

ADA SPEAK

A compendium of basic terms, laws, and the various associated components related to accessibility issues, compliance efforts and services to people with disabilities



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Accessibility and People First



The chief virtue that language can have is clearness, and nothing detracts from it so much as the use of unfamiliar words. - Hippocrates

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A SUMMARY TO ASSIST IN BETTER UNDERSTANDING

AND SPEAKING CORRECTLY ON THE SUBJECTS OF THE ADA, ACCESSIBILITY, AND PEOPLE WITH DISABILITIES

Purpose: This guide is essentially a layperson's guide to the ADA. It serves as a basic fundamental summary of ADA-related topics, with "terminology" as its focus. But it is much more. It is a summary of such elements as symbols, terms, laws, agencies, etc. And it serves as a consolidated reference guide. While it is certainly not all inclusive, it does provide some of the basic information needed to help in understanding the key elements of accessibility and how the ADA relates to our community.

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Housing

Agencies

Salt Lake City

Local

Utah

National

Separate Companion Volume: A supplement with expanded information and summaries of key terms and elements associated with the ADA.

DEMOGRAPHICS

Disability and the Census: The Census Bureau conducts a number of surveys in which they measure disability. The primary one of these is the Survey of Income and Program Participation (SIPP), the latest of which is for 1997. The numbers then indicated approximately 53 million people with disabilities. The numbers seem to vary, with the 2000 census showing **49.7 million people** age 5 and over with a disability – nearly 1 in 5 U.S. residents, or 19 percent. Of that, 33 million people have severe disabilities, meaning they are unable to perform one major life activities. **Current estimates indicate about 54 million people with disabilities.**

The census indicated that there are approximately 19,000 people with disabilities in Salt Lake City.

A couple of inherent problems relate to the following:

- The 2000 Census did not count children with disabilities under age five, either.
- The 2000 Census may have undercounted deaf and hard of hearing people.

INTERNATIONAL ACCESS SYMBOLS



1. **Information Symbol**

The most valuable commodity of today's society is information; to a person with a disability it is essential. For example, the symbol may be used on signage or on a floor plan to indicate the location of the information or security desk, where there is more specific information or materials concerning access accommodations and services such as "LARGE PRINT" materials, audio cassette recordings of materials, or sign interpreted tours.



2. **International Symbol of Accessibility**

The wheelchair symbol should only be used to indicate access for individuals with limited mobility, including wheelchair users. For example, the symbol is used to indicate an accessible entrance, bathroom or that a phone is lowered for wheelchair users. Remember that a ramped entrance is not completely accessible if there are no curb cuts, and an elevator is not accessible if it can only be reached via steps.



3. **Live Audio Description**

A service for people who are blind or have low vision that makes the performing and visual arts more accessible. A trained Audio Describer offers live commentary or narration (via headphones and a small transmitter) consisting of concise, objective descriptions of visual elements: for example, a theater performance or a visual arts exhibition at a museum.



4. Audio Description for TV, Video and Film

This service makes television, video, and film more accessible for persons who are blind or have low vision. Description of visual elements is provided by a trained Audio Describer through the Secondary Audio Program (SAP) of televisions and monitors equipped with stereo sound. An adapter for non-stereo TVs is available through the American Foundation for the Blind, (800)829-0500.



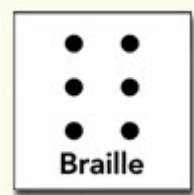
5. Accessible Print

The symbol for large print is "Large Print" printed in 18 Point or larger text. In addition to indicating that large print versions of books, pamphlets, museum guides and theater programs are available, you may use the symbol on conference or membership forms to indicate that print materials may be provided in large print. Sans serif or modified serif print with good contrast is highly recommended, and special attention should be paid to letter and word spacing.



6. Access (Other Than Print or Braille) for Individuals Who are Blind or Have Low Vision

This symbol may be used to indicate access for people who are blind or have low vision, including: a guided tour, a path to a nature trail or a scent garden in a park; and a tactile tour or a museum exhibition that may be touched.



7. Braille Symbol

This symbol indicates that printed matter is available in Braille, including exhibition labeling, publications and signage.



8. Telephone Typewriter (TTY)

Also known as text telephone (TT), or telecommunications device for the deaf (TDD), TTY indicates a telephone device used with the telephone (and the phone number) for communication between deaf, hard of hearing, speech-impaired and/or hearing persons.



9. Sign Language Interpretation

The symbol indicates that Sign Language Interpretation is provided for a lecture, tour, performance, conference or other program.



10. Assistive Listening Systems

These systems transmit sound via hearing aids or head sets. They include infrared, loop and FM systems. Portable systems may be available from the same audiovisual equipment suppliers that service conferences and meetings.



11. Volume Control Telephone

This symbol indicates the location of telephones that have handsets with amplified sound and/or adjustable volume controls.



12. Closed Captioning (CC)

Thanks to Senator Tom Harkin, this symbol indicates that a television program or videotape is closed captioned for deaf or hard of hearing persons (and others). TV sets that have a built-in or a separate decoder are equipped to display dialogue for programs that are captioned. The Television Decoder Circuitry Act of 1990 requires new TV sets (with screens 13" or larger) to have built-in decoders as of July, 1993. Also, videos that are part of exhibitions may be closed captioned using the symbol with instructions to press a button for captioning. The alternative would be open captioning, which translates dialogue and other sounds in print.

ADA: Americans with Disabilities Act of 1990

The Americans with Disabilities Act (ADA) is a federal law forbidding discrimination against persons with disabilities passed by Congress and signed by President Bush on July 26, 1990. It may be found at 42 U.S.C. 12101, et. seq. It is legislation that is intended to "establish a clear and comprehensive prohibition of discrimination on the basis of disability" and to ensure access and participation in society for persons with disabilities.

The Americans with Disabilities Act (Public Law 101-336), has five **titles** (a title is a discrete part of a larger document), each of which defines and prohibits discrimination on the basis of disability within a specific arena:

- **Title I** – Employment
- **Title II** – Public Services
 - Subtitle A covers state and local governments generally;
 - Subtitle B applies to most public transportation systems
- **Title III** – Public Accommodations and Services (including transportation operated by private entities)
- **Title IV** – Telecommunications
- **Title V** – Miscellaneous Provisions

ADA Title I The federal regulations under Title I state that employers should provide reasonable accommodations for employees. The employee can file a charge of discrimination with the Equal Employment Opportunity Commission (EEOC).

ADA Title II

Part A, State and Local Government State and local governments must ensure that individuals with disabilities are not excluded from services, programs, and activities because buildings are inaccessible.

Generally, state and local governments may not exclude people with disabilities, nor deny them services or the ability to participate in programs and activities. They may not discriminate either directly or by contract. Services and programs must be offered in the most integrated setting appropriate to the needs of the individual.

Title II of the Americans with Disabilities Act provides comprehensive civil rights protections for "qualified individuals with disabilities."

Part B, Transportation The transportation provisions of title II cover public transportation services, such as city buses and public rail transit (e.g. subways, commuter rails, Amtrak). Public transportation authorities may not discriminate against people with disabilities in the provision of their services. They must comply with requirements for accessibility in newly purchased vehicles, make good faith efforts to purchase or lease accessible used buses, remanufacture buses in an accessible manner, and, unless it would result in an undue burden, provide paratransit where they operate fixed-route bus or rail systems. Paratransit is a service where individuals who are unable to use the regular transit system independently (because of a physical or mental impairment) are picked up and dropped off at their destinations.

ADA Title III covers businesses and nonprofit service providers that are public accommodations, privately operated entities offering certain types of courses and examinations, privately operated transportation, and commercial facilities. Public accommodations are private entities who own, lease, lease to, or operate facilities such as restaurants, retail stores, hotels, movie theaters, private schools, convention centers, doctors' offices, homeless shelters, transportation depots, zoos, funeral homes, day care centers, and recreation facilities including sports stadiums and fitness clubs. Transportation services provided by private entities are also covered by title III.

Public accommodations must comply with basic nondiscrimination requirements that prohibit exclusion, segregation, and unequal treatment. They also must comply with specific requirements related to architectural standards for new and altered buildings; reasonable modifications to policies, practices, and procedures; effective communication with people with hearing, vision, or speech disabilities; and other access requirements. Additionally, public accommodations must remove barriers in existing buildings where it is easy to do so without much difficulty or expense, given the public accommodation's resources.

ADA Title IV The focus of Title IV is telecommunications. It addresses telephone and television access for people with hearing and speech disabilities. It requires common carriers (telephone companies) to establish interstate and intrastate telecommunications relay services (TRS) 24 hours a day, 7 days a week. TRS enables callers with hearing and speech disabilities who use text telephone (TTY's or TDD's), and callers who use voice telephones, to communicate with each other through a third party communications assistant. The Federal Communications Commission (FCC) has set minimum standards for TRS services. Title IV also requires closed captioning of Federally funded public service announcements.

Title V Miscellaneous provisions.

OTHER LAWS PERTAINING TO PEOPLE WITH DISABILITIES

Fair Housing Act The Fair Housing Act, as amended in 1988, prohibits housing discrimination on the basis of race, color, religion, sex, disability, familial status, and national origin. Its coverage includes private housing, housing that receives Federal financial assistance, and State and local government housing. It is unlawful to discriminate in any aspect of selling or renting housing or to deny a dwelling to a buyer or renter because of the disability of that individual, an individual associated with the buyer or renter, or an individual who intends to live in the residence. Other covered activities include, for example, financing, zoning practices, new construction design, and advertising.

The Telecommunications Act The Telecommunications Act of 1996, a comprehensive law overhauling regulation of the telecommunications industry, recognizes the importance of access to telecommunications for people with disabilities in the Information Age. Section 255 requires telecommunications products and services to be accessible to people with disabilities where "readily achievable." Manufacturers must ensure that products are "designed, developed, and fabricated to be accessible to and usable by individuals with disabilities." Under the law, the Access Board is responsible for developing guidelines that spell out what makes telecommunications products accessible.

Air Carrier Access Act The Air Carrier Access Act prohibits discrimination in air transportation by domestic and foreign air carriers against qualified individuals with physical or mental impairments. It applies only to air carriers that provide regularly scheduled services for hire to the public. Requirements address a wide range of issues including boarding assistance and certain accessibility features in newly built aircraft and new or altered airport facilities. People may enforce rights under the Air Carrier Access Act by filing a complaint with the U.S. Department of Transportation, or by bringing a lawsuit in Federal court.

Voting Accessibility for the Elderly and Handicapped Act The Voting Accessibility for the Elderly and Handicapped Act of 1984 generally requires polling places across the United States to be physically accessible to people with disabilities for federal elections. Where no accessible location is available to serve as a polling place, a political subdivision must provide an alternate means of casting a ballot on the day of the election. This law also requires states to make available registration and voting aids for disabled and elderly voters, including information by telecommunications devices for the deaf (TDDs) which are also known as teletypewriters (TTYs).

National Voter Registration Act This act of 1993, also known as the "Motor Voter Act," makes it easier for all Americans to exercise their fundamental right to vote. One of the basic purposes of the Act is to increase the historically low registration rates of minorities and persons with disabilities that have resulted from discrimination. The Motor Voter Act requires all offices of State-funded programs that are primarily engaged in providing services to persons with disabilities to provide all program applicants with voter

registration forms, to assist them in completing the forms, and to transmit completed forms to the appropriate State official.

Civil Rights of Institutionalized Persons Act The CRIPA authorizes the U.S. Attorney General to investigate conditions of confinement at State and local government institutions such as prisons, jails, pretrial detention centers, juvenile correctional facilities, publicly operated nursing homes, and institutions for people with psychiatric or developmental disabilities. Its purpose is to allow the Attorney General to uncover and correct widespread deficiencies that seriously jeopardize the health and safety of residents of institutions. The Attorney General does not have authority under CRIPA to investigate isolated incidents or to represent individual institutionalized persons. But the Attorney General may initiate civil law suits where there is reasonable cause to believe that conditions are "egregious or flagrant," that they are subjecting residents to "grievous harm," and that they are part of a "pattern or practice" of resistance to residents' full enjoyment of constitutional or Federal rights, including title II of the ADA and section 504 of the Rehabilitation Act.

Individuals with Disabilities Education Act The Individuals with Disabilities Education Act (IDEA) (formerly called P.L. 94-142 or the Education for all Handicapped Children Act of 1975) requires public schools to make available to all eligible children with disabilities a free appropriate public education in the least restrictive environment appropriate to their individual needs. IDEA requires public school systems to develop appropriate Individualized Education Programs (IEP's) for each child. The specific special education and related services outlined in each IEP reflect the individualized needs of each student.

IDEA also mandates that particular procedures be followed in the development of the IEP. Each student's IEP must be developed by a team of knowledgeable persons and must be at least reviewed annually. The team includes the child's teacher; the parents, subject to certain limited exceptions; the child, if determined appropriate; an agency representative who is qualified to provide or supervise the provision of special education; and other individuals at the parents' or agency's discretion.

Rehabilitation Act of 1973 The Rehabilitation Act prohibits discrimination on the basis of disability in programs conducted by Federal agencies, in programs receiving Federal financial assistance, in Federal employment, and in the employment practices of Federal contractors. The standards for determining employment discrimination under the Rehabilitation Act are the same as those used in title I of the Americans with Disabilities Act.

Section 504 – states that "no qualified individual with a disability in the United States shall be excluded from, denied the benefits of, or be subjected to discrimination under" any program or activity that either receives Federal financial assistance or is conducted by any Executive agency or the United States Postal Service. This applies to programs in cities that receive federal funds.

Other sections of the Rehabilitation Act:

Section 501 – requires affirmative action and nondiscrimination in employment by Federal agencies of the executive branch.

Section 503 – requires affirmative action and prohibits employment discrimination by Federal government contractors and subcontractors with contracts of more than \$10,000.

Section 508 – establishes requirements for electronic and information technology developed, maintained, procured, or used by the Federal government. Section 508 requires Federal electronic and information technology to be accessible to people with disabilities, including employees and members of the public.

In June 2001 Congress enacted standards for Web accessibility under Section 508. These standards provide a basic set of guidelines for HTML, plug-ins and other content commonly found on the Web so that people who have difficulty seeing a computer monitor or using their hands to operate a keyboard can benefit from federal Web sites. Although Section 508 places no requirements on state or local governments, many have adopted the standards.

When developing an accessibility policy, agencies should review Section 508 and other jurisdiction policies. Policies should set requirements for descriptions of images, font sizes and Web page design.

General Sources of Disability Rights Information

ADA Information Line: (800) 514-0301 (voice); (800) 514-0383 (TTY)

Regional Disability and Business Technical Assistance Centers: (800) 949-4232 (voice/TTY)

TRANSPORTATION

MUTCD The **Manual on Uniform Traffic Control Devices** contains standards for traffic control devices that regulate, warn, and guide road users along the highways and byways in all 50 States. Traffic control devices are important because they optimize traffic performance, promote uniformity nationwide, and help improve safety by reducing the number and severity of traffic crashes.

Public Transportation

- **Demand Responsive System** Any system of transporting individuals, including the provision of designated public transportation service by public entities and the provision of transportation service by private entities, including but not limited to specified public transportation service, which is not a fixed route system.
- **Fixed Route System** A system of transporting individuals (other than by aircraft), including the provision of designated public transportation service by public entities and the provision of transportation service by private entities, including but not limited to specified public transportation service, on which a vehicle is operated along a prescribed route according to a fixed schedule.
- **Paratransit** Subpart F of the ADA Transportation Regulations states that public entities operating a fixed route system (that is, consistent routes traveled on a regular schedule) shall provide paratransit or other special services to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system. Short for “parallel transit,” these types of passenger transportation provide service that is more flexible than fixed-route, but more structured than the use of private vehicles.

Complementary paratransit service must be provided to origins and destinations within corridors that have a width of 3/4 of a mile on each side of each fixed route. At the end of each route, the entity must also serve an area that looks like a semicircular "cap" and has a 3/4 mile radius from the end point of the route. (§37.131)

- **Categories of eligibility for Paratransit**
 - **Category 1 – People who can't navigate travel on the bus or train, even if it's accessible, because of a disability:** includes people who are unable, due to a mental or physical impairment (including a vision impairment), to board, ride, or disembark from an accessible bus or train without assistance.
 - **Category 2 – People who need an accessible bus or train:** includes people who use wheelchairs and other people with disabilities who can use an

accessible vehicle but who want to travel on a route that is still inaccessible (not served by accessible buses or accessible trains and key rail stations).

- **Category 3 – People who have a specific disability-related condition:** includes people who have a specific disability-related condition that prevents them from traveling to a boarding location or from a disembarking location. Environmental barriers (distance, terrain, weather) or architectural barriers not under control of the transit agency (such as lack of curb ramps) that prevent an individual from traveling to or from the boarding or disembarking locations may form the basis for eligibility.

All three categories include people who may be able to ride fixed-route transit for some, but not all of their trips.

Private Transportation

- **Demand-responsive systems** A new vehicle other than an automobile, a van with a seating capacity of less than eight persons (including the driver), or an over-the-road bus, shall be readily accessible to and usable by individuals with disabilities, including individuals who use wheelchairs, unless the system, when viewed in its entirety, provides equivalent service (see Equivalent Service Standard below).
- **Fixed-route or demand-responsive systems** A new van with a seating capacity of fewer than eight persons including the driver (solicited after February 25, 1992), shall be readily accessible to and usable by individuals with disabilities, including individuals who use wheelchairs, unless the system, when viewed in its entirety, provides equivalent service (see Equivalent Service Standard below).

Equivalent Service Standard A fixed-route system or demand-responsive system, when viewed in its entirety, shall be deemed to provide equivalent service if the service available to individuals with disabilities, including individuals who use wheelchairs, is provided in the most integrated setting appropriate to the needs of the individual and is equivalent to the service provided other individuals with respect to the following service characteristics: schedules/headways; response time; fares; geographic area of service; hours and days of service; availability of information; reservations capability; any constraints on capacity or service availability; and restrictions or priorities based on trip purpose.

PUBLIC ACCOMMODATIONS (TITLE III)

Readily Achievable Under Title III of the ADA, places of public accommodation are required to remove from public areas barriers to access. Barrier removal is readily achievable when it is carried out without much difficulty or expense.

Tax Credits and Deductions To help small businesses comply, Congress approved a tax credit of up to 50 % of the amount spent on removing barriers and providing auxiliary aids/services. A small business is one with gross receipts of up to \$1 million annually or up to 30 full-time employees. Businesses of any size may receive a tax deduction of up to \$15,000.

Undue (Unreasonable) Burden The definition of undue burden is identical to the definition of undue hardship used in Title I of the ADA, as the limitation on an employer's obligation to reasonably accommodate an applicant or employee. An action is not required if it results in "significant difficulty or expense." The undue burden standard requires a greater level of effort by a public accommodation in providing auxiliary aids and services than does the "readily achievable" standard for removing barriers in existing facilities. A request for accommodation may be denied and deemed unreasonable only if it causes an undue financial or administrative burden.

GENERAL TERMINOLOGY

Accessibility The degree of usability and design of a physical environment allowing for unobstructed and barrier free entrance and movement, and that the facilities, equipment and communication tools are such that they are easily used without adaptation by a person with a disability.

Accessible Describes a site, building, facility, or portion thereof that complies with established standards and that can be approached, entered, and used by people with physical disabilities.

Accessible Parking Accessible parking requires that sufficient space be provided alongside the vehicle so that persons using mobility aids, including wheelchairs, can transfer and maneuver to and from the vehicle. Accessible parking also involves the appropriate designation and location of spaces and their connection to an accessible route.

Adaptable Allows some features of a building or dwelling to be changed to address the needs of an individual with a disability or a person encountering mobility limitations as he/she ages. Essential design elements such as wider doorways and halls and barrier-free entrances are included as integral features, while provisions are made for features to be “adapted” (modified or added) as needed. To meet the definition of “adaptable,” the change must be able to be made quickly without the use of skilled labor and without changing the inherent structure of the materials. For example, bathroom walls may be designed with additional supports for the future installation of grab bars. Cabinets under sinks can be designed to be removable whereby the storage space under the sinks are replaced for knee space for a wheelchair user.

Alternative Formats Ensures that information is accessible to people with disabilities. Examples include text files on a computer disk, large print, books on tape, Braille, etc.

Assistive Technology Device Any item, piece of equipment, or product system that is used to increase, maintain, or improve functional capacities of individuals with disabilities.

Assistive Technology Service Any service that directly assists an individual with a disability in the selection, acquisition, or use of an assistive technology device. The service includes evaluations of the need, selections, purchase, and coordination of related services, training, and technical assistance.

Barriers Obstacles that prevent people with disabilities from fully participating in society.

- **Attitudinal** Attitudes, fears and assumptions that prevent people with and without disabilities from meaningfully interacting with one another.
- **Physical** Physical obstacles that hinder people with disabilities from gaining access.

Barrier-free Design An approach to design that aims for buildings, transportation systems, and outdoor environments that people with disabilities can access and use independently and safely. (See Universal Design)

Centers for Independent Living (CILS) Community based, consumer controlled, not-for-profit centers governed by a board of directors whom at least 51% are people with disabilities. Services include peer counseling, information and referral, independent living skills training, and advocacy.

Common Wheelchairs and Mobility Aids Means belonging to a class of three or four wheeled devices, usable indoors, designed for and used by persons with mobility impairments which do not exceed 30 inches in width and 48 inches in length, measured 2 inches above the ground, and do not weigh more than 600 pounds when occupied. If an electric scooter or other mobility device meets the physical specifications of a common wheelchair as defined by the DOT's ADA regulations, it must be treated as a common wheelchair.

Disability Rights Movement The collective efforts of advocates to secure equal rights, equal opportunities, and barrier-free environments for people with disabilities.

Good Faith Effort Taking steps to identify and remove barriers, considering every possible effort toward making changes readily achievable, and looking for alternate means in each situation.

Hidden Disabilities Most disabilities are not visible. Hidden disabilities include mental and cognitive disabilities, some hearing and visual impairments, alcoholism and addiction, Epilepsy, Diabetes, Fibromyalgia, heart conditions, arthritis, and Attention Deficit Hyperactivity Disorder, among others.

Impairment Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the body's multiple systems, including the special sense organs, neurological, musculoskeletal, respiratory, cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin and endocrine systems. The ADA further defines impairment as any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

Inclusion The active engagement of people with disabilities in all levels of society. The presence of people with disabilities does not constitute inclusion unless people with disabilities are valued contributing members with a sense of belonging.

Independent Living Movement Advocacy movement which views the person with a disability as an active “consumer” of services and advocates for personal independence, barrier removal, equal rights and opportunities, and consumer choice and control.

Major life activities Refers to functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.

Mobility Issues When people have to negotiate physical barriers to get around within a place or between places. Usually people with mobility issues have physical disabilities.

Program Accessibility Central requirement/standard under Section 504 of the Rehabilitation Act of 1973, as well as the ADA which requires that recipients of federal funds or contracts and/or state and local government entities operate programs and activities so that “when viewed in its entirety” such program/activity is readily accessible to and usable by people with disabilities.

Qualified Individual with a Disability An individual with a disability who meets the essential eligibility requirements for the receipt of services or participation in a program or activity of government is “qualified”. The individual is “qualified”, even if in order to meet the eligibility requirements, it is necessary to:

1. Make reasonable modifications to rules, policies, and practices,
2. Remove architectural, communication or transportation barriers or
3. Provide auxiliary aids or services.

Self-Evaluation Required by title II, this is used to identify, review and analyze public programs, activities and services provided by city government, and to document the status of each.

Service Animal Any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government.

Service animals perform some of the functions and tasks that the individual with a disability cannot perform for him or herself. “Seeing eye dogs” are one type of service animal, used by some individuals who are blind. This is the type of service animal with which most people are familiar. But there are service animals that assist persons with other kinds of disabilities in their day-to-day activities. Some examples include:

- *Alerting persons with hearing impairments to sounds.*
- *Pulling wheelchairs or carrying and picking up things for persons with mobility impairments.*

- *Assisting persons with mobility impairments with balance.*

Transition Plan This plan is developed, using the self-evaluation, to identify accessibility barriers where the city conducts programs, services and activities, including public rights-of-way. It addresses an on-going barrier removal program.

Usability Usability is the measure of the quality of a user's experience when interacting with a product or system — whether a web site, a software application, mobile technology, or any user-operated device. Usability is the extent to which the product meets user needs, and includes issues such as appropriate functionality, compatibility and reliability as well as security and accessibility. See Appendix for more information.

Pedestrian-Oriented Terms

Accessible Pedestrian Signals (APS) These signals provide information in non-visual format, which includes audible tones or verbal messages, and/or vibrotactile information.

Accessible Route A continuous unobstructed path connecting all accessible elements and spaces of a building or facility. Interior accessible routes may include corridors, floors, ramps, elevators, lifts, and clear floor space at fixtures. Exterior accessible routes may include parking access aisles, curb ramps, crosswalks at vehicular ways, walks, ramps, and lifts.

Alternate Circulation Path Within public rights-of-way, where pedestrian access routes are temporarily blocked by construction, alteration, maintenance, or other temporary conditions. Technical specifications address the minimum clear width (36 inches), location (on the same side of the street parallel to the disrupted pedestrian access route), hazardous protruding objects, and criteria for signs and barriers. Construction at public rights-of-way can be particularly hazardous to people with visual or mobility impairments if the site is not adequately protected with a barrier or barricade. In particular, tape or a series of widely spaced traffic cones placed around a construction site may not be detected by some pedestrians. Such markings do not provide sufficient cues to enable a blind pedestrian to anticipate a hazard, nor do they provide an edge along which to travel around an obstruction. Barriers would be required to be detectable, with edge protection and railings. The requirements for barriers are based on proposed standards in Chapter 6 of the MUTCD.

Clear Width The minimum clear width of the pedestrian access route shall be 60 inches. It may be reduced to 48 inches at driveways and alley crossings, accessible parallel parking locations with constraints, where necessary to make building entrances accessible, and at street fixtures. The minimum clear width for the reduced vibration zone shall be 48 inches.

Cross Slope The maximum cross slope on the pedestrian access route shall be 1:48.

Crosswalk The horizontal portion of roadways, usually at intersections, reserved for pedestrian crossing; it may be marked or unmarked. Three marking patterns using white striping are most common: 1) Double Parallel lines, 2) "Zebra Stripes:" white cross hatches perpendicular to the pedestrian direction of travel, or 3) "Ladder:" perpendicular white cross hatches combined with double parallel lines on the outside edges.

Curb Ramp A combined ramp and landing to provide access between street level and sidewalk level, usually at intersections or designated crosswalks. ADA accessible ramps must achieve particular design requirements including a running grade no steeper than 1:20. Curb ramps are intended to provide street/sidewalk access to all types of pedestrians, as well as bicyclists who maybe legally using the sidewalk or crosswalk. The ramp is necessary for access between the sidewalk and the street for people who use wheelchairs; minimum width should be four feet; it should be aligned perpendicular to curb face; and it is required whenever a new or altered pedestrian walkway crosses a curb.

Detectable Warnings Detectable warnings provide a distinctive surface of **truncated domes (tactile warning)**, a standardized, required surface, detectable by cane or underfoot to alert people with vision impairments of the transition to vehicular ways. These warnings compensate for the sloped surfaces of curb ramps which remove a tactile cue provided by curb faces.

Grade Grades consistent with the adjacent roadway are permitted on pedestrian access routes. Ideally should not exceed 5 percent; ramps are to have maximum of 8.3 percent; level landing should not exceed 2 percent.

Pedestrians Traditional meaning has been to refer to walkers; however the expanded and proper definition is: *A person walking or traveling by means of a wheelchair, electric scooter, crutches or other walking devices or mobility aids. Use of the term pedestrian is meant to include all people with disabilities regardless of which equipment they may use to assist their self-directed locomotion (unless they are using a bicycle). It also includes runners, joggers, those pulling or pushing strollers, carriages, carts and wagons, and those walking bicycles.*

Pedestrian Access Route A corridor of accessible travel through the public right-of-way that has, among other properties, a specified minimum width and cross slope.

Pedestrian Crossing Interval The combined phases of a traffic signal cycle provided for a pedestrian crossing in a crosswalk, after leaving the top of a curb ramp or

flush landing, to travel to the far side of the vehicular way or to a median, usually consisting of the WALK interval plus the pedestrian clearance interval.

Protruding Objects These are objects that may project into circulation paths in a manner that is hazardous to people with vision impairments. Unlike requirements for pedestrian access routes, these criteria would apply to the full circulation space of sidewalks and other pedestrian paths. Objects mounted on walls or posts with leading edges above the standard sweep of canes (27 inches) and below the standard head room clearance (80 inches) would be limited to a 4 inch protrusion.

Public Way Any street, alley or other parcel of land open to the outside air leading to a public which has been deeded, dedicated or otherwise permanently appropriated to the public for public use.

- *The public right-of-way is an ancient concept, as old as the notion of owning land. The commerce of humankind requires circulation, and since the days of the earliest cities, the public street has served as the venue and vessel for the exchange of ideas, opinions, services and goods. For centuries, public rights-of-way ensured the right to passage of all users, humble or grand, on foot or by any other mode.*
- *Only within the latter half of the last century has serious thought been given to the right to access for those who, historically, had never been considered at all in the built environment. **Within the public right-of-way, efforts to accommodate people with disabilities have been accomplished on a state-by-state basis with guidance from various code-writing organizations, but there has been no single national set of guidelines for accommodating people with disabilities in the public right-of-way.***
- *Public rights-of-way harbor many transportation activities, including walking and rolling, bicycling, transit, freight movement, and automobile travel. They house the hardware, such as traffic signals and street lights that supports those activities. In many cases they contain public and private utilities. With so many diverse functions to be supported, the streetscape within the public right-of-way is often created over a period of time by a variety of minds and hands.*

Sidewalk Zones Sidewalks in central business districts and downtown areas need to be designed to accommodate large volumes of pedestrian traffic. Streetscapes in these areas function for multiple purposes, and generally consist of four zones.

- **Building Frontage** Area between the building wall and the pedestrian zone; normally an area 18 inches to two feet, sometimes called the “shy” zone.
- **Pedestrian** Area of the sidewalk specifically reserved for pedestrian travel; free of obstacles, protruding objects, and vertical obstructions; normally 6-10 feet in width, never less than four feet with five feet minimum recommended.
- **Planter/Furniture** Between the curb and pedestrian travel zone; provides a buffer from street traffic and allows for consolidation of furniture, poles, hydrants, telephones; intent is to keep pedestrian zone free of obstacles.
- **Curb** The first 6 inches, located next to the roadway.

PEOPLE FIRST

To achieve Inclusion, Community, and Freedom for people with disabilities, we must use PEOPLE FIRST LANGUAGE.

Using People First Language is a crucial issue.

People First Language puts the person before the disability, and it describes what a person *has*, not who a person *is*.

Is a person "handicapped/disabled" or does he/she have a disability?

The proper term is *People with Disabilities*.

People First Language isn't about being "politically correct." It is, instead, about good manners and respect (and it was begun by individuals who said, "We are not our disabilities!"). We have the power to create a new paradigm of disability. In doing so, we'll change the lives of children and adults who have disability diagnoses—and we'll also change ourselves and our world.

If people with disabilities are to be included in all aspects of our communities they must talk about themselves in the ordinary and typical language others use about themselves.

Children with disabilities are children, first. The only labels they need are their names! Parents must not talk about their children in the clinical terms used by medical practitioners.

Adults with disabilities are adults, first. The only labels they need are their names! They must not talk about themselves the way providers of service talk about them.

Inaccurate Descriptors

"Handicapped" is an archaic term—it's no longer used in any federal legislation, and should not be used in any local ordinances or printed matter.

The "handicapped" descriptor is often used for parking spaces, hotel rooms, restrooms, etc. But most accommodations so designated provide access for people with physical or mobility needs. The accurate term for modified parking spaces, hotel rooms, etc. is **"accessible."**

"Disabled" is also not appropriate. Traffic reporters frequently say, "disabled vehicle." (They once said, "stalled car.") In that context, "disabled" means "broken down." *People with disabilities are not broken!*

Examples of People First Language

Say:

People with disabilities.
He has a cognitive disability (diagnosis).
She has autism (or an autism diagnosis).
He has a diagnosis of Down syndrome.
She has a learning disability (diagnosis).
He has a physical disability (diagnosis).
She's of short stature/she's a little person.
He has a mental health diagnosis.
She uses a wheelchair/mobility chair.
He receives special ed services.
She has a developmental delay.
Kids without disabilities.
Communicates with her eyes/device/etc.
Customer
Congenital disability
Brain injury
Accessible parking, hotel room, etc.
She needs . . . or she uses . . .

Instead of:

The handicapped or disabled.
He's mentally retarded.
She's autistic.
He's Down's.
She's learning disabled.
He's a quadriplegic/crippled.
She's a dwarf/midget.
He's emotionally disturbed/mentally ill.
She's confined/wheelchair bound.
He's in special ed.
She's developmentally delayed.
Normal or healthy kids.
Is non-verbal.
Client, consumer, recipient, etc.
Birth defect
Brain damaged
Handicapped parking, hotel room, etc.
She has problems/special needs.

DESIGN – THE BUILT ENVIRONMENT

THE ARCHITECTURAL BARRIERS ACT (ABA) Passed by Congress in 1968, requires that facilities designed, built, altered or leased with certain Federal funds be accessible to persons with disabilities. Similar to its responsibilities under the ADA, the **Access Board** is charged with developing and maintaining minimum guidelines for accessible facilities that serve as the basis for enforceable standards issued by four standard-setting agencies. These agencies are the Department of Defense (DOD), the General Services Administration (GSA), the Department of Housing and Urban Development (HUD), and the U.S. Postal Service (USPS).

ADAAG The Americans with Disabilities Act Accessibility Guidelines, which is developed by the U.S. Architectural and Transportation Barriers Compliance Board (**Access Board**), as required by the Department of Justice, using the Uniform Federal Accessibility Standards (UFAS) and the American National Standard Institute's ANSI A117.1.

This document contains scoping and technical requirements for accessibility to buildings and facilities by individuals with disabilities under the Americans with Disabilities Act (ADA) of 1990. These scoping and technical requirements are to be applied during the design, construction, and alteration of buildings and facilities covered by titles II and III of the ADA to the extent required by regulations issued by Federal agencies, including the Department of Justice and the Department of Transportation, under the ADA.

Accessible Means of Egress (ADAAG) ADAAG's criteria for accessible means of egress, like those in other building requirements, address both the required number and the technical specifications. The minimum number of egress routes required to be accessible is based on life safety code requirements for means of egress. Most of the criteria for accessible routes, such as width and the treatment of elevation changes, are applied to accessible means of egress to ensure access for persons with disabilities, including those with mobility impairments. Multi-story buildings pose a particular challenge to accessible means of egress since elevators, the standard means of access between floors, are typically taken out of service in emergencies for safety purposes. ADAAG addresses this situation through requirements for areas of rescue assistance or horizontal exits. Evacuation elevators, which are recognized by the model building codes but not the current ADAAG, offer an additional solution.

Areas of Rescue Assistance (ADAAG) ADAAG provides requirements for fire-resistant spaces where persons unable to use stairs can call for and await evacuation assistance from emergency personnel. Known as "areas of rescue assistance" or "areas of refuge," these spaces must meet specifications for fire resistance and ventilation. They are often incorporated into the design of fire stair landings, but can be provided in other recognized locations meeting the design specifications, including those for fire and smoke protection. Areas of rescue assistance must include two-way communication devices so that users can place a call for evacuation assistance. ADAAG requires areas of rescue

assistance in new buildings only. An exception is provided for buildings equipped with sprinkler systems that have built-in signals used to monitor the system's features. Horizontal exits, which use fire barriers, separation, and other means to help contain the spread of fire on a floor, can substitute for areas of rescue assistance provided they meet applicable building codes. Horizontal exits enable occupants to evacuate from one area of a building to another area or building on approximately the same level that provides safety from smoke and fire. Life safety codes and model building codes provide requirements for horizontal exits.

ACCESSIBILITY CODES

Fair Housing Accessibility Guidelines

The purpose of these guidelines is to provide technical guidance on designing dwelling units as required by the Fair Housing Amendments Act of 1988 (Fair Housing Act).

ANSI A117.1 Accessible and Usable Buildings and Facilities

The specifications in this standard make buildings and facilities accessible to and usable by people with physical disabilities.

Published by International Code Council

The specifications in this standard make sites, facilities, buildings and elements accessible to and usable by people with such physical disabilities as the inability to walk, difficulty walking, reliance on walking aids, blindness and visual impairment, deafness and hearing impairment, in coordination, reaching and manipulation disabilities, lack of stamina, difficulty interpreting and reacting to sensory information, and extremes of physical size. The intent of this standard is to allow a person with physical disability to independently get to, enter, and use a site, facility, building, or element.

Section 1003 of this standard provides technical criteria for Type B dwelling units. These criteria are intended to be consistent with the intent of only the technical requirements of the Federal Fair Housing Amendments Act Accessibility Guidelines. These Type B dwelling units are intended to supplement, not replace, accessible Type A dwelling units as specified in this standard.

This standard is intended for adoption by government agencies and by organizations setting model codes to achieve uniformity in the technical design criteria in building codes and other regulations.

Uniform Federal Accessibility Standards (UFAS) On the basis of the Access Board's guidelines, the *Uniform Federal Accessibility Standards* (UFAS) were issued in August 1984. UFAS became the enforceable standard under the ABA upon its adoption by four standard setting agencies: the departments of Defense and Housing and Urban Development, the General Services Administration and the Postal Service in August 1984.

This document, Federal Standard 795, sets standards for facility accessibility by people with physical disabilities for Federal and federally funded facilities. It defined the minimum standards for design, construction, and alteration of buildings to meet the requirements of the ABA.

The technical provisions of these standards are the same as those of the American National Standard Institute's document A117.1, except as noted.

The UFAS are design requirements developed under the ABA for facilities designed, built, or altered with Federal funds. UFAS contains requirements for new construction and alterations, including scoping provisions, which indicate what has to be accessible, and technical provisions, which specify how access is achieved.

COMMUNICATIONS

State and local governments must ensure effective communication with individuals with disabilities.

Accessible information technology system Can be operated in a variety of ways and does not rely on a single sense or ability of the user. For example, a system that provides output only in visual format may not be accessible to people with visual impairments and a system that provides output only in audio format may not be accessible to people who are deaf or hard of hearing. Some individuals with disabilities may need accessibility – related software or peripheral devices in order to use systems that comply with Section 508 of the Rehabilitation Act.

American Sign Language American Sign Language (ASL) is the major language used by the American Deaf population. Its medium is visible through hand movements and facial expressions rather than aural. ASL has its own vocabulary, idioms, grammar, and syntax different from English.

Assistive Listening Systems (ALS) Assistive listening systems, sometimes called **Assistive Listening Devices**, enhance the sound for people who are hard of hearing to assist them with amplification and clarity. ALS's enable an individual who benefits from amplification to focus directly on the sound source without having to contend with background noise that can make it difficult to concentrate on conversation. Options to consider include FM systems, infrared or induction loop technologies. The speaker talks into a microphone or transmitter and the listener either uses the T-switch on their hearing aid, or wears a receiver designed to work with the assistive listening device.

Assistive Technology Devices used by people with disabilities to compensate for functional limitations and to enhance and increase learning, independence, mobility, communication, environmental control and choice. Devices may include voice activated computer software, simple to sophisticated wheelchairs or mobility aids, screen reading computer software that reads out loud information from a computer screen, or a mouth or head stick for painting.

Auxiliary Aids "Auxiliary aids" include such services or devices as qualified interpreters, assistive listening headsets, television captioning and decoders, telecommunications devices for deaf persons (TDD's), videotext displays, readers, taped texts, Brailled materials, and large print materials.

- Where necessary to ensure that communications with individuals with hearing, vision, or speech impairments are as effective as communications with others, the public entity must provide appropriate auxiliary aids.
- A public entity may not charge an individual with a disability for the use of an auxiliary aid.

- Telephone emergency services, including 911 services, must provide direct access to individuals with speech or hearing impairments.

Public entities are not required to provide auxiliary aids that would result in a fundamental alteration in the nature of a service, program, or activity or in undue financial and administrative burdens. However, public entities must still furnish another auxiliary aid, if available, that does not result in a fundamental alteration or undue burdens.

The law guarantees that people who are deaf or hard of hearing have a right to have an interpreter or auxiliary aid/services provided to them, when necessary, at no cost. The laws include: Section 504 of The Rehabilitation Act of 1973 and the ADA, Titles I, II, & III.

It is the responsibility of the person who is deaf or hard of hearing to inform the entity that he or she needs an interpreter or auxiliary aid/service.

Examples of auxiliary aids and services include:

1. Qualified interpreters, decoders, open/closed captioning, TDDs, etc.
2. Qualified readers, audio recordings, Braille, large print, etc.
3. Speech synthesizers, computer terminals, etc.
4. Acquisition or modification of equipment or devices.

Bobby WorldWide Web Accessibility Tool Designed to aid webmasters in creating standard compliant web sites and increase the accessibility degree of a website. Bobby tests web pages using the guidelines established by the World Wide Web Consortium's (W3C), as well as those from the Architectural and Transportation Barriers Compliance Board (Access Board).

The Bobby WorldWide Report The online report generated by Bobby is fairly long and covers all accessibility guidelines. However, this does not mean your website is utterly broken and doing badly on the usability–accessibility scale. It does mean though, that there are things you can do to improve your website for your users.

Captioned A video or film program with subtitles reflecting the content of the spoken or descriptive material.

- **Closed Captioning** Captions are text superimposed over video for the benefit of deaf and hard-of-hearing viewers. Closed captions are hidden (encoded) as a data within the video signal and must be decoded to be visible. Captions are designed to convey on- and off-screen effects, speaker identifications and other information helpful to deaf and hard of hearing people.
- **Open Captioning** Open Captioning places the text on screen in a black reader box at all times.
- **Real-time Captioning** Roll-up captions that are created and transmitted at time of broadcast origination.

- **Theatrical Open Captioning** Open captioning of live theatre performances. This technology has enabled many people to experience the joy of theatre for the first time.

Common carrier or carrier The term "common carrier" or "carrier" includes any common carrier engaged in interstate communication by wire or radio and any common carrier engaged in intrastate communication by wire or radio.

Computer-Aided Realtime Reporting (CART) Captioning for live performances, lectures, presentations and meetings, using technology developed for the courtroom. Reporters type in shorthand that is translated into full words and sentences, which is projected on a screen or monitor.

TDD The term "TDD" means a Telecommunications Device for the Deaf, which is a text telephone, employing visual communication in the transmission of coded signals through a wire or radio communication system. "Text telephone", a term used in Title IV, is also known as: "TDD" (Telecommunications Device for the Deaf) or "TTY" (TeleTYpewriter). The term TDD is most often used in state and federal government services. **The TTY term is preferred by a majority of relay users who are deaf and hard of hearing.**

Telecommunications Relay Services Telecommunications Relay Services (TRS) is a communication system that provides telephone communication access to deaf, hard-of-hearing and speech-impaired persons. TRS must be functionally equivalent to telephone communication used by those who do have a communication disability. TRS enables two-way communication by wire or radio between an individual who uses a text telephone or other non-voice terminal device and an individual who does not use such a device.

Web Accessibility Initiative (WAI) Works with organizations around the world to develop strategies, guidelines, and resources to help make the Web accessible to people with disabilities. Guidelines are widely regarded as the international standard for Web accessibility.

The World Wide Web Consortium (W3C) Develops and maintains the protocols used on the Web to insure interoperability to promote universal access. The W3C's Web Accessibility Initiative (WAI) has proposed guidelines for all Web authors. As Tim Berners-Lee, Director of the W3C puts it:

"The power of the Web is in its universality. Access by everyone regardless of disability is an essential aspect."

In 2001 the U.S. Architectural and Transportation Barriers Compliance Board (Access Board) developed accessibility requirements for Web pages of federal agencies. The list of guidelines for accessibility provides a good model even for organizations that are not required to comply.

HOUSING

Community Development Block Grant (CDBG) Program A powerful tool that empowers people to create viable urban communities through a comprehensive and flexible source of federal funds. These funds, provided from Housing and Urban Development (HUD) can be used to address local housing and community development needs. The CDBG grant was established as a "bricks and mortar" grant to help cities improve housing, public facilities and infrastructure for low- and moderate-income persons.

In order for a project to be eligible for CDBG funding it must meet one of three national objectives and be an eligible activity. To meet the national objective, the project must benefit low- and moderate-income persons, prevent or eliminate slum or blight, or meet urgent conditions that pose a serious and immediate threat to the health or welfare of the community.

IBC The International Building Code is a comprehensive code that establishes minimum regulations for building systems using prescriptive and performance-related provisions. It is founded on principles intended to establish provisions consistent with the scope of a building code that adequately protects public health, safety and welfare. It is the code used by Salt Lake City.

ICC The International Code Council (ICC) was established in 1994 as a nonprofit organization dedicated to developing a single set of comprehensive and coordinated national model construction codes. The founders of the ICC are Building Officials and Code Administrators International, Inc. (BOCA), International Conference of Building Officials (ICBO), and Southern Building Code Congress International, Inc. (SBCCI). Since the early part of the last century, these nonprofit organizations developed the three separate sets of model codes used throughout the United States. Although regional code development has been effective and responsive to our country's needs, the time came for a single set of codes. The nation's three model code groups responded by creating the International Code Council and by developing codes without regional limitations. The code developed by the ICC and used by most government jurisdictions, including Salt Lake City is the *International Building Code*.

The ICC is guided by the following:

- **Vision:** Protecting the health, safety, and welfare of people by creating better buildings and safer communities.
- **Mission:** Providing the highest quality codes, standards, products, and services for all concerned with the safety and performance of the built environment
- **Purpose:** Through a single set of codes, code enforcement officials, architects, engineers, designers and contractors can now work with a consistent set of requirements throughout the United States.

Fair Housing Title VIII of the Civil Rights Act of 1968, commonly known as the Fair Housing Act, prohibits discrimination in the sale, rental, and financing of dwellings based on race, color, religion, sex, and national origin. In 1988, Congress passed the Fair Housing Amendments Act, which expanded coverage to prohibit discriminatory housing practices based on **disability** and familial status. People with disabilities are the only minority that can be discriminated against solely by the design of the built environment. The FHA remedies that in part by establishing design and construction requirements for multifamily housing. As a civil rights law, the FHA is written in terms of intent and enforcement procedures, without providing specific terms or measurement for compliance. HUD has developed the Fair Housing Accessibility Guidelines and the Fair Housing Design Manual, both written in enforceable language.

Universal Design A manner of designing homes to provide improved functions for all possible residents, rather than providing specific adaptations that only help people with disabilities. They ideally go beyond the minimum requirements of codes and standards. The principles of universal design are:

- Equitable Use
- Flexibility in Use
- Simple and Intuitive Use
- Perceptible Information
- Tolerance and Error
- Low Physical Effort
- Size and Space for Approach and Use

Visitability This is a “more relaxed” standard of accessibility, extending the welcome of our homes to people with disabilities, and makes it easier to “age in place” without expensive remodeling. It ensures that a basic level of accessibility will be provided in all housing and it opens opportunities for participation in community life. It is a universal design goal that can be more readily achieved on a widespread basis. The primary features are:

- No-Step Entry
- Adequate Doorway Widths
- Usable Bathrooms

AGENCIES & RESOURCES

SALT LAKE CITY

ASAC Accessibility Services Advisory Council for Salt Lake City. This is an Advisory body, consisting of residents, business owners, representatives of organizations actively involved in accessibility and disability issues, as well as representatives of other government agencies who serve the needs of people with disabilities. This council has the opportunity to comment on and participate in the formulation of significant decisions pertaining to accessibility services and issues affecting people with disabilities.

SLAC Salt Lake Accessibility Committee for Salt Lake City. This committee is comprised of representatives of city departments, each of who serves as the point of contact for ADA issues in the respective area of employment. This committee addresses matter relating to public service, access, and public accommodation relating to compliance with Title II.

LOCAL

COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT) The Utah Transit Authority (UTA) created this citizen advisory group, consisting of representatives of all age and disability groups. The purpose of the CAT is to provide an ongoing opportunity to advise UTA on accessibility issues related to facilities, service, equipment, plans and programs to assure non-discrimination of qualified people with disabilities.

ASSIST ASSIST Inc. is a nonprofit Community Design Center founded in 1969. ASSIST provides architectural design, community planning and development assistance to nonprofit and community groups, and housing and accessibility design assistance to low income households or persons with disabilities. Programs include:

- Home Repair
- Accessibility Design Services
- Community Design Assistance

LIFECARE A program of the Community Services Council, **LifeCare** provides a variety of services designed to help low-income senior citizens and individuals with disabilities.

Maximizing independence, providing security, and combating isolation are LifeCare's guiding principles. Each year more than 3,500 people who are "elderly or disabled" receive support which enables them to live independently in the homes they love and to maintain their health and dignity. LifeCare services are free to those who qualify. **Some of the programs provided through LIFECARE are:**

- **Home Repair and Security**
- **Yard Care**
- **Friendly Visiting Project**
- **Food Assistance**

VALLEY MENTAL HEALTH Provides counseling and crisis intervention for people suffering from mental illness.

MASTERS PROGRAM VALLEY MENTAL HEALTH Provides mental health services for adults 55 and over who are experiencing depression, anxiety, isolation or other concerns which impact daily functioning. Also provides transportation and substance abuse treatment.

NATIONAL ALLIANCE FOR THE MENTALLY ILL (NAMI) Provides support, education and advocacy for individuals affected by mental illness.

InterWest Interpreting InterWest Interpreting has been offering Sign Language interpreting and advocacy in the State of Utah for more than 15 years. The company was founded on the philosophy of providing the best quality interpreting at a reasonable cost. InterWest uses more than 30 different interpreters each month. Though located in Orem, they provide services through out the state. Roughly 75% of the appointments are in Salt Lake County. Most appointments are scheduled over the phone. Contact numbers are: Toll-free (866) 224-7683; weekends and after hours, cellular (801) 809-3077.

Intermountain CART Reporters Provides captioning service for meetings and gatherings through use of Computer-Aided Realtime Reporting, for people who are deaf or hard of hearing and do not use American Sign Language to communicate.

Utah Relay Provides relay service for people who are deaf. Service provided by Communications Assistants. Phone numbers: **711**; 888-735-5906; or TTY 800-346-4128.

Disability Law Center (DLC) A private non-profit organization, designated as the Protection and Advocacy agency for the state of Utah to protect the rights of people with disabilities in Utah. The agency enforces and strengthens laws that protect the opportunities, choices and legal rights of people with disabilities in Utah. The work of the Disability Law Center focuses on four long-range goals:

- People with disabilities will be free from abuse and neglect.
- People with disabilities will receive appropriate services.
- People with disabilities will be free from discrimination.

- People with disabilities will have equal employment opportunities.

Disabled Rights Action Committee (DRAC) DRAC, is a spin-off from Salt Lake City's model Crossroads Urban Project, and is an all-volunteer, grassroots community organizing effort composed entirely of volunteers with disabilities. They staff a drop-in center, organize other people with disabilities in the community, and, as they proudly assert, act as a watchdog with teeth to ensure that Utahns with disabilities aren't deprived of their rights.

DRAC focuses on three broad areas -- physical accessibility, health-care, and housing. DRAC identifies problems and uses a combination of publicity and legal action to eliminate them. Volunteers, for example, check out reports of inaccessible public accommodations (forbidden under the Americans with Disabilities Act), then send a warning to the management insisting on corrective action within 30 days. Failure to reply yields a second notice, and if it's ignored, DRAC's activists roll in with picket signs or legal writs -- or both.

Utah Independent Living Center (UILC): The UILC's Mission is to assist people with disabilities achieve greater independence by providing services and activities which enhance independent living skills and promote the public's understanding, accommodation, and acceptance of their rights, needs and abilities. This is a non-residential facility, staffed with qualified people with disabilities, that provides Independent Living services which complement rather than duplicate services already existing in the community.

Art Access/VSA Arts of Utah Mission Chartered in 1984 by a small group of dedicated persons who saw the value of making the arts accessible to persons with disabilities; it is an affiliate of an international, nonprofit organization founded as an affiliate of the John F. Kennedy Center for the Performing Arts by Jean Kennedy Smith in 1974. Dedicated to promoting artistic excellence and providing educational opportunities through the arts, VSA arts brings the power of the arts into the lives of over 5.5 million people with disabilities each year. Committed to providing quality arts activities for adults and children with disabilities as well as for those who represent other underserved communities. Founded and operated on principles of creating enthusiasm for, understanding of, and awareness of the importance and benefit of the arts for all persons; that the arts are truly a universal and essential language that challenges people to look beyond themselves and celebrate diversity; and that participation in the arts promotes acceptance and inclusion in all aspects of life.

STATE OF UTAH

Access Utah: Access Utah Network is Utah's only disability specific information and referral agency. If someone has questions about disabilities, services, resources, etc. they have answers. The website provides information on events, resources, disability links, equipment, and a means of locating programs. It is sponsored by the State Office of Education, the State Office of Rehabilitation, the Department of Human Services, and the Department of Health.

The Center for Persons with Disabilities at Utah State University:

One of the 61 centers located at major universities throughout the United States. Programs are dedicated to supporting people with developmental disabilities through interdisciplinary pre-service preparation and continuing education, provision of community services, research, and dissemination. For over 25 years, the CPD has served sites across the nation, with major effort focused on the needs of Utah and of rural, minority, and underserved populations. The center offers numerous services and provides several programs for people with disabilities.

- The center promotes opportunities and provides support for persons with disabilities to lead self-determined lives. They oversee home and community-based services for more than 4,000 people who have disabilities. Support includes community living, day services, supported employment services, and support for people with disabilities and their families.
- The center provides a variety of community services, including training and technical assistance to consumers, families, professionals and paraprofessionals, policymakers and students. Model and demonstration services operate within the community, offering assessments, implementation of individualized service plans, family support services, neurotherapy, and inclusionary and transition services.
- The major goal of all interventions is to improve the quality of life for consumers and their families. Interdisciplinary training and continuing education are provided to paraprofessionals and professionals working in the field of developmental disabilities. Other projects offer both in-service and preservice training, with a growing emphasis on continuing and distance education.
- CPD staff conducts numerous research projects aimed at improving the lives of consumers and their families. Research in areas such as autism, attention-deficit hyperactivity disorder, dyslexia and early intervention is ongoing at the CPD. Research projects constantly seek new directions to better understand conditions of disability and how to best serve people who have disabilities.
- Additionally, the CPD provides technical assistance to a wide variety of community, state, and federal agencies and service organization. Assistance is provided to state education agencies in developing quality programs and services for children with disabilities.

Disability Support Center for Families This center is working in the Glendale section of Salt Lake City. The CPD, in partnership with the state Division of Services for People with Disabilities, was designated by the Governor as the lead agency for the Family Support 360 Implementation Proposal (CFDA: 93.631). During the planning grant “Getting It Together” a participatory approach was used to carefully design the implementation model for a comprehensive one-stop family support center serving at least 50 families annually who have children or adult members with developmental disabilities living on the west side of Salt Lake City, Utah. The families in this rapidly growing area are culturally and linguistically diverse, generally underserved by the existing formal service systems, and face considerable economic challenges. During the initial year of the implementation grant the DSCF will provide individual and family-centered planning, assessment, and follow-up to address eligibility for personal assistance and supports, education, and employment related assistance. Key factors of the implementation plan will

be the employment of paraprofessionals hired from the community who have substantial experience living with a developmental disability or a family member of an individual with developmental disabilities; continued participation of the Partnership Committee and the added resources of the Coordinating Council for People with Disabilities who will assist with addressing systemic issues at the policy level. One of the critical issues identified by families and the Partnership Committee, during the planning phase, was the need for coordination and collaboration between agencies. Memorandums of Agreement have been designed with key partners (e.g., Workforce Services, Department of Rehabilitation, Division of Services for People with Disabilities, local schools, and neighborhood nonprofits) that detail commitments of partners.

Services for the Blind and Visually Impaired To assist individuals who are blind or visually impaired to obtain employment or increase their independence. The Division of Services for the Blind and Visually Impaired (DSBVI) has developed programs to help meet the needs of Utah citizens who are blind or have significant visual impairments. In addition to providing vocational rehabilitation services, DSBVI offers a multitude of training and adjustment services. These services include computer evaluation and training, orientation and mobility services, daily living skills, home repair courses, low vision screening, magnification and other assistive aids, and a variety of adjustment-to-blindness classes and services. These services are provided to individuals at the Center for the Blind and in the community statewide. The Utah State Library for the Blind and Physically Handicapped and the Utah State Library Division are co-located with the DSBVI in their new facility at 250 North 1950 West, Salt Lake City. This puts all Utah state agencies for the adult blind under one roof, thus greatly enhancing consumer services.

Utah Council of the Blind a non-profit organization primarily of legally blind persons. Its main purposes are to:

- Advocate for the best interests of the blind and visually impaired in all facets of life.
- Provide a forum for the views of the blind and visually impaired from all areas of the state and all walks of life.
- Improve educational and rehabilitation facilities.
- Elevate the social, economic and cultural level of the blind and visually impaired.
- Broaden vocational opportunities.
- Encourage and assist the blind and visually impaired, especially the newly blind, to develop their abilities and potentials and to assume their responsible places in the community.
- Cooperate with public and private institutions and agencies of and for the blind and visually impaired insofar as they support the purposes of the UCB.
- Provide for the free exchange of ideas, opinions and information relative to matters of concern to blind and visually impaired persons through publications in accessible forms and through various media.
- To seek to increase public awareness and concern for the needs and abilities of the blind and visually impaired.

Utah Governor's Council for People with Disabilities A Federally funded advocacy Council that works to improve the lives of individuals with disabilities and their families. The main purpose is to build leaders in the disability community; to influence improvements in the social service and medical systems that serve individuals with disabilities; and, educate legislators and policy makers to issues that impact the lives of people with disabilities and their families.

Utah Division of Services to People with Disabilities Within the State Human Services Department, the Mission of the Division is to promote opportunities and provide supports for persons with disabilities to participate fully in Utah life. This is accomplished through:

- A seamless, collaborative, coordinated, cooperative system that involves all those providing options and support services.
- Ensuring that people are receiving high quality services and supports by promoting and recognizing excellence.
- Empowering, educating, and supporting individuals in making life choices.
- Promoting total public awareness and acceptance.
- Finding and implementing ways to effectively utilize resources in the system by accessing traditional and non-traditional funding sources.

The Utah Center for Assistive Technology UCAT is within the State Office of Rehabilitation, and serves to enhance human potential through facilitating the application of assistive technologies for persons with disabilities. UCAT acts as the hub or center point of assistive technology services statewide. There are branch resources available throughout the state and services are coordinated to ensure that devices and services are accessible to all Utahns with disabilities. This center serves a vital function because obtaining current, accurate information regarding appropriate technologies, and where to purchase them, is vital to the technology acquisition process. The information and referral staff at UCAT, working in conjunction with other professional resources where needed, can provide people with the knowledge necessary to make appropriate equipment decisions.

Utah Association for the Deaf A not-for-profit corporation, conducting business or activities which will benefit the deaf and hard of hearing community. The objects and purposes encompass five areas:

- Unification of deaf and hard of hearing people in Utah
- Promotion of interests of deaf and hard of hearing people
- Service, consultation and advocacy
- Promotion of charitable and educational betterment and well being of deaf and hard of hearing people
- Operation of the organization for the following purposes:
 - Sale of devices and products for deaf and hard of hearing people
 - The establishment/operation of housing for deaf and hard of hearing older adults

NATIONAL ORGANIZATIONS

Access Board The Access Board is an independent Federal agency devoted to accessibility for people with disabilities. Created in 1973 to ensure access to federally funded facilities, the Board is now a leading source of information on accessible design.

- The Board develops and maintains design criteria for the built environment, transit vehicles, telecommunications equipment, and for electronic and information technology. It also provides technical assistance and training on these requirements and on accessible design and continues to enforce accessibility standards that cover federally funded facilities.
- The Board is structured to function as a coordinating body among Federal agencies and to directly represent the public, particularly people with disabilities. Half of its members are representatives from most of the Federal departments. The other half is comprised of members of the public appointed by the President, a majority of whom must have a disability.

The Telecommunications Access Advisory Committee Formed by the Access Board's guidelines published in February 1998, included product manufacturers, service providers, disability groups, and experts in communication access. This committee developed recommendations upon which the final guidelines are closely based. Access is covered for people with disabilities affecting hearing, vision, movement, manipulation, speech, and interpretation of information. The Board developed these guidelines for use by the Federal Communications Commission (FCC), which is responsible for rules and policies to enforce the law.

Public Rights-of-Way Access Advisory Committee The Access Board chartered this committee in 1999 to develop recommendations on guidelines for accessible public rights-of-way. This committee was composed of 33 members representing disability organizations, public works departments, transportation and traffic engineering groups, design professionals and civil engineers, government agencies, and standards-setting bodies. The committee coordinates its efforts with leading trade organizations represented on the committee, such as the American Association of State Highway and Transportation Officials, and federal agencies, such as the Federal Highway Administration, to ensure that its recommendations are consistent with generally accepted practice among design professionals. The committee has developed criteria for the construction or alteration of public rights-of-way that reflects the broad spectrum of expertise represented by committee members. The guidelines follow a "toolbox" to facilitate implementation and to promote an understanding of the needs of all users of public rights-of-ways. They cover the various components of public streets and sidewalks and provide criteria for sidewalks, street fixtures and furnishings, street crossings, vehicular ways, parking, and other components of public rights-of-way.

National Council on Disability (NCD) An independent federal agency making recommendations to the President and Congress to enhance the quality of life for all Americans with disabilities and their families. NCD is composed of 15 members appointed by the President and confirmed by the U.S. Senate. In 1986 the NCD first proposed that Congress should enact a civil rights law for people with disabilities. In 1990, the Americans with Disabilities Act was signed into law.

NCD's overall purpose is to promote policies, programs, practices, and procedures that guarantee equal opportunity for all individuals with disabilities, regardless of the nature or severity of the disability; and to empower individuals with disabilities to achieve economic self-sufficiency, independent living, and inclusion and integration into all aspects of society.

Trace Research and Development Center The Trace Center is at the University of Wisconsin, with the mission to prevent the barriers and capitalize on the opportunities presented by current and emerging technologies, in order to create a world that is as accessible and usable as possible for as many people as possible. The Center does not sell products. Instead, the Trace Center works to encourage companies to make their standard products more accessible and usable by people with disabilities of all types. Although the Trace Center is primarily involved in research and development, information that has been gathered pertaining to research results is made available on their web site.

The National Institute on Disability and Rehabilitation Research Created in 1978, the NIDRR is a national leader in sponsoring research. NIDRR is located in Washington, D.C., and is one of three components of the Office of Special Education and Rehabilitative Services (OSERS) at the U.S. Department of Education. NIDRR operates in concert with the Rehabilitation Services Administration (RSA) and the Office of Special Education Programs (OSEP).

It is the mission of NIDRR to generate, disseminate and promote new knowledge to improve the options available to people with disabilities. The ultimate goal is to allow these individuals to perform their regular activities in the community and to bolster society's ability to provide full opportunities and appropriate supports for people with disabilities. Toward this end, NIDRR conducts comprehensive and coordinated programs of research and related activities to maximize the full inclusion, social integration, employment and independent living of individuals of all ages with disabilities. NIDRR's focus includes research in areas such as employment; health and function; technology for access and function; independent living and community integration; and other associated disability research areas.

The Center for Universal Design The Center for Universal Design, College of Design at North Carolina State University, is funded by NIDRR as a Rehabilitation Engineering Research Center (RERC) on Universal Design and the Built Environment. The RERC's purpose is to improve the accessibility and usability of the built environment,

and advance the field of universal design. Four goals for the RERC have been defined as follows:

1. Increase knowledge of the complex and dynamic relationship between the individual and the environment, including knowledge of what design features, details and arrangements optimize the accessibility and usability of the built environment for the widest diversity of users.
2. Increase adoption and improve the practice of universal design by the building and product manufacturing industries.
3. Increase inclusion of the universal design approach in post-secondary design curricula and to increase the number of designers and researchers trained in universal design practices.
4. Increase awareness of and stimulate demand for universal design among builders, manufacturers, designers, human service professionals, and individuals with disabilities and their families.

The mission of the CUD is to improve the built environment and related products for all users by impacting change in policies and procedures through research, information, training, and design assistance, and advance the field of universal design. The mission is accomplished through the following three main efforts:

- **Research and Development Programs**
- **Training Activities:** Initiatives are designed to align with its other activity areas, targeting key professions, using new technology and spanning local, national, and international audiences. The proposed training programs focus on professionals (architecture, industrial design, interior design, the building professions, rehabilitation engineering, and allied health professions) at all stages of their training and practice, from undergraduate and graduate post-secondary activities to continuing education opportunities.
- **Dissemination and Utilization:** The primary goal of the CUD in this area is to develop and promote effective communication channels for utilization of the Center's research results, development projects, training programs, and many other activities. The Center partners with constituent stakeholders up front, including the **disability community**, to ensure utilization of new knowledge that ultimately impacts the built environment.

Concrete Change: *This was the beginning of the "visitability movement." It is an organization, founded by Eleanor Smith in 1986 in Atlanta, Georgia. It is an **international effort to make all homes visitable!*** Since the beginning, the group of participants in Concrete Change and the Visitability movement has expanded to many states, in steadily growing waves. Participants are initiating state and local Visitability laws, passing out materials at conferences, speaking up in their local media, lobbying their local Habitat for Humanity affiliates, protesting at a Parade of (upscale) Homes that lack access, showing the Concrete Change video to local groups, passing out balloons that say "Every Home Visitable," and in general working as individuals or in small groups to make change.

National Center on Accessibility A collaborative program of Indiana University and the National Park Service, the National Center on Accessibility is the nation's premiere resource promoting access for people with disabilities in recreation. Over the last decade, NCA has played a critical role in increasing awareness of inclusion of people with disabilities in parks, recreation and tourism while advancing the spirit and intent of the Americans with Disabilities Act, Rehabilitation Act and other disability legislation.

NCA focuses on universal design and practical accessibility solutions creating inclusive recreation opportunities for people of all abilities. NCA links the preferences and needs of people with disabilities to those of practitioners designing facilities and planning programs. Since its inception in 1992, professionals such as park superintendents, facility managers, architects and landscape architects, program coordinators, civil engineers, planners, interpreters and exhibit designers, accessibility coordinators, advocates and consumers have drawn on NCA as a valued resource.

NCA accomplishes its work through:

Training & Education: Provides educational courses facilitating the inclusion of people with disabilities in recreation, parks, and tourism.

Research: Conducts and facilitates research on issues critical to access in recreation environments.

Technical Assistance: Provides technical assistance free of charge to park and recreation professionals, consumers, advocates, designers, architects, planners, students, etc, or anyone with a question on access to recreation.

Consultation: Provide consultation with the goal of improving access for visitors and participants with disabilities.

American Association of People with Disabilities (AAPD) AAPD was founded on the fifth anniversary of the landmark Americans with Disabilities Act (ADA). It is the largest national nonprofit cross-disability member organization in the United States, dedicated to ensuring economic self-sufficiency and political empowerment for all Americans with disabilities. AAPD works in coalition with other disability organizations for the full implementation and enforcement of disability nondiscrimination laws. AAPD pursues its mission through programs fostering leadership development, mentoring and career exploration, non-partisan political participation and voting, member benefits, and advocacy to promote the goals of the ADA.

Rocky Mountain ADA & IT Center Provides information, materials, technical assistance and training on the ADA and accessible-based information technology. The Center is located in Colorado Springs with its service area designated as Region 8, serving

Colorado, Utah, Montana, Wyoming, North Dakota, and South Dakota. This is one of 10 regional centers funded by the NIDRR. The Center toll-free phone number is (800) 949-4232 (Voice/TTY). The Center is also known as **The Rocky Mountain Disability & Business Technical Assistance Center (DBTAC)**.

Easter Seals Project ACTION Accessible Community Transportation in Our Nation is a national technical assistance project funded through a cooperative agreement with the U.S. Department of Transportation, Federal Transit Administration. The mission is to encourage and facilitate cooperation between the disability and transportation communities with the goal of achieving universal access through transportation for people with disabilities.

National Accessible Travelers Database To meet a need for more direct information about accessible services among users, travel agents, tour coordinators and tour guides, Easter Seals Project ACTION offers this database. This database of transit systems is supplemented with information on accessible tours and tour companies, accessible airport and other private shuttles, and accessible taxi services. The transportation database website allows the user to highlight the state and city they plan to visit, and view all transportation services available to them. The user is also able to view the travel agencies specializing in travel arrangements for persons with disabilities.

The Database includes:

- **Public Transit Operators** – Both urban and rural public transit operators are included. All the operators which were identified are listed. To the extent that operators responded to our survey, the database also includes detailed information on services, fares, and reservations. If the operator has a website, their entry is also linked to that website.
- **Accessible Van Rental Companies** – Companies that rent accessible vans are included in the city listings. Links to rental companies with a national presence are also provided on our www.easterseals.com.
- **Private Bus/Tour Companies with Accessible Vehicles** – Private charter and tour companies that have accessible vehicles are also listed by city.
- **Accessible Taxis**
- **Airport Transportation** – For selected airports, we have included a list of airport transportation services. If data on actual services are not available for an airport, the database includes a contact at the airport for you to call for additional information.
- **Hotel-Motel Shuttles** - Hotels and motels often provide shuttle services for visitors. The database includes a list of hotels/motels in each city that have been identified as providing shuttle services along with an idea of whether the service is provided only to the airport or also to local attractions.

ADA Watch A project of the **National Coalition for Disability Rights**, an alliance of hundreds of disability, civil rights, and social justice organizations united to defend and promote the American with Disabilities Act (ADA) and the human rights of children and

adults with physical, mental, cognitive and developmental disabilities. It is a 501(c)(3) tax exempt organization and operates in partnership with the *Bazelon Center for Mental Health Law*. The ADA Watch campaign:

- Is a nonprofit informational online network designed to activate the disability community's grassroots in response to threats to civil rights protections for people with disabilities.
- Educates and informs people with disabilities, disability advocates, members of the general public, the business community, policy makers, and the media regarding threats to civil rights protections for people with disabilities.
- Seeks to build an online community of empowered citizens united against attempts to roll back civil rights protections for people with disabilities.
- Provides support to the ADA WATCH coalition, a network of disability rights, service, and consumer organizations united to protect and strengthen the ADA.

Disabled American Veterans Since it's founding in 1920, the Disabled American Veterans (DAV), a nonprofit organization of more than one million veterans with disabilities as a result of war or armed conflict, has been dedicated to a single purpose: building better lives for America's veterans with disabilities and their families. Fidelity to that mission has required DAV to respond creatively and flexibly to changing and sometimes unpredictable problems faced by its constituency. Whether disabled veterans have needed a voice on Capitol Hill, a nationwide service program, a transportation network or unique rehabilitation opportunities, DAV has focused its attention and resources to meet those needs.

Made up exclusively of men and women with disabilities incurred as a result of service in our nation's defense, the mission of the DAV is carried forward by:

- Providing free, professional assistance to veterans and their families in obtaining benefits and services earned through military service;
- Providing outreach concerning its program services to the American people generally, and to veterans with disabilities and their families specifically;
- Representing the interests of veterans with disabilities, their families, their widowed spouses and their orphans in dealing with government officials;
- Extending the mission of hope into the communities where these veterans and their families live; and
- Providing a structure through which veterans with disabilities can express compassion for their fellow veterans through a variety of volunteer programs.

Disability Rights Action Coalition for Housing (DRACH) A national grassroots network of individuals with disabilities, disability advocates and organizations, and customers of federal programs, who have extensive experience in local and national housing arenas. It was born out of the National Fair Housing Summit held in Washington D.C., January 1994. Through an array of activities such as education and outreach, advocacy, direct action and publicity, DRACH works on the federal, state and local levels to insure that the civil and human rights of persons with disabilities are recognized and

fully honored in provision of housing. Through ongoing grassroots networking DRACH gathers and circulates information and advocacy strategies on a wide range of housing and fair housing issues. The national network provides local coalition members the ability to utilize the replicate model housing and fair housing programs and successful advocacy strategies.

ADA Home Page Sponsored by DOJ, this website provides extensive access to information, publications, answers to many questions, resources, laws, regulations, and technical assistance, among many other matters.