



Best Practices in Parks & Recreation
Accessibility Management & ADA Compliance

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1

1

Title II Administrative Requirements


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

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

2

2




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.

3

3



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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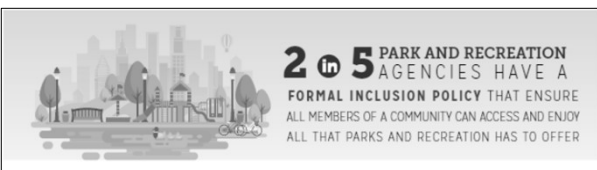
Program Access & Program Spaces

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



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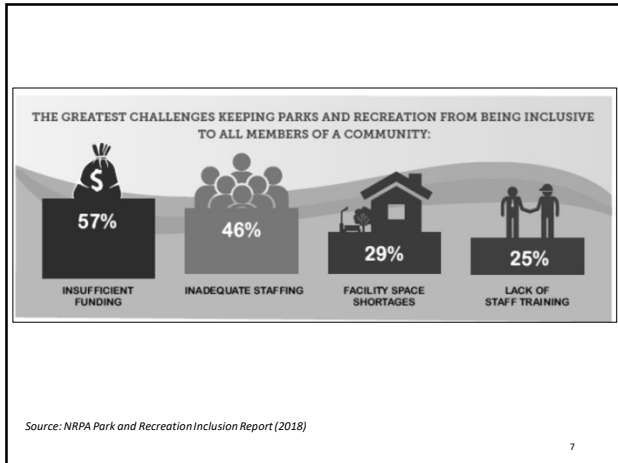


2 in 5 PARK AND RECREATION AGENCIES HAVE A FORMAL INCLUSION POLICY THAT ENSURE ALL MEMBERS OF A COMMUNITY CAN ACCESS AND ENJOY ALL THAT PARKS AND RECREATION HAS TO OFFER

Source: NRPA Park and Recreation Inclusion Report (2018)

6

6



7

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

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8

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

9

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.

10

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.

11



12

NPS 3 Overarching Goals

1. Create a welcoming environment by increasing the ability of the National Park Service to serve visitors and staff with disabilities.
2. Ensure that new facilities and programs are inclusive and accessible to people with disabilities.
3. Upgrade existing facilities, programs, and services to be accessible to people with disabilities.

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

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.

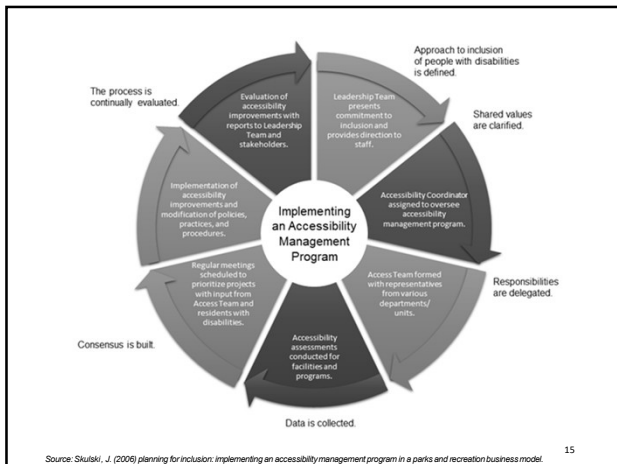
Source: All In! Accessibility in the National Park Service 2015-2020 (2014)

13

Planning for inclusion and implementation is an ongoing process.

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14



15

The team approach is critical for success.

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16

ADA Compliance/ Accessibility Management Team

- Designated Responsible Employee / City Manager**
 - Authorized with final decision-making authority
- ADA Coordinator**
 - Manage daily ADA compliance
- Engineering / Planning / Design**
 - Prioritize and implement accessibility improvements identified in ADA Transition Plan
- Operations / Public Works**
 - Make ADA improvements through routine maintenance. Ensure daily facility access
- Programs / Services**
 - Provide reasonable modifications, auxiliary aids and services in the most integrated setting.
- Marketing / Communications**
 - Ensure effective communication for all programs, services and activities
- Purchasing**
 - Ensure new products, services and contracts include ADA compliance.
- Information Technology**
 - Ensure new technologies for the public, employees and volunteers are accessible
- Human Resources**
 - Facilitate reasonable accommodations for applicants, employees and volunteers
- Finance**
 - Support creative approaches to steward accessibility improvements
- Risk Management**
 - Assess safety concerns related to ADA compliance
- Legal**
 - Engage proficient resources to support good faith efforts for ADA compliance

Source: Skulski, J. (2017) Implementing an Accessibility Management Program

17

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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18

Policies promote inclusion of people with disabilities.

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19

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. 20

20

Policy

- Hawaii adopts accessibility guidelines for outdoor developed Areas

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21

Minneapolis Park and Recreation Board
ADA Action Plan 2018-2020

November 7, 2018
Minneapolis Park & Recreation Board

22

22

Parent's Guide to Inclusion Services
Rockford Park District

Parent/Guardian Parent/guardian of an individual who has a health &/or disability-related need.	TR Coordinator Coordinator who is responsible for coordinating and developing inclusive supports.	Program Director Recreation staff/director who runs and oversees those registered for programs.	Inclusion Staff Staff trained and employed by TR department.	Participant Park District participant who needs additional support to successfully participate in program.
Indicate participant has a health/disability related need during registration.	Contact parent/guardian within 48 hours of registration.	Provide TR Coordinator with program info.	Meet with TR Coordinator to learn about participant and support(s).	Meet program registration requirements (i.e. age, pre-requisites).
Complete an Annual Information Form.	Determine appropriate start date and level of support (NOTE: consider program environment, participant assessment, parent goals, and available supports).	Meet with TR Coordinator to learn about participant and support(s).	Implement support(s) as determined by TR Coordinator.	Participate on determined start dates.
Openly communicate with the TR Coordinator. Provide input on needed supports and goals.	Contact parents to share determined start dates and support(s).	Implement support(s).	Work and communicate with program staff and TR coordinator to support participant.	Follow program/facility rules with determined support.
Communicate absences, feedback on supports, inclusion efforts and participant experience.	Communicate info and supports to parent/guardian program staff & inclusion staff.	Communicate with TR Coordinator & Inclusion Staff to help support participant.	Consistently and openly communicate with parents/guardians on participant's progress.	HAVE FUN!
	Monitor Participant's progress and modify supports as needed.	Consistently and openly communicate with parent(s)/guardian(s) on participant's progress.		

23

23


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

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24

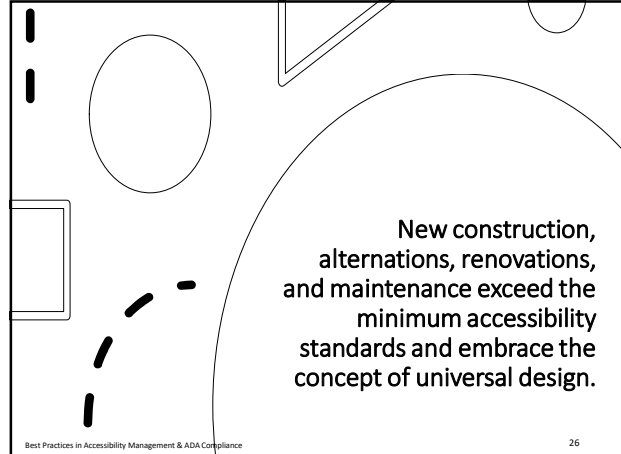
Accessibility provisions during the planning process recognize people with disabilities will be valuable contributors in the program, service, or activity.

- 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.



25

25



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


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26

26

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.

27

27

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.

28

28

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 %

29

29

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%

30

30



31

Utilizing Assessment Data

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

32

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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33

Marketing materials are accessibility oriented.

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34

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.

35

National Park Service

Alcatraz Island

Plan Your Visit | Learn About the Park | Get Involved

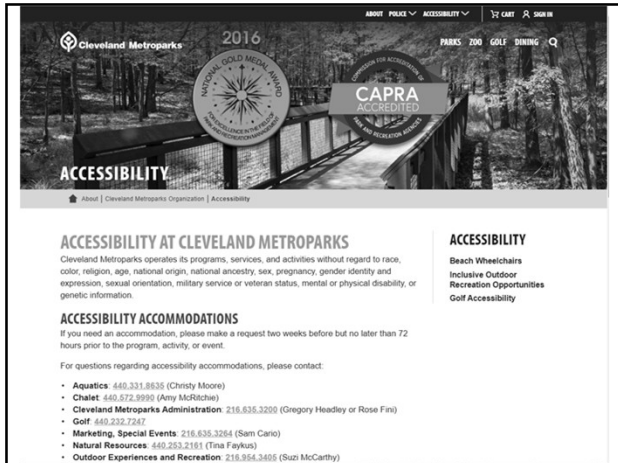
Accessibility

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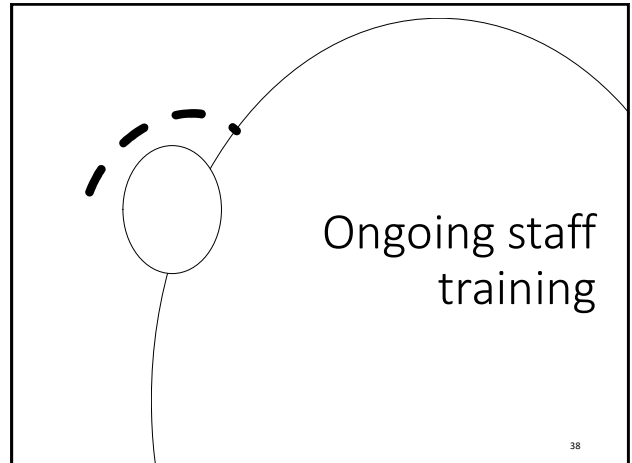
Accessible Features

- 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

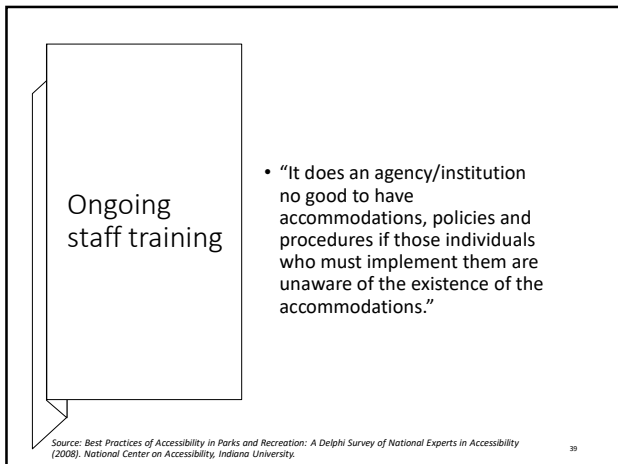
36



37



38



39



40



41




42



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

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43



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 in Accessibility in Parks and Recreation: A Delphi Survey of National Experts in Accessibility (2008). National Center on Accessibility, Indiana University. 44

44

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



45

45

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


Internal Perception	External Perception
<ul style="list-style-type: none"> • What does leadership perceive as the level of ADA compliance within the organization? • Managers, supervisors, department heads? • Accessibility management team members? 	<ul style="list-style-type: none"> • Community ? • People with disabilities? • Family & friends? • Disability advocates?

46

46

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



47

47

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48

48