



of Northwest Missouri

Life without limits for people with disabilities™

ACCESSIBILITY PLAN

2005-2008

United Cerebral Palsy
of Northwest Missouri
3303 Frederick Avenue ▪ St. Joseph, MO 64506

August 2005

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CELEBRATING THE ACCOMPLISHMENTS OF THE PAST AS WE LOOK TO THE NEEDS OF THE FUTURE

July 26 of this year marked the 15-year anniversary of the signing of the American's with Disability Act (ADA). This landmark act prohibits discrimination on the basis of disability in employment, State and local government, public accommodations, commercial facilities, transportation, and telecommunications. Michael Deland, chairman and president of the National Organization on Disability described the American's with Disability Act as "the most significant civil rights statute since the Civil Rights Act was passed."

In an ABC news coverage of the event it was noted that "while the ADA did not pass without controversy – particularly from small business owners concerned about the cost of implementing the law's requirements – **it is clear 15 years later that the law changed the lives of many people with disabilities, some of whom are too young to remember life without its provisions**

UCP of Northwest Missouri's own history is mark with many accomplishments of its own in the area of creating accessible environments for people with disabilities who use its services. With the organization's move to its current facility in 1993, the creation of a therapeutic play area in 2001 and a Sensory-Motor Room and Snoezelen Room in 2003 the organization has removed many barriers for both children and adults with disabilities. The organization's barrier-removal accomplishments since its last accessibility survey include the following:

- Installation of adult changing table making it possible for the organization to serve more people with significant physical disabilities
- Purchase of two new vans with wheelchair lifts for the Adult Support Activities program to provide safe, accessible transportation to consumers accessing the community. The addition of these vans will also make it possible for more consumers to spend time in the community.
- Addition of two additional rooms for the Adult Support Activities program
- Carpet removed and replace with tile in two rooms in the Adult Support Activities program making for easier access for people using wheelchairs
- Chairs with arms added to Adult Support Activities program for consumers who have seizures and balance problems.
- The addition of new computers and adaptive equipment and software to the computer room in the Adult Support Activities program making technology and internet access more accessible for adult consumers.
- Development of Access Coordinator position to coordinate the ongoing efforts of the organization in identify, removing and prevent barriers to people with disabilities

This Accessibility Plan outlines the work that lies ahead as the organization continues to identify, remove and prevent barriers for persons with disabilities within the organization as well as in the community. The plan will serve as a guide for the organization for the next three years. It will be reviewed regularly to document the organization's progress in completing identified activities for barrier removal. The plan will also provide for the continual monitoring of the organizations accessibility status, plans, and priorities, as well as its financial and other resources, and implement barrier removal as new measures become readily achievable.

GOAL

The goal of the Accessibility Plan is to describe actions UCP of Northwest Missouri completed during 2004-2005, and will take during 2005-2006 to identify, remove and prevent barriers to all people with disabilities accessing UCP's facility and services. These actions are taken to benefit staff, consumers, families, visitors and volunteers of the organization.

OBJECTIVES

This report serves to accomplish the following:

- Communicate the continual commitment of UCP to remove barriers to persons with disabilities and comply with the requirements of applicable local, state, and federal regulations pertaining to accessibility.
- Describe the process used to identify, remove and prevent barriers to people with disabilities.
- Review the past accomplishments of the organization in removing barriers to people with disabilities.
- List the barriers identified in this year's accessibility audit of its facility, programs, and policies.
- Lay out a plan for addressing barriers identified.
- Describe the on-going efforts of the organizations in identifying and preventing barriers on an everyday basis.
- Describe the way in which the organization will monitor progress of the plan.
- Describe the ways the organization will make the plan available to the public.

For the purpose of this plan a barrier to accessibility can be described as anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an attitudinal barrier, environmental barrier, financial barrier, communication barrier, employment barrier, and transportation barrier.

ACCESS COORDINATOR

The Executive Director appointed Carmen Bartlett, Program Director Advocacy Services, to serve as Access Coordinator for the duration of this plan (3 years). It is the responsibility of the Access Coordinator to:

- Establish an Accessibility Work Group that includes persons with various disabilities, staff, and representation of the organization's board of director and stakeholders.
- Annually conduct an organizational self-assessment to identify barriers in the following areas: architecture, environment, attitudes, finances, employment, communication, transportation, and any other barrier identified by persons served, personnel, and other stakeholders of the organization.
- Develop the organization's accessibility plan, which lists the barriers that limit access to programs, outlines how the barriers will be removed, develops a schedule for steps to remove barrier(s), and identifies persons(s) responsible for implementing the plan.
- Review completed *Barrier Report Forms*, which are available to persons served and their families, personnel, and other stakeholders to report access concerns throughout the year.
- Monitor and communicate progress of the plan regularly (no less than every six month) to the Executive Director and board of Directors.
- Update plan annually.

ACCESSIBILITY WORK GROUP

The Accessibility Work Group plays an integral part in the development and monitoring of the organization's Accessibility Plan. The following individuals have generously agreed to serve on the Accessibility Work Group for this plan.

NAME	AFFILIATION
Pam Schneeflock	<ul style="list-style-type: none">▪ Missouri Parent ACT Regional Coordinator▪ Parent of a high school student with disabilities▪ Past member of UCP Board of Directors
Tammy Courter	<ul style="list-style-type: none">▪ Young adult with a disability▪ Region I Council for Developmental Disabilities Council Member▪ American Association for Mental Retardation Board Member▪ People First of St. Joseph - Treasurer
Cindy Gove	<ul style="list-style-type: none">▪ Member UCP Board of Directors▪ Vision Specialist for the St. Joseph Public School District▪ Parent of a young adult with a disability who is a current consumer of UCP's Adult Support Activities program
Marilyn Finney	<ul style="list-style-type: none">▪ Assistant Director for the Midland Empire Resources for Independent Living▪ No More Stares Steering Committee

VISION:

It is the vision of UCP of Northwest Missouri for all people with developmental disabilities to receive the support they need and to be accepted as a part of their community.

MISSION:

It is the mission of UCP of Northwest Missouri to positively affect the quality of life to persons with cerebral palsy and other developmental disabilities through the provision of direct services, community education and advocacy.

OVERVIEW OF SERVICES AND PROGRAMS:

UCP is a 501(c)(3) not-for-profit organization providing services for the past 35 years to children and adults with development disabilities in Northwest Missouri. Our primary presence is in the counties of Andrew, Buchanan, and DeKalb. The following is a brief description of each program the organization offers:

Building Blocks provides services to children birth to five years old with disabilities including Cerebral Palsy, Down Syndrome, Spina Bifida, Autism and developmental delay. Each child receives intensive therapeutic services to address their area of need. These services are provided both at UCP and in the families' home and daycare setting.

Supported Employment helps adults with developmental disabilities who cannot obtain employment on their own. Vocational assessments, job development, job coaching and job retention services are provided to help the individual achieve and maintain successful employment.

The **Adult Support Activities** program helps adults with severe developmental disabilities continue to learn and reach goals of importance to them. Opportunities for learning are offered through a variety of center and community based activities, which focus on the acquisition of new skills that help participants reach greater independence in their daily lives.

Advocacy Services, UCP's information and referral program is designed to provide individuals with developmental disabilities and their families information and support to advocate for the services they want.

Community Education. UCP works to increase the community's awareness and understanding of disability related issues through community partnerships, public presentations, printed materials, and participation in community events. The organization also coordinates the *Kids on the Block* program. *Kids on the Block* is a troupe of educational puppets, which presents a "uniquely successful communication program used around the world that teaches children to appreciate disabilities and differences in others." Presentations are made available to schools, camps, and other children groups upon request.

BARRIER-IDENTIFICATION TOOLS:

The following barrier-identification tools were utilized for this year's accessibility survey:

STRATEGY	DESCRIPTION	STATUS
2004 CARF Guide to Accessibility Checklist	Tool used to identify the status of physical access. Checklist covers: <ul style="list-style-type: none"> ▪ Parking lots, passenger loading zones ▪ Outdoor access ▪ Building access ▪ Seating areas ▪ Public restrooms ▪ Drinking fountains ▪ Public telephones ▪ Emergency alarms and areas used for emergency egress 	Completed July 2005
Staff questionnaire	Staff provided opportunity to provide input through a questionnaire	Completed July 2005
Visitors questionnaire	Visitors to the organization provided opportunity to provide input through a mailed questionnaire	Completed July 2005
Consumer questionnaire	Families using services through the Children's Program provided the opportunity to provide input through a mailed questionnaire	Completed July 2005 Completed annually
2004 CARF Guide to Accessibility Nondiscrimination in Program Accessibility Checklist	Checklist designed to address program access and nondiscrimination; reasonable program modifications; and surcharges and additional requirements to ensure program access under the ADA.	Completed August 2005
2004 CARF Guide to Accessibility Nondiscrimination in Employment Policies and Practices	Checklist designed to address issues of nondiscrimination in employment policies and practices	Completed August 2005

IDENTIFIED BARRIERS AND PLAN FOR REMOVAL

The following is the organization's plan for removal of identified barriers. Where more information is needed before a permanent and/or intermediate solution can be determined, the method to be used for gathering information is indicated. This information will then be shared with the Access Coordinator, Executive Director and Accessibility Work Group and next steps in the removal of the barrier will be discussed and determined in follow up meetings of the Accessibility Work Group. Documentation of agreed upon solutions to identified barriers and status of identified activities will be maintained in appendices to this plan.

Barrier	Solution	Priority	Cost	Status	Due Date	Responsible Party
Attudinal Barriers						
1. Increase community awareness of the organization's mission and programs/services provided.	- Brainstorm with staff regarding opportunities for education and implement as feasible.	A	Staff Time		10/1/05	Program Directors
	- Redesign Internet web site	A	Staff Time		12/1/05	Program Directors and Administrative Assistant
2. Increase family and community members' vision of people with disabilities as contributing members of the community.	Brainstorm with staff regarding opportunities for education and implement as feasible.	A	Staff Time		12/1/05	Program Directors and all staff
Physical Barriers						
1. Slope from curb cut off parking lot to the adult program entrance is too steep.	- Add signage to indicate main entrance is wheelchair accessible	A	\$		10/1/05	Employment Coordinator
	- Investigate design and cost of making entrance fully accessible and report to Access Coordinator	A	Staff Time		10/1/05	Executive Director
	- Budget for making entrance accessible	B	To be determined		5/01/05	Executive Director
2. Slope from curb cut off parking lot to the children's program entrance is too steep.	- Add signage to indicate main entrance is wheelchair accessible	A	\$		10/1/05	Employment Coordinator
	- Investigate design and cost of making entrance fully accessible and report to Access Coordinator	A	Staff Time		10/1/05	Executive Director
	- Budget for making entrance accessible	B	To be determined		5/01/05	Executive Director
3. Thresholds of the following exits need to be re-measured to assure compliance with maximum heath allowances: <ul style="list-style-type: none"> ▪ Outside exit of Ruby classroom ▪ Outside exit to playground form hallway ▪ Outside exit from break room ▪ Outside exit of lower level 	- Schedule time with architect to re-measure thresholds and report findings to Accessibility Workgroup	A	Staff Time – Architect services donated		10/1/05	Access Coordinator

Barrier	Solution	Priority	Cost	Status	Due Date	Responsible Party
Physical Barriers (Continued)						
4. Concrete pad outside emergency exit from motor room does not have railing	- Investigate railing options and report back to Accessibility Workgroup	A	Staff Time		10/1/05	Access Coordinator
5. Restrooms in main foyer area and adult program <ul style="list-style-type: none"> ▪ Toilets exceed maximum height by ¼ to ½ inches ▪ Countertops exceed maximum height by 1 ¾ and 2 inches ▪ Clearance between grab bars and walls behind toilets in both men's restrooms and the women's restroom off main foyer exceeds required 1 ½ inches by ¼ to ½ inches ▪ Mirrors mounted in both men's restrooms on main floor and in lower level unisex restroom exceed maximum height allowed by 2 ½ and 1 ½ inches respectively 	- Investigate cost and determine feasibility of making room with changing table off break room in adult program into a unisex accessible restroom. This would require the addition of an accessible toilet, mirror, and paddle faucet handles. Report findings to Access Coordinator.	A	Staff Time		4/1/05	Executive Director
6. Get clarification on maximum forward reach for placement of soap dispensers in restrooms.	Research American with Disabilities Act Guidelines and report findings to Accessibility Work Group	A	Staff Time		10/1/05	Access Coordinator
7. Noise level and echo in lower level sensory motor room interferes with optimal benefit to child	Investigate ways to reduce noise level and reverberation and report findings to Accessibility Workgroup.	A	Staff Time		12/31/05	Access Coordinator
8. Fire extinguisher cabinet in hallway of children's program extends into path of travel making it difficult to detect for a person using a cane	Place cane-detectable projection beneath cabinet. This could be a piece of furniture such as a bookcase.	A	\$		10/1/05	Children's Program Program Director
9. Bench outside entrance to adult program entrance extends into path of travel	Move bench	A	Staff Time		9/1/05	Adult Support Activities Program Director
10. Placement of bookshelf and trashcan on either side of interior door between break room and hallway to adult program limits "pull-side" clearance space for use by people who use wheelchair	Determine impact on current consumers. Monitor and adjust as necessary.	A	Staff Time		10/1/05	Adult Support Activities Program Director

Barrier	Solution	Priority	Cost	Status	Due Date	Responsible Party
Physical Barriers (Continued)						
11. Accessible parking spots need to be re-striped	Schedule on site visit by architect to review space requirements and determine best placement of accessible parking spots. Report recommendations to Executive Director and Accessibility Work Group.	A	Staff Time		10/1/05	Access Coordinator
12. Outside access doors to break room are difficult to operate.	Determine problem and report finding to Executive Director and Accessibility Work Group	A	Staff Time		10/1/05	Access Coordinator
13. Concrete pad located next to pathway leading to entrance to adult program has signage indicating it is "Van Accessible". However it is not striped and is actually be used as a passenger loading/unloading area.	- Remove sign	A	\$		10/1/05	Employment Coordinator Adult Support Activities Program Director and Employment Coordinator
	- Determine best use of area and designate with appropriate signage and striping	A	\$		10/1/05	
14. Towel dispensers in restrooms require a "tight grasping" to pull down towels and are not considered accessible.	Investigate cost of accessible towel dispensers for restrooms and report findings to Access Coordinator	A	Staff Time		10/1/05	Employment Coordinator
15. Location of trashcans in restrooms hinders access to towel dispensers.	Move trashcans	A	Staff Time		9/1/05	Employment Coordinator
16. Railings to stairs leading downstairs do not extend "at least 12 inches" beyond top and bottom steps.	Determine options and cost for extending railing to required length and report findings to Executive Director and Accessibility Work Group	A	Staff Time		12/31/05	Access Coordinator
17. Insufficient lighting of parking lot	Investigate cost of adding additional lighting and report findings and recommendations to Executive Director and Accessibility Work Group	A	Staff Time		12/31/05	Executive Director
Communication Barriers						
1. Lack of signage directing persons to accessible pathway to south and north outsides entrances of building	Add signage	A	\$		10/1/05	Employment Coordinator
2. Increase Adult Support Activities' staff knowledge of sensory and communication disabilities.	Research training options and report findings to Accessibility Work Group and Executive Director	A	Staff Time		10/1/05	Access Coordinator

Barrier	Solution	Priority	Cost	Status	Due Date	Responsible Party
Communication Barriers (Continued)						
3. No signage for elevator lift	Add signage	A	\$		10/1/05	Employment Coordinator
4. Emergency evacuation signage not readily understandable by people with cognitive disabilities.	Reevaluation signage and research alternative signage that is more understandable by people with cognitive disabilities and report findings to Accessibility Work Group and Executive Director	A	Staff Time		10/1/05	Access Coordinator
5. Increase staff awareness of resources available for communicating and serving people of different cultures	Develop resource guide to include information on where to go to get interpreter services, materials in alternative formats, etc.	A	Staff Time		10/1/05	Access Coordinator
Transportation Barriers						
1. Limited resources available for individuals and families needing wheelchair accessible transportation.	Determine impact of current resources and advocate through community partnership for increased resources.	A	Staff Time		12/1/05	Advocacy Services Program Director
Employment Barriers						
1. Limited employment opportunities for people with more significant cognitive, physical, and/or medical disabilities.	Identify impact and work with Department of Mental Health for increased funding for additional employment supports.	A	Staff Time		12/1/05	Employment Coordinator
Financial Barriers						
1. Limited financial resources for places like daycares to have the additional training and support to fully integrate children with disabilities into their programs.	Work through existing community partnerships and councils to raise awareness and develop new resources.	A	Staff Time		On-going	Children's Program Program Director
Program Access Barriers						
1. Increase staff knowledge of accessibility requirements.	Add training on accessibility requirements to new employee orientation.	A	Staff Time		12/1/05	Access Coordination
2. Need for formalized process for determining whether a policy or modification of practice would fundamentally alter nature of program.	Formalize decision making process to determine when policy or modification alters nature of program.	A	Staff Time		12/1/05	Executive Director and Program Directors
3. Increase consumer's and employee's knowledge of their rights under the ADA	Add information on rights to consumer intake process and employee orientation.	A	Staff Time		12/1/05	Executive Director and Program Directors

Barrier	Solution	Priority	Cost	Status	Due Date	Responsible Party
Program Access Barriers (Continued)						
4. Increase consumer and public knowledge of the organization's provision of accessible programs and on-going accessibility efforts.	- Add section to Internet web site to share information on the provision of accessible programs and the organization's accomplishments/on-going efforts in this area	A	Staff Time		12/1/05	Access Coordinator
	- Make accessibility plan available to consumers, employees and the public	A	Staff Time		10/1/05	Access Coordinator
Employment Policies and Practices Barriers						
1. Need for grievance procedure for job applicants and visitors.	Consult with organization attorney for recommendations and report to Access Coordinator	A	Staff Time		10/1/05	Executive Director
2. Lack of formalized process for determining at what point "reasonable accommodation" causes "undue hardship" and procedure for documenting decisions not to hire or promote because of "undue hardship"	Consult with organization attorney for recommendations and report to Access Coordinator	A	Staff Time		10/1/05	Executive Director

Legends:

Priority Coding	Cost
A = this year; B = next year; C = as needed; D = continual	Staff Time \$ = \$1-\$99 \$\$ = \$100-\$199 \$\$\$ = \$200 +

REVIEW AND MONITORING PROCESS

The Access Coordinator will schedule meetings with the Accessibility Work Group at least twice a year to review the progress of the Accessibility Plan. The Barrier-Removal schedule will be reviewed to ensure identified barriers are being addressed within assigned timelines. Documentation on status and changes will be maintained in the appendices of this plan.

COMMUNICATION OF THE PLAN

Copies of UCP's Accessibility Plan will be made available upon to consumers, employees, visitors and the public upon request. Upon request the plan will be made available in alternative formats.

This Accessibility Plan will also be available on UCP's website.