








*Best Practices in Parks & Recreation
Accessibility Management
& ADA Compliance*

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Title II Administrative Requirements

				
Designate a responsible employee (Entities w/50+ employees)	Notice to the public (All public entities)	Grievance procedure (Entities w/50+ employees)	Self-Evaluation (All public entities)	Transition Plan (Entities w/50+ employees)

TITLE II ADMINISTRATIVE REQUIREMENTS

These documents (Self-Evaluation & Transition Plan) evidence a public entity's good faith efforts to comply with Title II's requirements.
-DOJ Title II Technical Assistance Manual

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Americans with Disabilities Act

Program Access

§35.149

No 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.

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Americans with Disabilities Act

Program Access

§35.150

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.

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Program Access & Program Spaces

- When **viewed in its entirety***, can visitors participate and gain the benefits of the program?



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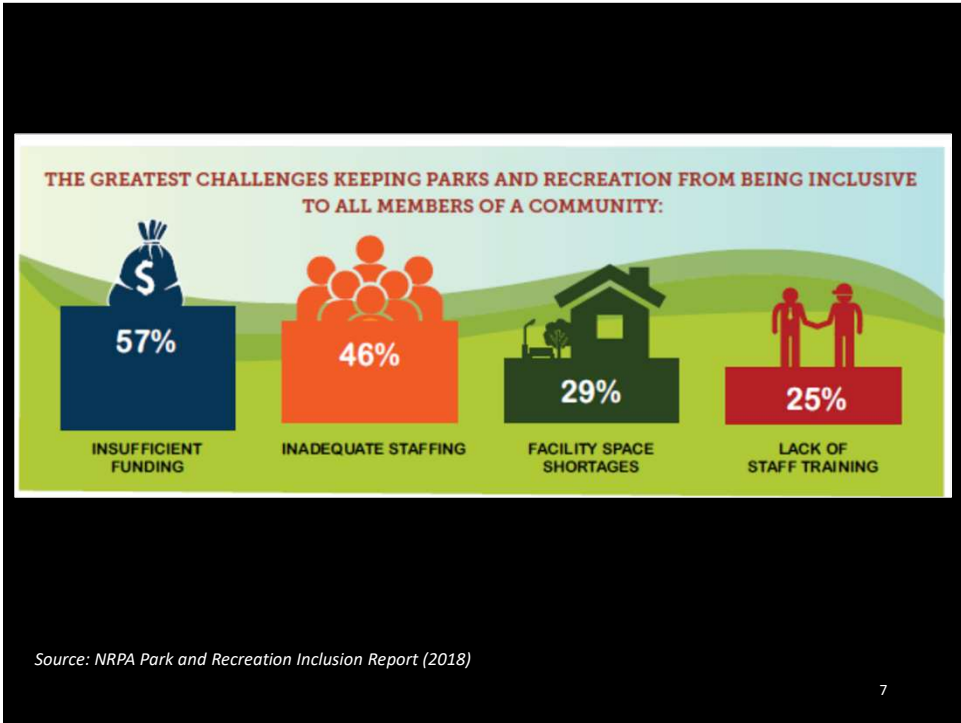
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2 in 5 PARK AND RECREATION AGENCIES HAVE A FORMAL INCLUSION POLICY THAT ENSURE ALL MEMBERS OF A COMMUNITY CAN ACCESS AND ENJOY ALL THAT PARKS AND RECREATION HAS TO OFFER

Source: NRPA Park and Recreation Inclusion Report (2018)

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Inclusion of people with disabilities is perceived as a core value within the organization.

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Compliance Starts with Commitment

- Commitment to inclusion of people with disabilities by leadership
 - Elected officials / governance board
 - Executives
 - Department heads
- Directive to staff ⇨ responsibilities are delegated
- Policies and procedures are clearly presented

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Support from administrators

- “If the manager doesn’t fully believe in inclusion, staff won’t either and will do it poorly.”
- Support is perceived as budgeting for inclusion support, retrofits and accessibility improvements.

Source: Best Practices of Accessibility in Parks and Recreation: A Delphi Survey of National Experts in Accessibility (2008). National Center on Accessibility, Indiana University.

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Fosters an organizational culture and attitude where recreation staff recognizes and promotes the rights of all persons to access fulfilling and enjoyable recreation activities, regardless of ability or disability.

The agency's core values should include a philosophy toward inclusion where everyone in the community, regardless of ability, is encouraged to participate.

Support of inclusion should be a responsibility of all staff as specified by their job description.

Source: *Best Practices of Accessibility in Parks and Recreation: A Delphi Survey of National Experts in Accessibility (2008)*. National Center on Accessibility, Indiana University.

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NPS 3 Overarching Goals

Goal 1
Create a welcoming environment by increasing the ability of the National Park Service to serve visitors and staff with disabilities.

Goal 1 Vision
From facilities to programs, people with varying abilities and their families and friends will be seamlessly included in all the ways that visitors access park information and experience parks before, during, and after visits. All staff, volunteers, partners, and concessioners will be skilled at reaching out to, and communicating with, diverse populations and will be proponents of accessibility.

Goal 1 Strategies
The following strategies will help the National Park Service achieve Goal 1:
A. Develop an overall communication plan to improve relationships with the public about accessible experiences in the National Park Service. Highlight these accessible opportunities to encourage visitors. Work to be inclusive in the public community to create a dialogue about accessibility needs, priorities, and accomplishments.
B. Develop a comprehensive training plan aimed at building organizational culture change (e.g., specialized knowledge and teaching the understanding and needs of National Park Service staff) and the legal obligations, as well as identify opportunities for advocacy on accessibility. Create new career paths to fill training gaps, such as programmatic accessibility. The training series, such as 2019 Fundamentals and the Superintendents Institute, to increase accessibility understanding, and identify special interest parks to demonstrate accessibility rights within existing systems. Topics may range from cultural accessibility to meeting with high-maintenance. Ensure that all training content are provided in accessible formats.

Goal 2
Ensure that new facilities and programs are inclusive and accessible to people with disabilities.

Goal 2 Vision
The National Park Service will embrace and incorporate accessible and universal design principles when developing all new facilities and programs, so that all recreational facilities and programs will be seamlessly inclusive and accessible regardless of fund source or project sponsor.

Goal 2 Strategies
The following strategies will help the National Park Service achieve Goal 2:
A. Define roles and responsibilities for when and how accessibility technical assistance and resources, such as the National Accessibility Board, Design Accessibility, and Design Best Practices, provide assistance to parks being planning for the initiation of projects. Develop the roles and available resources on how to park, all program, and encourage that on those project planning and other projects.
B. Build park and regional capacity to create, review, and budget for facility and program plan to ensure facilities meet needs. Engage specialists, as needed, to support project review and budget development, planning, and design processes to ensure both programmatic and physical accessibility needs are properly addressed. Create knowledge by regional focus to ensure projects plan to regional and national Development Advisory Board members.

Goal 3
Upgrade existing facilities, programs, and services to be accessible to people with disabilities.

Goal 3 Vision
Strategically upgrade existing facilities, programs, and services for accessibility by focusing investments on key visitor experiences throughout the National Park Service.

Goal 3 Strategies
The following strategies will help the National Park Service achieve Goal 3:
A. Develop a process for parks to submit and prioritize the park visitor experience to set priorities for accessibility improvements. This process should include use of existing planning tools, such as park user management plan, feasibility studies, long-range management plan, and the user priority. Use these tools to identify user and visitor experience needs that require an effort within the park based on level of use, resource availability, feasibility of providing accessibility, and other factors.
B. Create a process for parks to set, assess, and track the accessibility of key park visitor experiences. This high-level assessment would identify the greatest areas of accessibility to develop park prioritization of accessibility needs and a strategy to address these needs.

Source: All In! Accessibility in the National Park Service 2015-2020 (2014)

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Planning for inclusion and implementation is an ongoing process.

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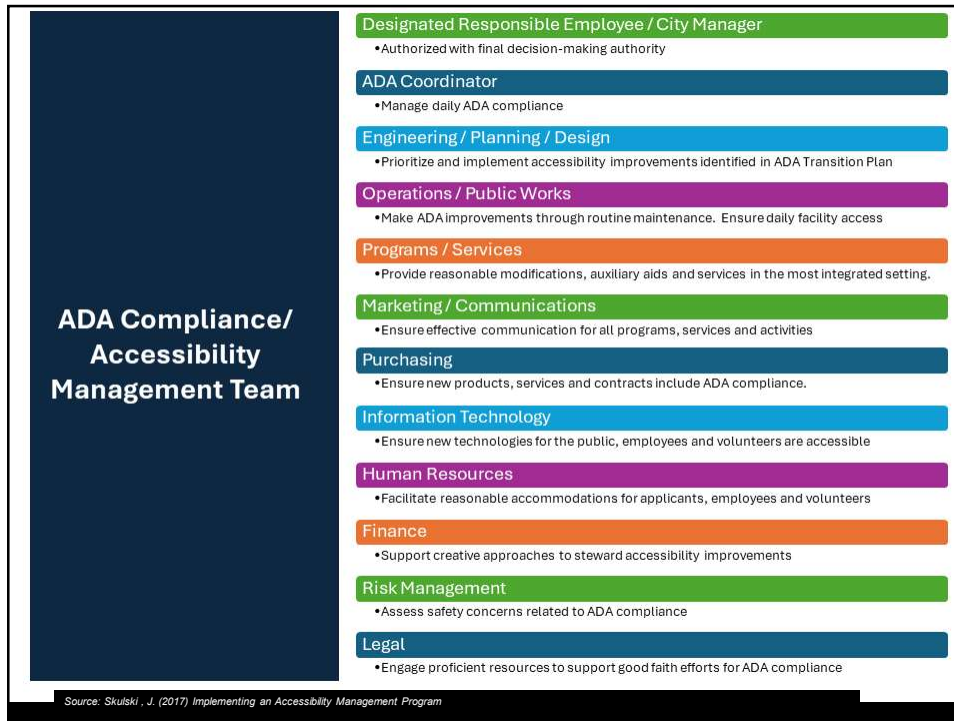
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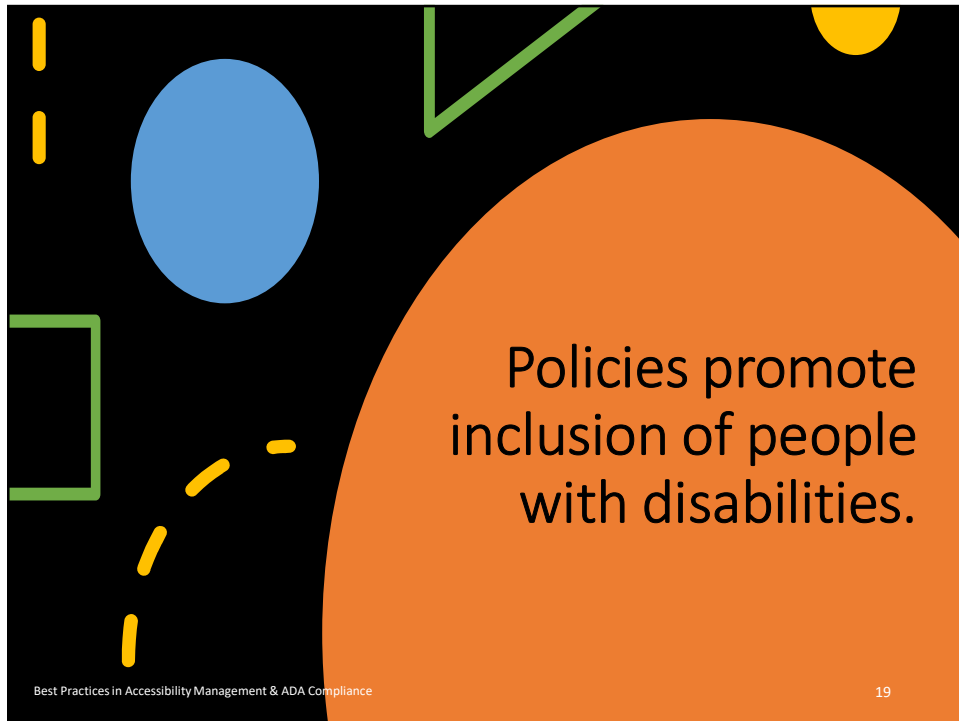
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Accessibility Management Team

- **Charter / Purpose**
 - *This charter establishes the MPRB Accessibility Management Team as an advisory body that will work under the direction of the Deputy Superintendent. The Team will support the MPRB in implementing the ADA Action Plan to improve accessibility for people with disabilities across MPRB programs, policies, facilities and services. The Team works to ensure ADA compliance is effectively and consistently implemented across the agency, communicating accessibility concerns from citizens and following through on ADA implementation strategies. In addition, the Team will serve as a forum for staff to communicate department-specific accessibility work across the organization. The members of the Team should be empowered to make recommendations related to the initiatives of the MPRB's ADA Action Plan under the direction of the Deputy Superintendent.*
- **Roles**
 - *The Team's responsibility is to represent their departments in organization wide work to improve accessibility across MPRB programs, policies, facilities and services through implementation of MPRB's ADA Action Plan. In addition, Team members serve as departmental point people for accessibility questions or concerns (with support of the Team and ADA Coordinator).*
- **Responsibilities**

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Policies promote inclusion of people with disabilities.

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Policies promote inclusion

- “Having established policies in place, taught at initial entry into a position, and referred to often affirm the importance of accessibility, directs employees on methods of implementation, and informs the public about what people have the right to expect.”

Source: *Best Practices of Accessibility in Parks and Recreation: A Delphi Survey of National Experts in Accessibility (2008)*. National Center on Accessibility, Indiana University.

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Policy

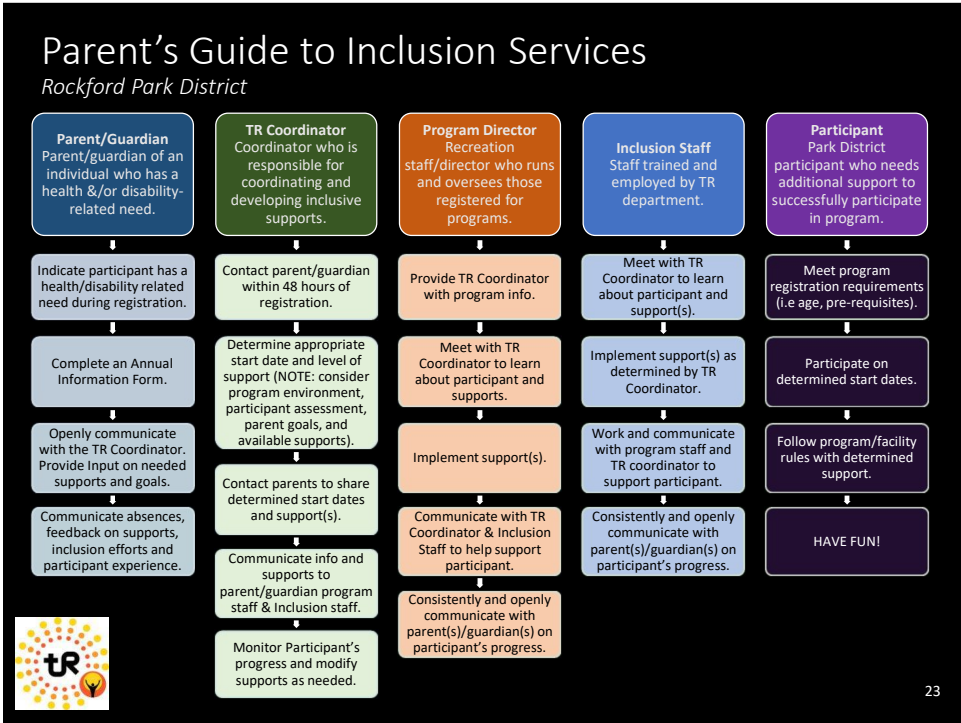
- Hawaii adopts accessibility guidelines for outdoor developed Areas



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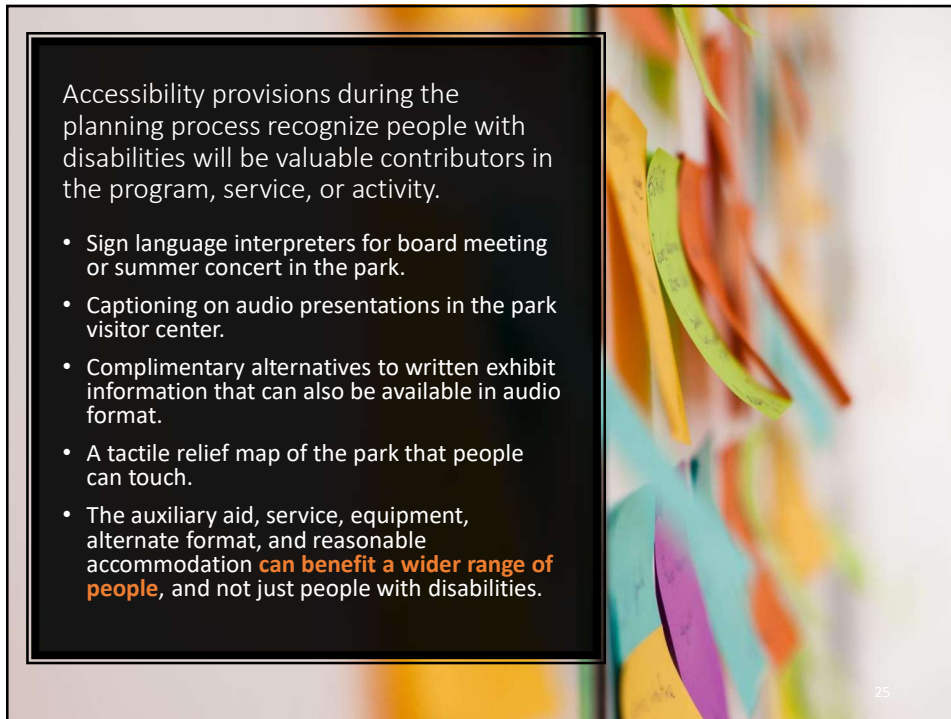


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Auxiliary aids, services, equipment, alternate formats, and reasonable modifications are foundational to program planning from the beginning.

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Accessibility provisions during the planning process recognize people with disabilities will be valuable contributors in the program, service, or activity.

- Sign language interpreters for board meeting or summer concert in the park.
- Captioning on audio presentations in the park visitor center.
- Complimentary alternatives to written exhibit information that can also be available in audio format.
- A tactile relief map of the park that people can touch.
- The auxiliary aid, service, equipment, alternate format, and reasonable accommodation **can benefit a wider range of people**, and not just people with disabilities.

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New construction, alternations, renovations, and maintenance exceed the minimum accessibility standards and embrace the concept of universal design.

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Accessibility improvements, adapted equipment and services are part of financial planning & budget process

- 100% consensus
- Planning for accessibility is more cost-effective when adapted equipment, services and accessibility improvements are considered as part of the original planning process and not as afterthoughts.
- Prioritization of funding for specific projects or improvements can ensure that dollars are allocated based on needs.

Source: Best Practices of Accessibility in Parks and Recreation: A Delphi Survey of National Experts in Accessibility (2008). National Center on Accessibility, Indiana University.



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Exceed accessibility standards

“To merely comply with the law means that the total range of individuals with disabling conditions, who would not necessarily identify themselves or be identified as "disabled" by legal definition, are cut out of participation and inclusion.

Going beyond compliance means viewing accessibility as an asset to the institution and as basic good customer service. This is the most inclusive approach to accessibility.”

Source: Best Practices of Accessibility in Parks and Recreation: A Delphi Survey of National Experts in Accessibility (2008). National Center on Accessibility, Indiana University.

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Setting a Higher Standard...

Running slope & cross slope

	Accessibility Standards MAX	NPS Denver Service Center MAX
Accessible Routes	1:20 = 5%	1:21.0 = 4.75%
Ramps	1:12 = 8.33%	1:12.5 = 8%
Parking	1:48 = 2.08%	1:55.0 = 1.8 %

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Example of Setting a Higher Standard...

	Accessibility Standards MAX	NPS - Denver Service Center MAX	Dimensional Tolerances Study (Ballast)
Accessible Routes	1:20 = 5%	1:21.0 = 4.75%	1:25 = 4%
Ramps	1:12 = 8.33%	1:12.5 = 8%	1:13 = 7.5%
Parking or Cross Slopes	1:48 = 2.08%	1:55.0 = 1.8 %	1:67 = 1.5%

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Utilizing Assessment Data

- The myth of low hanging fruit
- Capital projects
- Routine maintenance
- Accessibility improvements specific to ADA Transition Plan

A circular inset image showing a playground with a ramp and a line of yellow toy trucks on a sand area. The image is decorated with yellow and blue curved lines and a blue circle.

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ADA Transition Planning

- Arlington Heights Park District
 - Repair/rehab
 - Capital Projects
 - Universal design standard practices
 - Plan reviews
 - Project inspections
- Minneapolis Park & Recreation Board
 - Facility Asset Management
- Fort Collins
 - Park Components Manual
 - Parks Infrastructure Replacement Program
- Cleveland Metroparks
 - Park Master Plans



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Marketing materials
are accessibility
oriented.

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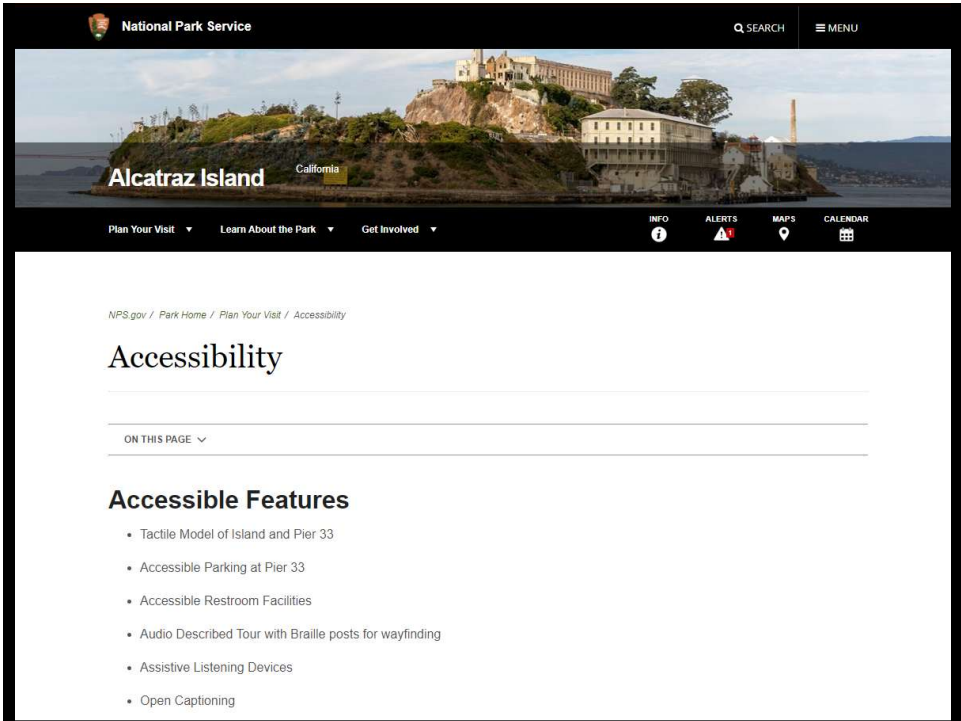


Marketing promotes service delivery of integrated programming

- “Integrated programming acknowledges that all people have varied learning styles, different levels of understanding and experience in different subject areas, and usually come to recreation programs with family and friends who are at different levels or may have different disabilities than they do. Integration is both the most educationally sound and cost-effective approach to programming.”

Source: Best Practices of Accessibility in Parks and Recreation: A Delphi Survey of National Experts in Accessibility (2008). National Center on Accessibility, Indiana University.

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National Park Service

Alcatraz Island California

Plan Your Visit | Learn About the Park | Get Involved

INFO | ALERTS | MAPS | CALENDAR

NPS.gov / Park Home / Plan Your Visit / Accessibility

Accessibility

ON THIS PAGE

Accessible Features

- Tactile Model of Island and Pier 33
- Accessible Parking at Pier 33
- Accessible Restroom Facilities
- Audio Described Tour with Braille posts for wayfinding
- Assistive Listening Devices
- Open Captioning

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The screenshot shows the Cleveland Metroparks website's accessibility page. At the top, there is a navigation bar with links for 'ABOUT', 'POLICE', 'ACCESSIBILITY', 'CART', and 'SIGN IN'. Below this is a banner image of a wooden boardwalk in a forest, featuring a '2016 NATIONAL GOLD MEDAL AWARD' seal and a 'CAPRA ACCREDITED' badge. The word 'ACCESSIBILITY' is written in large white letters on the banner. Below the banner is a breadcrumb trail: 'Home | About | Cleveland Metroparks Organization | Accessibility'.

ACCESSIBILITY AT CLEVELAND METROPARKS
 Cleveland Metroparks operates its programs, services, and activities without regard to race, color, religion, age, national origin, national ancestry, sex, pregnancy, gender identity and expression, sexual orientation, military service or veteran status, mental or physical disability, or genetic information.

ACCESSIBILITY ACCOMMODATIONS
 If you need an accommodation, please make a request two weeks before but no later than 72 hours prior to the program, activity, or event.

For questions regarding accessibility accommodations, please contact:

- **Aquatics:** [440.331.8636](tel:440.331.8636) (Christy Moore)
- **Chalet:** [440.572.9990](tel:440.572.9990) (Amy McRitchie)
- **Cleveland Metroparks Administration:** [216.635.3200](tel:216.635.3200) (Gregory Headley or Rose Fini)
- **Golf:** [440.232.7247](tel:440.232.7247)
- **Marketing, Special Events:** [216.635.3264](tel:216.635.3264) (Sam Cario)
- **Natural Resources:** [440.253.2161](tel:440.253.2161) (Tina Faykus)
- **Outdoor Experiences and Recreation:** [216.954.3405](tel:216.954.3405) (Suzi McCarthy)

ACCESSIBILITY
 Beach Wheelchairs
 Inclusive Outdoor Recreation Opportunities
 Golf Accessibility

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The graphic features a stylized sun with a yellow circle and dashed rays on an orange background. A large black semi-circle overlaps the bottom right of the orange area. The text 'Ongoing staff training' is written in white, sans-serif font within the black semi-circle.

Ongoing staff training

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Ongoing staff training

- “It does an agency/institution no good to have accommodations, policies and procedures if those individuals who must implement them are unaware of the existence of the accommodations.”

Source: *Best Practices of Accessibility in Parks and Recreation: A Delphi Survey of National Experts in Accessibility (2008)*. National Center on Accessibility, Indiana University.

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Professional Development Opportunities

- ADA Coordinator Training Certification Program (ACTCP)
 - www.adacoordinator.org
- National ADA Symposium
 - www.adasymposium.org
- ADA Audio Conference / Webinar Series
 - Live & Archives
 - www.accessibilityonline.org/ada-audio



National
ADA Symposium

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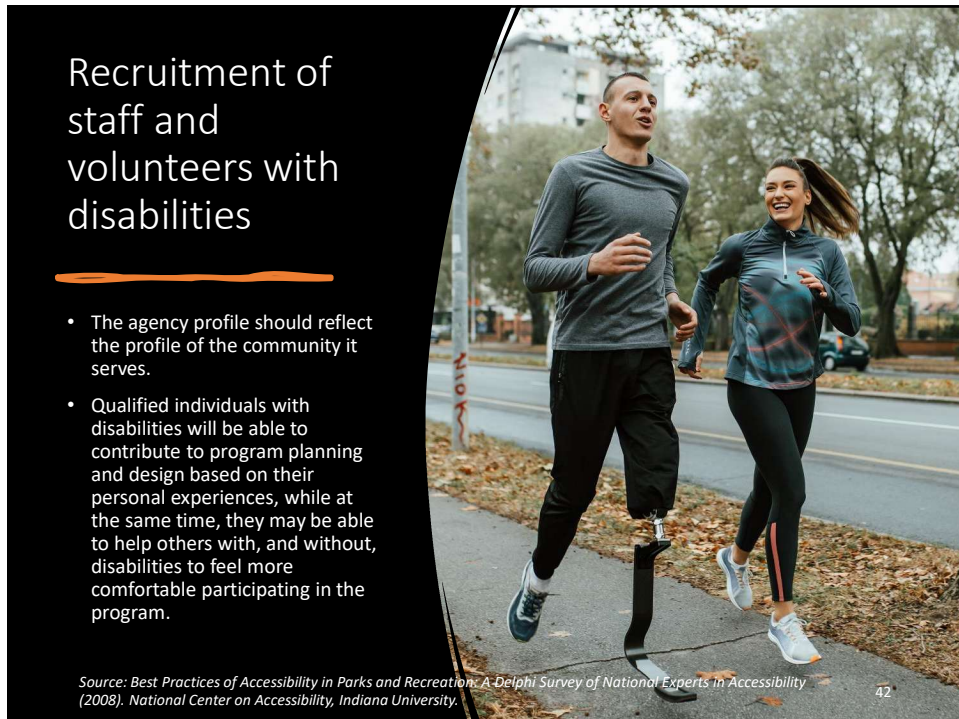
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People with disabilities are part of the organizational workforce.

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Recruitment of staff and volunteers with disabilities

- The agency profile should reflect the profile of the community it serves.
- Qualified individuals with disabilities will be able to contribute to program planning and design based on their personal experiences, while at the same time, they may be able to help others with, and without, disabilities to feel more comfortable participating in the program.

Source: Best Practices of Accessibility in Parks and Recreation: A Delphi Survey of National Experts in Accessibility (2008). National Center on Accessibility, Indiana University.

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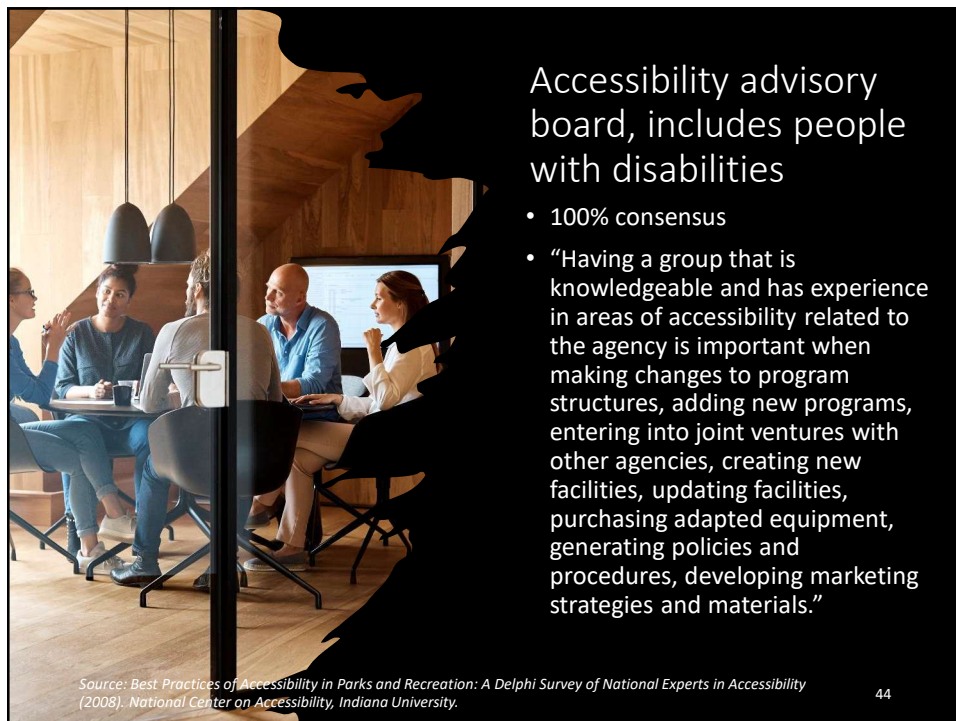
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Community engagement, civic participation, and input from people with disabilities is purposeful.

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Accessibility advisory board, includes people with disabilities

- 100% consensus
- “Having a group that is knowledgeable and has experience in areas of accessibility related to the agency is important when making changes to program structures, adding new programs, entering into joint ventures with other agencies, creating new facilities, updating facilities, purchasing adapted equipment, generating policies and procedures, developing marketing strategies and materials.”

Source: *Best Practices of Accessibility in Parks and Recreation: A Delphi Survey of National Experts in Accessibility (2008)*. National Center on Accessibility, Indiana University.

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Community Engagement

- Listening sessions
- ADA Updates
- Perceptions & needs surveys
- Disability/Accessibility Advisory Committee
 - Role? Functions?
 - Disability awareness or policy directives?
 - Volunteer or appointments?
- Focus groups
 - Input on specific questions
- Task-specific work groups
 - Example: Greenways & Trails, Water Access, Playgrounds



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What is the Perception of Your Organization's ADA Compliance?

Internal Perception

- What does leadership perceive as the level of ADA compliance within the organization?
- Managers, supervisors, department heads?
- Accessibility management team members?

External Perception

- Community ?
- People with disabilities?
- Family & friends?
- Disability advocates?

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Utilizing ADA Anniversary to Build Community Awareness

1. Hold an ADA Listening Session
2. Ditch the ADA Info Fair for Speed Dating
3. Celebrate Accessibility with a Good Game of ADA Bingo
4. Talk ADA with the Chamber of Commerce
5. Host an ADA Legal Update
5. Breakfast with the Mayor
6. Visualize the ADA Photo Essay: A Day in the City
7. Publicize accessibility improvements
8. Hold an open house/virtual tour



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