

## POLICY AND PROCEDURE ON ACCESSIBILITY

### I. PURPOSE

These policies describe Achieve Services, Inc. response to issues concerning participants' accessibility to services and provisions for volunteers, employees, members of the Board of Directors and job applicants with disabilities.

### II. APPLICATION

This document applies to all participants, staff, Board of Directors and volunteers of Achieve Services, Inc.

### III. POLICY

Achieve Services, Inc. is committed to promoting barrier free, equal employment, volunteer, and participant opportunities for people with disabilities.

### IV. DEFINITIONS

1. Disability-A mental or physical impairment that substantially limits one or more major life activities (seeing, walking, hearing, caring for oneself, ability to work, etc.), a record of such an impairment (ex. a previous diagnosis of major illness), or the perception by others of an impairment that leads to the denial or termination of employment (ex. obesity, history of serious illness, facial disfigurement, etc.)
2. Qualified Applicant with disabilities-A person with disabilities that can, with reasonable accommodations, meet the essential eligibility requirements of the job.
3. Reasonable Accommodation- An adaptation of job, schedule, or equipment that allows a qualified applicant with disabilities to perform the essential functions of the job. The qualified applicant must notify Anoka County Achieve of the need for an accommodation.
4. Essential Functions of the Job- Tasks that are an inherent part of the job, as opposed to tasks that are marginally related and could be otherwise allocated (ex. typing is an essential function of the typist's job. Answering phones may be a marginally related job function.)

### V. PROCEDURE

1. Accessibility issues at Achieve Services, Inc. are regulated by Achieve Services, Inc. policies that fully comply with the Americans with Disabilities Act of 1992 (ADA). This federal legislation sets standards for physical plant accessibility and provides for non-discriminatory consideration for employment and reasonable accommodations for

## Achieve Services, Inc.

qualified applicants. Achieve Services, Inc. encourages individuals with disabilities to apply for available employment and volunteer positions. People with disabilities that are qualified will not be excluded from membership on the Achieve Services, Inc. because of their disability.

2. Achieve Services evaluates accessibility issues related to architecture, environment, attitudes, finances, employment, communication, and transportation on a quarterly basis.
3. Accessibility issues or concerns are gathered through informal means, such as comments at Interdisciplinary meetings, through comments from participants and staff and by other stakeholders such as business partners.
4. More formal venues include a monthly Participant Involvement Committee to discuss issues, including any barriers that have been identified. Yearly a Feedback Survey goes out to all participants/guardians to elicit comments including any barriers that have been encountered. Also, a Consumer Satisfaction Survey is distributed to all team members, employers, county case managers, residences and board members. Information regarding barriers can also be taken from this feedback.
5. Barriers related to architecture and the environment of the Blaine Human Services Center is presented to the Building Committee to act upon.
6. Barriers that are identified can be recorded on a Request for Evaluation form. This information is presented to the Health and Safety Committee to be added to the Accessibility Checklist. Informal issues may also be brought to the agency Access Coordinator to be added to the plan.
7. The Health and Safety Committee will review the barriers identified and develop a possible solution, timeline or priority for addressing the concern, potential cost of resolving the item, funding source options, when it is expected to be resolved, and who will be responsible for addressing the concern.
8. An annual status report indicating barriers identified and the plan for their removal will be developed and presented to the Achieve Board of Directors for review. Included in this plan will be the progress made in the removal of identified barriers and other areas needing improvement.

## Achieve Services, Inc.

9. The Human Services Center of Anoka County, in which Achieve Services, Inc. is located, was designed according to ADA standards including provisions for handicapped parking, curb cuts for wheelchairs, easily opened doorways, and accessible rest rooms.
10. Achieve Services, Inc. participates in community efforts, i.e. Anoka County Chamber of Commerce, Informational Fairs, and open houses to promote social and economic opportunities for persons with disabilities.
11. Anoka County has completed a self-evaluation of the Human services building in which Achieve Services, Inc. is located. Staff at Achieve Services, Inc. also completed a self-evaluation of the agency's space to insure compliance with the ADA and to make any additional accommodations specific to the Achieve Services, Inc. setting and participant population. Any services or programs that are currently inaccessible will become part of the plan to be reviewed annually.
12. Volunteers, qualified applicants for positions at Achieve Services, Inc., and members of the Board of Directors, as well as employees who later develop a disability will be provided with reasonable accommodations to facilitate their continued employment or participation.
13. In the event the cost of accommodations necessary to insure an individual's participation would be excessive, Achieve Services, Inc. will refer the person served to another resource that is accessible and receptive.
14. Achieve Services, Inc., whenever possible, will advocate that businesses who hire Achieve Services, Inc. participants, look at their own level of accessibility and make reasonable accommodations to minimize barriers to people who are disabled.