

6- Equal Employment Opportunity and Reasonable Accommodation Policies

The ADA, and other disability laws, prohibits discrimination against people with disabilities in every aspect of employment, including:

1. Recruitment, advertising, and job application procedures;
2. Hiring, upgrading, promotion, demotion, transfer, layoff, termination, right of return from layoff, and rehiring;
3. Rates of pay or any other form of compensation and changes in compensation;
4. Job assignments, job classifications, organizational structures, position descriptions, lines of progression, and seniority lists;
5. Leaves of absence, sick leave, or any other leave;
6. Fringe benefits by virtue of employment, whether or not administered by the employer;
7. Selection and financial support for training, including apprenticeships, professional meetings, conferences and other related activities, and selection for leaves of absence to pursue training;
8. Activities sponsored by the employer including meetings, social and recreational programs;
9. Any other term, condition, or privilege of employment.

The City of Waltham does not exclude or isolate persons with disabilities who are using or attempting to use our facilities, programs and services, and is willing to modify the format of Employment Applications (such as a large print application or on audio tape) or to offer assistance in completing them, hold testing and interviewing in accessible locations (so people who use wheelchairs can participate, for example), provide accurate information about the abilities and skills of individuals with disabilities when conducting tests and interviews, and provide reasonable accommodation so that an individual with a disability can perform the essential functions of his or her job.

The City of Waltham is committed to the principle that individuals with disabilities who are employed by the City and persons applying for jobs should not be subjected to discrimination because of that disability, should be treated fairly and given opportunities equal to those of others working and/or seeking to work here. The City administration and all supervisory personnel are responsible for maintaining a work environment free of discrimination against persons with disabilities. The City encourages all employees to aid in the achievement of this objective and has established an ADA Coordinator within the City's Personnel Department to formalize its commitment to this purpose.

The City of Waltham is not required to give preferential treatment to individuals with disabilities or lessen qualification standards. The law does require that the City consider reasonable modifications regarding how qualified individuals with disabilities demonstrate their abilities and skills.

Reasonable Accommodation Process for a Qualified Applicant or Employee

The City of Waltham does not discriminate against qualified applicants and employees on the basis of disability in any terms, conditions or privileges of employment. A qualified applicant or employee can submit reasonable accommodation request when they consider it necessary.

The accommodations request may include, but are not limited to, making reasonable modifications in policies, practices, and procedures; furnishings, auxiliary aids, and services; and making services, programs, or activities accessible, usable, and integrated wherever appropriate. Specific lists of types of accommodation are not included in this policy as they vary depending on program and individual needs and also by types of accommodation available.

A. Upon request, the City will provide reasonable accommodation to employees and applicants with disabilities when doing so does not pose an undue financial or administrative hardship.

B. Job applicants are not required to provide information about disabilities or accommodations required until a conditional job offer is made. Interviewing managers are prohibited from requesting information about any disabilities or accommodations required until making a conditional job offer. However, a job applicant who chooses to do so, may submit written requests for reasonable accommodation to the ADA Coordinator prior to the conditional job offer. Or, after the job offer is made to the applicant, he or she should submit a written request to the supervisor offering the job or to the ADA Coordinator. Employees who require accommodations should submit written requests for reasonable accommodation to his or her immediate supervisor.

Requests for reasonable accommodation should contain a description of the nature and purpose of the accommodation being requested.

If an applicant or employee is unsure of the type of accommodation required, that individual, the ADA Coordinator and the individual's immediate supervisor and/or Department Head shall work collaboratively to design an accommodation.

C. The request for reasonable accommodation should be accompanied by supporting documentation from a health care professional. This documentation should state that the employee in question has a disability that substantially limits one or more major life activities and requires reasonable accommodation. Copies of requests for reasonable accommodation together with supporting documentation should be forwarded to the ADA Coordinator by the employee's supervisor. Medical records shall be stored in a separate location from personnel records. Medical records include but are not limited to: documentation of illness, injury, short or long-term disability, reasonable accommodation requests, doctor's letters and certificates, Family and Medical Leave Act documentation and insurance information. Access to

medical records shall be provided on a "needs to know basis" with authorization from the Director of Human Resources or the ADA Coordinator or from the individual employee by written, signed release.

D. Supervisors/Department Heads may grant requests for reasonable accommodation, but may not deny them. Only the ADA Coordinator in concert with the Mayor and/or City Council may determine that a proposed accommodation constitutes an undue hardship. Qualified applicants and employees have the right to file a grievance upon denial of reasonable accommodation, using the City's ADA grievance procedure.

Please use the attached **Reasonable Accommodation Request Form** to request an accommodation

7- ADA Coordinator

The City of Waltham's Personnel Director is currently acting as the City's ADA Coordinator. The ADA Coordinator will direct the City's compliance with the Americans with Disabilities Act. The ADA Coordinator shall receive and investigate grievances and requests for accommodations and assistance under said Act and as detailed in this Title.

The City of Waltham's ADA coordinator's responsibilities may include conducting the self-evaluation and developing the transition plan, handling requests for auxiliary aids and services, providing information about accessible programs and services, and serving as a local resource to the City. The ADA coordinator may also have responsibility for working with the Mayor or City council to ensure that new facilities or alterations to town facilities meet ADA requirements. In some cases, The ADA coordinator may also receive complaints from the public and will work to resolve them.

8- ADA Grievance Procedure

A. This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. Disabled individuals or their authorized representatives, who believe that they have been discriminated against on the basis of disability in employment, or the provision of services, activities, programs, or benefits, are requested to use it to bring their complaints to the attention of the City.

B. The complaint should be submitted in writing or on audiotape to the ADA Coordinator. It should include a description of the alleged discriminatory incident or action, the place and date of its occurrence, and the name of any employee or representative of the City involved. The complaint should also include the name, address, and phone number of the person(s) bringing the complaint or their authorized representative(s). If assistance is needed to file or pursue the complaint, the ADA Coordinator upon request will provide it. The complaint should be submitted as soon as possible but no later than sixty (60) calendar

days after the alleged discriminatory incident to the Director of Human Resources, 119 School Street, Waltham, MA 02451, (781) 314-3355.

C. Within fifteen (15) calendar days of its receipt, the ADA Coordinator will meet with the complainant to clarify the facts of the incident and discuss possible resolutions. Within fifteen (15) calendar days after the meeting, the ADA Coordinator will respond in writing, or if needed for effective communication, in an alternate format preferred by the complainant, such as large print, Braille, or audiotape. The response will explain the position of the City and present options for substantive resolution of the complaint.

D. If the ADA Coordinator's response does not satisfactorily resolve the issue, the complainant may appeal the Coordinator's decision within fifteen (15) calendar days of its receipt to the Mayor, or his or her designee. Within fifteen (15) calendar days of the receipt of the appeal, the Mayor, or his or her designee, will meet with the complainant to further clarify the complaint and discuss possible resolutions. Within fifteen (15) calendar days of the meeting the Mayor, or his or her designee, will respond in writing or alternate format with a final resolution of the complaint.

E. Records of all complaints received by the ADA Coordinator and appeals to the will be kept on file for at least three (3) years.

9- Equal Opportunity Policy

No qualified person with a disability shall be denied the benefits of, be excluded from participation in, or otherwise be subjected to discrimination under any of the City's programs or activities. In providing its services, programs, and activities, the City will not:

1. Deny a qualified individual with a disability the opportunity to participate in, or benefit from, an offered benefit, service, or activity.
2. Deny a qualified individual with a disability the opportunity to participate in, or benefit from, any aid, benefit, or service that is not equal to that afforded to others.
3. Otherwise limit a qualified individual with a disability the enjoyment of any right, privilege, advantage, or opportunity enjoyed by other qualified individuals receiving the aid, benefit, or service.

10- Reasonable Modification Policy

A. The City will make reasonable modifications to policies and procedures necessary to accommodate the needs of a person with a disability whenever an otherwise qualified person with a disability requests such modification, unless it can be demonstrated that the requested modification would impose an undue burden or fundamental alteration to the program.

B. Requests for reasonable modifications should be made to program staff or the ADA Coordinator and can be presented verbally or in writing. It is the responsibility of the ADA Coordinator to ensure that requests are responded to appropriately and in a timely fashion.

C. Final decisions regarding requests for reasonable modifications, that in the opinion of the ADA Coordinator may represent an undue burden or fundamental alteration, will be made by the Mayor in a timely fashion and no longer than ten (10) working days. Individuals seeking to contest a denial of a request for reasonable modification will be given the grievance procedure in format appropriate to their needs.

11- Eligibility and Safety Requirements Assurance

A. It is the policy of the City that prohibitions or limitations to the eligibility of qualified individuals with disabilities to receive services or participate in programs are not allowed unless they are essential to the operation of the program or service. Eligibility requirements must be reviewed by the ADA Coordinator and program managers and updated to comply with the requirements of the Americans with Disabilities Act. Whenever programs formulate new eligibility policies or new programs are developed, policies will be reviewed by the ADA Coordinator to ensure compliance.

B. Safety requirements will also be reviewed to ensure that they are necessary to the safe operation of programs, and that any decisions to limit the participation of a person with a disability related to safety concerns will be reviewed on a case basis to ensure that the decision is based on facts, not myths or stereotypes, and that all appropriate mitigating measures are taken to provide for maximum participation.

Staff will be informed of, and trained in any changes in eligibility and/or safety requirements that may arise.

12- Surcharges Prohibition Policy

It is the policy of the City that surcharges will not be charged to persons with disabilities, their family members, or organizations representing them for the provision of reasonable accommodations, reasonable modifications to policies and procedures, auxiliary aids and services, or any other costs related to the participation of persons with disabilities.

13- Integrated Services Policy

It is the policy of the City that all services, programs, and activities are provided in the most integrated setting appropriate to the needs of participants with disabilities.

Persons with disabilities are not required to participate in separate programs even if separate programs specifically designed to meet their needs are offered.

14- Significant Assistance Policy

It is the policy of the City that programs receiving significant assistance, either financial or in-kind from the City, may not discriminate against persons with disabilities. It is the responsibility of the ADA Coordinator and other personnel representing the City to inform organizations receiving assistance of this policy and to respond to any questions or, as appropriate, to refer questions to the ADA Coordinator regarding its meaning and application. It is also the Coordinator's responsibility to investigate any situation in which discrimination towards persons with disabilities may have occurred, and to take appropriate action either to correct the discriminatory situation or to recommend to the Mayor termination of assistance.

15- Accessible Transportation Policy

It is the policy of the City that transportation services are accessible to and usable by participants in City programs regardless of disability. Individuals requiring accessible transportation should make their requests in writing or verbally to the program directors or alternatively to the ADA Coordinator. Requests should be made at least three (3) days in advance. Effort will be made to respond to requests made on shorter notice. When a request cannot be met, notice will be given as soon as possible and at least one (1) day before the date of the requested trip.

16- Contracted Services Provider Policy

It is the policy of the City that if services are provided under contracts, the City will set forth in the terms of the contract the obligations of the provider agency or agencies to operate in a manner consistent with the requirements of Title II of the ADA, and, furthermore, that the City will monitor the performance of the contractor in fulfilling this contractual obligation.

17- Effective Communication Policy

A. It is the policy of the City that auxiliary aids and services will be provided when necessary to ensure effective communication with persons whose disabilities affect communication. Persons with communications disabilities will be given the opportunity to request the aid or service that they prefer and the requested aid or service will be given primary consideration. The preferred means of communication will be provided unless doing so would impose an undue burden or an effective alternative means of communication is available.

B. Requests for auxiliary aids or services should be made verbally or in writing to program directors or to the ADA Coordinator. Unless otherwise specified, the City urges that requests be made at least ten (10) days in advance of the occasion on which the communications support will be needed. Reasonable effort will be made to respond on shorter notice.

C. The person requesting the service will be notified as soon as possible if the City is unable to meet their request. In some circumstances, an appropriate alternative will be offered such as rescheduling. It will be the responsibility of the ADA Coordinator to train staff and oversee implementation of effective communications procedures. The ADA Coordinator will be responsible for making final decisions related to undue burden or fundamental alteration.

18- Alternative Format Assurance and Procedures

A. All documents, publications, and materials used in City programs will be made available to persons with disabilities who need them in alternate formats. Procedures will be established to respond to requests for alternate formats including large print, audiotape, Braille, and computer diskettes in a timely fashion. Three (3) weeks notice is generally required for the preparation of Braille materials. Reasonable efforts will be made to respond on shorter notice.

B. Large print, short audio tapes, and computer diskettes will be prepared by staff persons who have been identified by the ADA Coordinator and trained in the necessary skills and procedures. Preparation of long audiotapes will be purchased from a professional provider.

C. The procedure for requesting alternate formats is:

1. The person making the request should identify the materials desired and specify his/her preferred alternate format to the program director or the ADA Coordinator, either verbally or in writing ten (10) working days in advance of the event or activity for which the material is needed. Reasonable effort will be made to meet requests made less than ten (10) days before an event or activity.
2. The materials will be provided in the requested format at no additional charge.
3. Primary consideration will be given to the format preferred by the person making the request, and the City will decide whether to provide the preferred format or an effective alternate format.
4. If a request cannot be met the person making the request will be informed as soon as possible but at least one (1) day in advance of the event or activity.
5. The Mayor will make the final decision regarding any request that may represent an undue financial or administrative burden.

19- Interpreter Services Policy

A. It is the policy of the City that sign language interpreters, will be provided upon request to any person needing interpreter services in order to participate in any meeting, program, or activity of the City. Requests should be generally made at least twenty (20) working days in advance of the scheduled event or meeting, but reasonable effort will be made to meet requests made on shorter notice. Requests should be made either verbally, by TTY, or in writing to a program director or the ADA Coordinator. Within one (1) day of receipt of the request, the ADA Coordinator or other responsible employee will contact the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) to schedule the interpreter service.

B. In addition to using the MCDHH, the City will maintain a list of names and phone numbers of at least three qualified freelance sign language interpreters working in the region. If informed that MCDHH has not been successful in scheduling interpreters as requested, staff of the City will immediately attempt to contact and schedule a freelance interpreter.

C. If an interpreter cannot be obtained, the ADA Coordinator or other member of the staff will offer the option of an alternative effective form of communication or the opportunity to postpone the meeting until such time as an interpreter can be scheduled.

20- Assistive Listening Device Assurance

A. Assistive listening devices will be provided upon request to persons needing such devices to participate in programs, services, and activities of the City.

B. The procedure for requesting an assistive listening device is for the person needing the device, or his or her representative, to make the request verbally or in writing to the ADA Coordinator or other program director at least ten (10) days before the scheduled event or activity will take place. The ADA Coordinator or Program Director, or other responsible member of the staff will arrange for the listening device's use and will provide any necessary training or orientation to program staff. Reasonable effort will be made to meet requests made with less than ten (10) days notice.

21- Effective Communication

The City Waltham will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City's programs, services and activities

The City must take appropriate steps to ensure that communications with members of the public, job applicants, and participants with disabilities are as effective as communications with others unless it is an undue financial or administrative burden to do so or it would result in a fundamental alteration in the nature of its program or activity.

Achieving effective communication often requires that the City provides auxiliary aids and services. Examples of auxiliary aids and services include qualified sign language interpreters, assistive listening devices, open and closed captioning, note takers, written materials, telephone handset devices, qualified readers, taped texts, audio recordings, Braille materials, materials on computer disk, and large print materials.

The City must provide appropriate auxiliary aids and services where they are necessary to achieve an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity conducted by or for the City. The City must give primary consideration to the type of auxiliary aid requested by a person with a disability. However, the City may provide a different type of aid if it can show that it is an effective means of communication.

It is the policy of the City that staff training and other staff development activities provided by City personnel and volunteers include training on the use of a TTY, the operator relay service, and other equipment necessary to assure effective communication. The city personnel will also receive training in procedures and policies on receiving and handling requests for auxiliary aids and services, and for ensuring that primary consideration is given to the type of service or format preferred by the person with disability. Training on effective communication will be given during orientation and at in-service programs.

22- Training Assurance

A vital component of any ADA implementation plan is the training that is provided for staff. While a thorough knowledge of the provisions of the ADA is important for some positions, training should center on service attitudes, communication skills, and internal policies and procedures. Patrons with disabilities can be drawn from ADA Advisory Groups and serve as effective trainers.

23- City of Waltham's Policy Regarding Service Animals for People with Disabilities

The City of Waltham is committed to making reasonable modifications to its policies, practices, and procedures to permit the use of service animals by its guests with disabilities. Service animals play an important role in ensuring the independence of people with disabilities, and it is therefore our policy to welcome any dog that is individually trained to assist a person with a disability.

What is a Service Animal?

Service animals are individually trained to work or perform tasks for individuals with disabilities. Service animals come in all dog breeds and sizes, may be trained either by an organization or by an individual with a disability, and are not required to be certified, licensed, or have any service animal papers or tags. Service animals do not always have a harness, a sign, or a symbol indicating that they are service animals. A service animal is not a pet. Service animals assist people with disabilities in many different ways, such as:

- Guiding people who are blind or have low vision and retrieving dropped objects for them;
- Alerting people who are deaf or hard of hearing to sounds and the presence of others;
- Carrying and picking up items, opening doors, or flipping switches for people with disabilities who have limited use of hands or arms, limited use of their legs, or limited ability to bend or stoop;
- Pulling wheelchairs;
- Alerting people with disabilities to the onset of seizures, protecting them and cushioning them if they fall, reviving them, and performing other tasks that reduce the risk of seizure-related injury;
- Doing work or performing tasks for persons with traumatic brain injury, intellectual disabilities, or psychiatric disabilities, such as reminding a person with depression to take medication or waking him up, alerting a person with anxiety to the onset of panic attacks, providing tactile stimulation to calm a person with post traumatic stress disorder, assisting people with schizophrenia to distinguish between hallucinations and reality, and helping people with traumatic brain injury to locate misplaced items, find places, or follow daily routines; and
- Providing physical support and assisting people with physical disabilities with stability and balance.

Employee Requirements with Regard to Service Animals:

Most of the time, people with disabilities that use service animals may be easily identified without any need for questioning. If you can tell by looking or if you know from prior contact with the person, you should not make the customer/guest feel unwelcome by asking questions. If you are unsure whether an animal meets the definition of a service animal, a City reservationist or, where necessary, management may ask the guest the following questions:

- Is this a service animal required because of a disability?
- What work or tasks has the animal been trained to perform?

You may not ask a guest questions about his or her disability. You may not ask a guest to show certification or a special ID card as proof of his or her animal's training.

Once a customer/guest with a service animal has answered those initial questions, no employee may ask the customer/guest any further questions about his or her service animal. City employees may not restrict guests or visitors with service animals from areas of the City where all other guests and visitors are permitted.

In the event that a particular service animal is out of control and the animal's handler does not take effective action to control it, or if the animal is not housebroken, the City may ask the individual with a disability to remove the service animal from the premises at that time, but may not refuse service to that individual with a disability when he or she is not accompanied by that particular service animal. Barking or growling alone does not mean an animal is out of control. In circumstances where a service animal misbehaves or responds reasonably to a provocation or injury, the City must give the handler a reasonable opportunity to gain control of the animal and should take steps to prevent further provocation or injury. Finally, the City will not exclude a particular service animal based on past experience with other animals or based on fear that is not related to a service animal's actual behavior.

24. Maintenance of Accessible Features on Facilities Owned and Operated by the City.

The City of Waltham must maintain in operable working condition those features that are necessary to provide access to services, programs, and activities -- including elevators and lifts, curb ramps at intersections, accessible parking spaces, ramps to building or facility entrances, door hardware, and accessible toilet facilities. Isolated or temporary interruptions in service or access are permitted for maintenance or repairs.

25. Existing Facilities: Program Accessibility

When programs, services, or activities are located in facilities that existed prior to January 26, 1992, the effective date of title II of the ADA, The city of Waltham must make sure that they are also available to persons with disabilities, unless to do so would fundamentally alter a program, service, or activity or result in undue financial or administrative burdens. This requirement is called program accessibility. When a service, program, or activity is located in a building that is not accessible, The City can achieve program accessibility in several ways. It can:

- relocate the program or activity to an accessible facility
- provide the activity, service, or benefit in another manner that meets ADA requirements, or
- make modifications to the building or facility itself to provide accessibility.

Thus, to achieve program accessibility, The City can relocate some programs to accessible facilities and modify other facilities, avoiding expensive physical modifications of on all of their facilities.

26- Accessible Print Material

Public documents such as City annual reports, promotional brochures, and other documents, such as tax bills, license applications and other printed information may need to be provided in an alternate accessible format to provide effective communication for individuals who are blind or visually impaired. Alternate formats may include materials in Braille, large print, files on computer disk that can be used in a personal computer, or an audiotape recording of the print document. Priority should be given to the type of format that has been requested unless the City determines that another format is effective or that providing the one requested would result in undue financial or administrative burdens or a fundamental alteration in the nature of the program. The City should publish a contact number for the public to request an accessible format or other auxiliary aid or service.

27- Policy for Temporary Events

The City must meet the ADA requirements for both temporary and permanent services, programs, or activities coordinated by the city. Facilities and structures that are built or altered for temporary use must comply with the ADA Standards. In addition, the policies and operations for the event must meet the nondiscrimination requirements of the ADA. When planning temporary events such as a City festival or concert, the City should review ADA title II requirements and the ADA Standards. The Standards can provide guidance to help event planners place temporary accessible parking spaces in appropriate locations, provide an accessible route throughout the site, and provide other accessible features for food service, toilet facilities (including accessible portable toilets), assembly area seating, public telephones, etc., where such elements or facilities are provided for the public. It is very important to consider accessibility requirements when the event is in the planning stage so that accessible facilities can be identified and incorporated in a manner that does not require extensive construction or last-minute modifications.

28- City Of Waltham Web Site Accessibility Policy and Implementation

These procedures implement City of Waltham Web Accessibility Policy.

1. Priority of Implementation

Priority should be given to creating accessible web pages and resources for core institutional information such as reports, online applications, forms or permits, and other type of documents which may include but are not limited to tax bills, permit applications, license applications, letters to council, job-opportunities, calendar of events and notices. Cities with large web sites and resources containing core institutional information should establish priorities for ensuring access to these according to the pages and resources being used or requested most often. For setting priorities to make Web pages and resources accessible, the following guidance is suggested:

- All new and revised web pages should be made accessible at the time of creation or revision.

- The top 20% of existing Web pages and resources most frequently used (e.g. that get the largest number of hits) should be placed in the first priority for review, and made accessible as indicated.

Pages and resources required for participation, funding, disability-related services and other key information or functions needed by people with disabilities, not already in the top 20%, should also be placed in the first priority. Each department or entity is responsible for determining the top 20% used and other first priority Web pages and resources.

- Any remaining pages and resources providing core institutional information or functions should be reviewed, and made accessible as indicated.

- All other Web pages and resources should be reviewed, and made accessible as indicated.

2. Recommended Assessment Procedures

It is recommended that a variety of evaluation methods be used to test the accessibility of Web pages and resources, including automated testing, client and/or device testing, expert evaluation, and user testing.

3. Exception Procedure

Narrowly tailored exceptions to this policy may be granted by the City of Waltham's Chief Information Officer (CIO) in specific instances where compliance is not possible or would constitute an undue administrative or financial burden. To request an exception send an e-mail to XXXXXXXXaccessibility@XXXXXX

4. Resources

Information about training, consulting, and technological tools can be found at the Federal Rehabilitation Act (Section 508) and W3C. the Federal Rehabilitation Act's Section 508 standards were established as the level of compliance required for institutions receiving federal funding. These standards, consistent with W3C's, provide achievable, well documented guidelines for implementation. The City's Web Accessibility Policy should therefore endorse compliance with the Federal Rehabilitation Act's Section 508 standards, specifically subsections 1194.1 through 1194.22 and 1194.31. Web sites may still be developed and presented using the W3C guidelines; the Section 508 standards establish the threshold or minimum for compliance. The policy also sets forth a method for identifying portions of current Web sites to be brought into compliance as a priority, based on number of "hits" or specific requests for access.

Compliance with the Federal Rehabilitation Act's Section 508 standards should help the City achieve the goal of ensuring that individuals with disabilities have access to the increasing amount of Web-based material originating on our portal. There is a strong linkage between the required standards and the development of current technologies that support compliance with these standards.

The policy should support the City's effective use of emerging technologies in instruction; revised time-lines help make accessible the information residing on legacy pages. The success of the policy requires a continual coordination of programmatic needs, technology, and services. The policy will therefore be reviewed regularly to ensure its effectiveness in an environment of rapidly changing technology.

Where compliance is not possible or may require extraordinary measures, exceptions to this policy may be granted by the City's Chief Information Officer.

Web Accessibility Policy

1. All new or revised Web pages and other Web resources published, hosted or otherwise provided by the City must be in compliance with the World Wide Web standards defined in the Federal Rehabilitation Act Section 508, specifically subsections 1194.22 and subsection 1194.31.

Reasonable effort must be taken to ensure that legacy Web pages and resources are in compliance with these subsections of Federal Rehabilitation Act Section 508 no later than November 1, 2003. That effort must be documented. Legacy Web pages and resources will be considered those that are published prior to November 1, 2001.

Upon specific request, information on Web pages and resources is to be made available to any individual needing access to such content, by revision or otherwise. The unit responsible for the creation of the information on the Web is responsible for providing that access.

Upon specific request, information on Web pages and resources in archive status (e.g. no longer in use but subject to records retention plans) containing core administrative or public information, official records, and similar information) is to be made available/accessible to any individual needing access to such content, by revision or otherwise.

What constitutes a Web page or other Web resource is to be interpreted broadly, and for example, does not depend upon the type of client or host device, the type of software on the client or host devices, or the technical means by which the client and host communicate over the Web.

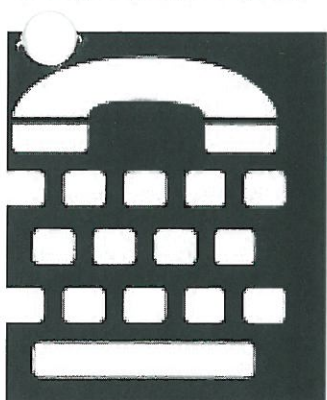
2. Web pages or resources specifically requested to be made accessible as part of a formal accommodation request shall be made accessible as soon as possible, or an equally effective alternative shall be provided. Equally effective means that it communicates the same information and provides the equivalent functions in as timely a fashion as does the Web page or resource.
3. For items 1 and 2 above, undue administrative or financial burdens may contribute to a determination that alternative formats be used to provide the information to individuals requiring use of the information. If compliance in specific instances appears to be impossible or an undue burden, the City's Chief Information Officer (CIO) may grant exceptions.
4. Each Web site must contain an accessible link or a person to contact if users have trouble accessing content within the site. This would usually be the Web developer or publisher. The addition of a link or contact person is not sufficient, in and of itself, to comply with the World Wide Web Accessibility Policy.



**WHEELCHAIR
ACCESS**



**SIGN
LANGUAGE**

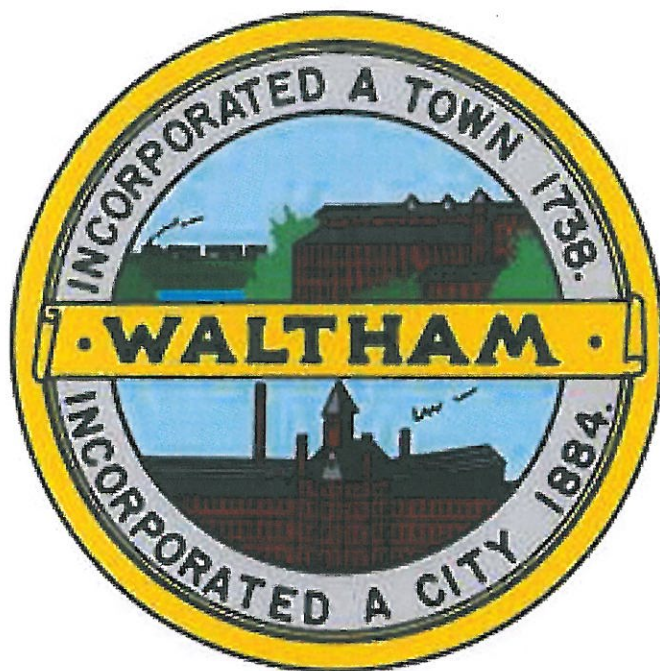


**TDD
TTY**



**AMPLIFIED
PHONES**

**WOULD YOU LIKE
HELP WITH ACCESS TO
OUR SERVICES?
PLEASE LET US KNOW!**



QUESTIONS?

NEED MORE HELP?

**Contact Kristin Murphy
Personnel Director
City of Waltham**

**119 School Street
Waltham, MA 02451**

PH: (781) 314-3358

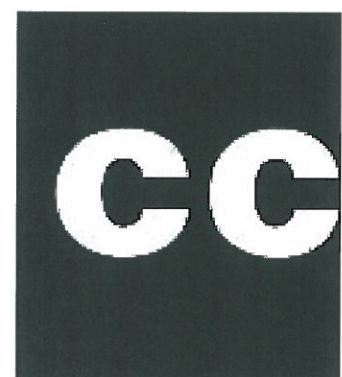
TTY: (781) 314-3439



**ASSISTIVE
LISTENING
DEVICES**



**LARGE
PRINT**



**CLOSED
CAPTIONING**



**INFORMATION
AND HELP**



National Network

Information, Guidance and Training on the
Americans with Disabilities Act

APPENDIX C Call us toll-free
1-800-949-4232 V/TTY

Find your regional center at
www.adata.org

Customer Service

Ensuring full access to your business and services is a great way to expand your customer base. There are approximately 56.7 million Americans with disabilities (roughly 18% of the population). In addition, people with disabilities have friends and family members who care about disability and accessibility and are potential customers. Individuals with disabilities have significant money to spend (more than \$200 billion in discretionary income) and so do their companions and friends. An accessible business is also safer and more user-friendly for everyone, including older customers and aging baby boomers.

DISABILITY ETIQUETTE TIPS

- Use common sense and show common courtesy to everyone.
- Treat everyone like a valued customer. Don't patronize.
- Be patient. People with disabilities and seniors might require more time to express themselves or to move about.
- Speak directly to the person and maintain eye contact; don't speak to a companion, aide or interpreter.
- Describe and address people with disabilities appropriately. Use "person first" language that emphasizes the person rather than the disability or condition, as in "person who has epilepsy" rather than "epileptic." This also means avoiding terms such as "handicapped," "victim," "afflicted," and "confined."
- Offer assistance and listen to the response; follow any specific instructions. If the response is "no thank you," this should also be respected.

- Do not pet, feed or distract service animals. They are working animals, not pets.
- Do not make assumptions about anyone's abilities or limitations; every person's disability is different. Ask questions if you are not sure what someone needs.

PRACTICAL TIPS: SERVING CUSTOMERS WITH DISABILITIES

- Train your staff in disability etiquette.
- Have a pad of paper handy in case a customer is deaf or unable to speak.
- Welcome service animals into your establishment. Service animals assist people with all types of disabilities, including individuals who are blind, deaf, have epilepsy, use wheelchairs, and many others.
- Make sure your staff is aware of your business's accessible features, policies, and practices, and is trained to respond accurately to questions about them.
- Before denying a disability-related request, consider alternative solutions, which may include borrowing or renting equipment, providing curb or home delivery, retrieving merchandise from inaccessible shelves or racks, and relocating activities to accessible locations. Access will increase revenue and does not have to cost a lot of money.
- Include customers with disabilities in your emergency evacuation plan.
- Make sure that your business's website is accessible. For example, provide "alt tags" (descriptive text) with images.



- Use available federal tax incentives to make your business more accessible and to hire employees with disabilities. (See “Resources” below.) Many states also offer tax incentives.
- Remember, people with disabilities are your customers.

You will find that many of these practices also improve your services and products for all customers.

AREAS TO ASSESS FOR ACCESSIBILITY

- Parking lot
- Entrance
- Lobby
- Public bathrooms
- Service counters
- Outdoor areas, including curb cuts and sidewalks
- Elevators
- Hallways
- Communication and signs (TTY, Braille, etc.)
- Emergency exits

All of these areas have specific accessibility requirements. Your regional ADA Center is available to discuss these requirements, provide training and

answer your other ADA-related questions. To contact your regional center, call (800) 949-4232 V/TTY or go to <http://www.adata.org>.

RESOURCES

- **ADA National Network**—provides free technical assistance, training and information. 1-800-949-4232 V/TTY <http://www.adata.org>
- **Reaching Out to Customers with Disabilities**—online training developed by the U.S. Department of Justice. <http://www.ada.gov/reachingout/intro1.htm>
- **Checklist for Readily Achievable Barrier Removal**, by the New England ADA Center, Institute for Human Centered Design (2011). <http://www.adachecklist.org/>
- **Tax Incentives ADA Quick Tips**, by the Mid-Atlantic ADA Center. <http://www.adainfo.org/sites/adainfo.org/files/ADA-Quick-Tips-Tax-Incentives.pdf>

Sign Language Interpreters ADA Quick Tips, by the Mid-Atlantic ADA Center.

<http://www.adainfo.org/sites/adainfo.org/files/Quick-Tips-Sign-Language-Interpreters.pdf>

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