, do you have the resources necessary to provide print materials in alternate formats in a timely manner?				
11. If they are requested, do you have access to appropriate auxiliary aids and services (ASL interpreters, assistive listening systems, etc.)?				
12. Does the emergency preparedness plan for your facilities address the needs of individuals with disabilities?				If yes, please describe.

If you have any questions, please contact: Katie Denis, [kdenis@kmaccess.com](mailto:kdenis@kmaccess.com)

Department	Please identify the programs and services operated by your department:	Program locations:	What, if any, do you think may be barriers (architectural, operational, etc.) for individuals with disabilities to access your programs/ services?	Have you ever received feedback that one of your programs was difficult to access by an individual(s) with a disability? If yes, please describe:	Do you charge any user fees related to providing accessibility to your programs? If yes, please describe;	Do you offer any separate services, programs or activities for people with disabilities?	Have department personnel received training in the Town's policy on non-discrimination?	Have department personnel received training in protocols for responding to requests for reasonable modifications?	Have department personnel received training in providing auxiliary communication aids and services?	Have department personnel received training in the available resources for providing auxiliary aids and services?	Have department personnel received training in effective communication with people with disabilities?	Have department personnel received training in the use of the Massachusetts Relay Service to make and receive calls?	What methods do you use to communicate with the people who live in Wareham and visitors (announcements, brochures, etc.)?	Do materials or literature about your programs and services include a notice about non-discrimination?	Do your communications (see #7) alert recipients on how to request auxiliary aids/services and/or materials in alternate formats?	If requested, do you have the resources necessary to provide print materials in alternate formats in a timely manner?	If they are requested, do you have access to appropriate auxiliary aids and services (ASL interpreters, assistive listening systems, etc.)?	Does the emergency preparedness plan for your facilities address the needs of individuals with disabilities?
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Wareham ADA Self-Evaluation & Transition Plan

Accounting	Records	Town Hall	None	No	No	No	Yes	Yes	No	No	No	N/A	N/A	N/A	N/A	No	No	N/A
Assessing	Valuation & Administration of real and personal property	Town Hall	Computer literacy, building access  On 12.12.18 KMA had a phone conversation with Jacqui. Everything is online and some users have difficulty using computers. She stated that there have been multiple instances where someone with mobility impairments tries to use the stairs.	No	No	No	Yes	No	No	No	No	No	Multi-media, print, cable TV, postcards, website	No; programs (exemptions have requirements )	No	No	No	?
Council on Aging	Daily lunches, exercise classes, educational classes, art classes, health check-ups, games	Multi-Service Center, Basement	We do have a ramp and handicap entrance, but  When people enter the main door of building the cement at door could be friendlier.	No	No	Most of our participants are elderly and many are disabled. No separate services though.	Yes.  I have received this training as Director, but staff has not	Yes  I have received this training as Director, but staff has not	Yes  I have received this training as Director, but staff has not	Yes  I have received this training as Director, but staff has not	Yes  I have received this training as Director, but staff has not	Yes  I have received this training as Director, but staff has not	Monthly newsletter, cable, social media, local papers	No	No	No	No  Have never been asked, but am assuming someone in the Selectmen's Office may be able to direct me	--





Department	Please identify the programs and services operated by your department:	Program locations:	What, if any, do you think may be barriers (architectural, operational, etc.) for individuals with disabilities to access your programs/ services?	Have you ever received feedback that one of your programs was difficult to access by an individual(s) with a disability? If yes, please describe:	Do you charge any user fees related to providing accessibility to your programs? If yes, please describe;	Do you offer any separate services, programs or activities for people with disabilities?	Have department personnel received training in the Town's policy on non-discrimination?	Have department personnel received training in protocols for responding to requests for reasonable modifications?	Have department personnel received training in providing auxiliary communication aids and services?	Have department personnel received training in the available resources for providing auxiliary aids and services?	Have department personnel received training in effective communication with people with disabilities?	Have department personnel received training in the use of the Massachusetts Relay Service to make and receive calls?	What methods do you use to communicate with the people who live in Wareham and visitors (announcements, brochures, etc.)?	Do materials or literature about your programs and services include a notice about non-discrimination?	Do your communications (see #7) alert recipients on how to request auxiliary aids/services and/or materials in alternate formats?	If requested, do you have the resources necessary to provide print materials in alternate formats in a timely manner?	If they are requested, do you have access to appropriate auxiliary aids and services (ASL interpreters, assistive listening systems, etc.)?	Does the emergency preparedness plan for your facilities address the needs of individuals with disabilities?
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Wareham ADA Self-Evaluation & Transition Plan

Department of Planning and Community Development	Public Meetings/ Hearings/ Individual Meetings (Planning Board, ZBA, Conservation Commission, Building Permits, Community Development, Redevelopment Authority)	Multi-Service Center, Room 320; Town Hall Auditorium, and Town Hall Rooms 10, 24, and 27	In the downstairs Conservation office there is a counter with no ADA accessibility for someone to review documents or to complete or sign documents. There may be barriers with persons with visual or hearing impairments who are not aware of the ability to request accommodations	No	No	No	Yes	?	?	?	No	No	Flyers, brochures, newspaper announcements/ articles, paid advertising, Town website, postings, Facebook	?	?	Yes, with adequate advance notice.	Yes, with date-specific notice.	Yes, the emergency preparedness plan (which is not yet complete) addresses which residences are high priority due to disability
	Workshops (Planning & Miscellaneous Projects)	Multi-Service Center, Room 320; Town Hall Auditorium																
	Permits/Approvals (Building Permits, Special Permits, Variances, Discharge, Wetlands and Waterways)	Town Hall Basement Level and Rooms 10, 24, and 27																
	Fundraising Events	Tremont Nail Complex, Elm Street																
	Employee or Board Training	Multi-Service Center, Room 320; Town Hall Rooms 24 and Room 27, Town Hall Auditorium																
	Title 5 Septic Revolving Loan Program	DPCD Office in Room 10, Town Hall																
	Wareham Housing Rehabilitation	DPCD Office in Room 10,																



Department	Please identify the programs and services operated by your department:	Program locations:	What, if any, do you think may be barriers (architectural, operational, etc.) for individuals with disabilities to access your programs/ services?	Have you ever received feedback that one of your programs was difficult to access by an individual(s) with a disability? If yes, please describe:	Do you charge any user fees related to providing accessibility to your programs? If yes, please describe;	Do you offer any separate services, programs or activities for people with disabilities?	Have department personnel received training in the Town's policy on non-discrimination?	Have department personnel received training in protocols for responding to requests for reasonable modifications?	Have department personnel received training in providing auxiliary communication aids and services?	Have department personnel received training in the available resources for providing auxiliary aids and services?	Have department personnel received training in effective communication with people with disabilities?	Have department personnel received training in the use of the Massachusetts Relay Service to make and receive calls?	What methods do you use to communicate with the people who live in Wareham and visitors (announcements, brochures, etc.)?	Do materials or literature about your programs and services include a notice about non-discrimination?	Do your communications (see #7) alert recipients on how to request auxiliary aids/services and/or materials in alternate formats?	If requested, do you have the resources necessary to provide print materials in alternate formats in a timely manner?	If they are requested, do you have access to appropriate auxiliary aids and services (ASL interpreters, assistive listening systems, etc.)?	Does the emergency preparedness plan for your facilities address the needs of individuals with disabilities?
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Wareham ADA Self-Evaluation & Transition Plan

	Program	Town Hall																
	Visitors Center (Tourism); seasonal, April-October	Route I-195 Eastbound (Visitor Center)																
	Inspectional Services is part of DPCD, <i>but see separate response</i>	Basement Level, Town Hall																
EMS	Ambulance Services	Office at 72 Sandwich Road, town-wide service	None, we go to them.  Building is not accessible to disabled individuals – for records we met them outside or we can open the garage for access	No	Not for access, but for the service if transported	No	Yes	No	No	No	No	No	Phone	We don't have any	No	No	No	We don't have any positions for people with disabilities
Finance & Treasurer	Tax collections	Town Hall Room #5/ Window	The window is not handicapped accessible.	No, but we have assisted taxpayers in the hallway	No	No	Yes	No	No	No	No	No	Tax bill inserts, newspaper ads, town website	No	No	No	No	?
Health Department	Do not run any programs health screening by public health nurse	Multi-service Center	N/A	No	N/A	N/A	Yes/No	No	No	No	No	No	BOH Facebook, reverse 911	No	No	No	No	Yes
HR	Employment Issues	Room 23, 24, & 26	None. Elevator available. Wide/ double doors to my office	No	N/A	No	Yes	Yes	No; I have been trained, staff has not as they would come directly to me	No	Yes	No	Website, newspaper, indeed	Yes	Yes	No	No	No

Department	Please identify the programs and services operated by your department:	Program locations:	What, if any, do you think may be barriers (architectural, operational, etc.) for individuals with disabilities to access your programs/ services?	Have you ever received feedback that one of your programs was difficult to access by an individual(s) with a disability? If yes, please describe:	Do you charge any user fees related to providing accessibility to your programs? If yes, please describe;	Do you offer any separate services, programs or activities for people with disabilities?	Have department personnel received training in the Town's policy on non-discrimination?	Have department personnel received training in protocols for responding to requests for reasonable modifications?	Have department personnel received training in providing auxiliary communication aids and services?	Have department personnel received training in the available resources for providing auxiliary aids and services?	Have department personnel received training in effective communication with people with disabilities?	Have department personnel received training in the use of the Massachusetts Relay Service to make and receive calls?	What methods do you use to communicate with the people who live in Wareham and visitors (announcements, brochures, etc.)?	Do materials or literature about your programs and services include a notice about non-discrimination?	Do your communications (see #7) alert recipients on how to request auxiliary aids/services and/or materials in alternate formats?	If requested, do you have the resources necessary to provide print materials in alternate formats in a timely manner?	If they are requested, do you have access to appropriate auxiliary aids and services (ASL interpreters, assistive listening systems, etc.)?	Does the emergency preparedness plan for your facilities address the needs of individuals with disabilities?
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Wareham ADA Self-Evaluation & Transition Plan

Inspectional Services	N/A	N/A	The office counter has limited ADA accessibility for someone to review documents or to complete or sign documents	No	No	No	Yes	No	No	No	No	No	Town website, flyers, bulletin	No	No	Yes	Yes	Yes. The emergency preparedness plan (which is not yet complete) addresses which residences are high priority due to disability
Natural Resources Department	Boating Safety Course, ORV Safety Course, Learn to Shellfish	Wareham Free Library, Onset Pier/ Floating Docks	Onset Pier is very limited in access for persons with mobility issues. Stairs to short gangways leasing to floating docks.	No	No	No	Yes	No	No	No	No	No	None	No	No	No	No	No
Police	--	--	No	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Use social media and the press	Yes	No	No	Yes	No
WPCA/ Sewer	None – Programs Services – Counter	Plant	None	None	No	No	No-TDY?	Yes	No	No	No	No	Web, mail	Yes	No	No	No	No

Please email Katie Denis, [kdenis@kmaccess.com](mailto:kdenis@kmaccess.com), if you have any questions.