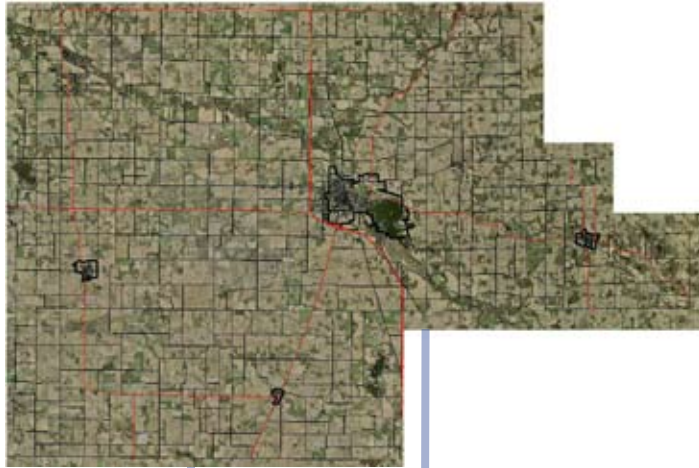


Americans with Disabilities Act Self-Evaluation and Transition Plan



FULTON COUNTY
INDIANA



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Prepared By:
The Fulton County
ADA Compliance Committee





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List of Abbreviations/Acronyms

- AA – Affirmative Action
- AASHTO – American Association of State Highway and Transportation Officials
- ABA – Architectural Barriers Act of 1968
- ADA – Americans with Disabilities Act of 1990
- ADAAG – Americans with Disabilities Act Accessibility Guidelines
- CDBG – Community Development Block Grant
- CFR – Code of Federal Regulations
- D.A.R.E. – Drug Abuse Resistance Education
- DDRS – Indiana Division of Disability & Rehabilitative Services
- DHHS – Deaf & Hard of Hearing Services, Indiana Division of Disability & Rehabilitative Services
- DOJ – U.S. Department of Justice
- DOT – U.S. Department of Transportation
- EEOC – Equal Employment Opportunity Commission
- EMS – Emergency Medical Services
- FHWA – U.S. DOT Federal Highway Administration FTA – U.S. DOT Federal Transit Administration G.E.D. – General Educational Development
- GIS – Geographic Information System HOME – Home Investment Partnership HR – Human Resources Department HTML - Hyper Text Markup Language
- INDOT – Indiana Department of Transportation
- ISA – International Symbol of Accessibility IT – Information Technology Department RPD – Rochester Police Department NCA – National Center on Accessibility OTRB – Over-the-Road Buses
- PDF – Portable Document Format
- PROWAG – Public Rights-of-Way Accessibility Guidelines
- RA – Rehabilitation Act of 1973
- ROW – Right-of-Way
- RTF – Rich Text Format
- SETP – Self-Evaluation and Transition Plan
- FCEMA – Fulton County Emergency Management Agency
- TBD - To Be Determined
- TDD – Telecommunications Devices for Deaf Persons
- TTY – Teletypewriter
- UFAS – Uniform Federal Accessibility Standards



Executive Summary

The Americans with Disabilities Act (ADA) is a comprehensive Federal civil rights statute enacted in 1990. Comprised of five major parts, or “titles”, the ADA’s stated purpose was to provide a “clear and comprehensive national mandate for the elimination of discrimination against individuals with disabilities”. It is estimated by the U.S. Census Bureau that over 50 million U.S. residents have a disability, and over 50% of senior citizens age 65 or older have a disability. Title II requires that all public entities with 50 or more employees perform a self-evaluation, prepare a transition plan, make the transition plan available for three years, publish a notice of non-discrimination, designate an ADA Coordinator, and develop a formal complaint form and grievance procedure.

Fulton County has completed this self-evaluation of all County facilities inside and outside of the public right-of-way (ROW), programs, and procedures and prepared a Transition Plan that outlines the necessary steps to be fully compliant with the requirements of Title II of the ADA. The County will strive to ensure that all residents and visitors are able to access all services, programs, and activities and will promptly investigate any formal grievance filed according to the grievance procedures outlined. Additionally, the County will strive to include annual budgetary allotments to make required improvements that will eventually make the various facilities fully accessible, with emphasis given to the improvements that most impact the ability of persons with disabilities to access facilities or programs. Where access cannot be provided, alternate means to provide the same opportunities to persons with disabilities will be provided.

In performing this self-evaluation, all means of pedestrian traffic within the County’s Right of Way (ROW), including sidewalks, crosswalks, and curb ramps were evaluated and documented. Only areas open to the public were assessed at the following County facilities:

Fulton County Facilities	Public Park/ Recreational Facilities
- Fulton County Courthouse:	- Germany Bridge County Park
Circuit Court, Superior Court, Prosecuting Attorney, Clerk, Probation Department, Title IV D, & Veterans Service Office	- Prairie Edge Nature Park
	- Yellow Creek Nature Park
	- Aubbeenaubbee Park
- Fulton County Office Building	Polling Facilities
Board of Commissioners, County Council, Auditor, Treasurer, Recorder, Health Department, Area Plan Commission, Surveyor, Assessor	- Akron Community Center
	- Aubbeenaubbee Township Building
	- Faith Outreach Church
	- Fulton County Fairgrounds
- Sheriff Department, Jail, & E911	- Fulton County Historical Society
- Highway Department	- Fulton Town Hall
- Emergency Management Agency	- Grass Creek Fire Station
- Purdue Agricultural Extension Office	- Kewanna Fire Station
	- Newlife Church



Areas of these facilities open to the public generally included parking lots, walks, park amenities, and areas within buildings that are not restricted to employees. Some buildings or areas of certain buildings have infrequent public access and were evaluated under the same guidelines. These include tour routes of the wastewater treatment plant and the fire station. The decision to exclude areas of County facilities, or entire facilities, restricted to employees does not obviate the need of the County to ensure full accessibility is provided to employees with disabilities, consistent with the requirements of Title I of the ADA.

In addition to County facilities, the self-evaluation reviewed existing County policies and procedures within each department. The focus of this review began with distribution of a questionnaire to each department, followed by interviews or other data gathering if needed to better understand the responses or the operation of each department. Key items reviewed within each department included ADA-specific training of employees, past interaction and accommodation of persons with disabilities, review of publications produced by each department, and staff suggestions to help them accommodate persons with disabilities. Following this review, recommendations were made to improve accessibility of programs for each department.

It is the goal of the County to make facilities for all services, programs and activities fully accessible within 30 years, though this will be largely dependent on a number of economic factors and future changes to the ADA Accessibility Guidelines (ADAAG) or other unforeseen requirements that would necessitate additional improvements to County facilities. The County has committed to provide training for staff on the requirements of the ADA and make accommodations for employees with disabilities, many of which can be done without costly architectural renovations. The Transition Plan will be reviewed and updated periodically to ensure the County is fully compliant with ADAAG standards.

The results of the self-evaluation identified a number of barriers at County facilities, in and out of the right-of-way. The estimated cost to correct the deficiencies outside of the right-of-way is \$38,210.00. The estimated cost to correct the deficiencies inside the right-of-way is \$ TBD. The degree to which these barriers limited accessibility and their priority for corrective action was subjectively categorized as “high”, “moderate”, or “low”. “High” priority included barriers that effectively prohibited access to a service or program or present a safety hazard. Pedestrian traffic areas within the County are minimal and were classified within the low priority for non-compliant issues due to the fact they do not limit access, but are not compliant with standards. All improvements were further categorized into six, five year phasing programs to spread the cost for implementation out and address the most serious deficiencies at the most used County facilities. The actual implementation schedule, budgeting, and prioritization is up to the administration and is likely to be impacted by complaints, new regulations and requirements, and availability of funding.





1.0 Introduction and Overview

1.1 Introduction

The Americans with Disabilities Act of 1990 (ADA), enacted on July 26, 1990, is a Federal civil rights statute, under the jurisdiction of the United States Department of Justice (DOJ), which provides civil rights protection to qualified individuals with disabilities in the areas of employment, public accommodations, state and local government services, transportation, and telecommunications. The law states its purpose is “to provide a clear and comprehensive national mandate for the elimination of discrimination against individuals with disabilities”. Similar protections are provided by Section 504 of the Rehabilitation Act of 1973. The ADA was signed into law by President George Bush on July 26, 1990, extending civil rights protections to individuals with physical or mental disabilities in the following areas:

1. Title I – Employment (all Title II employers and employers with 15 or more employees)
2. Title II – Public Services (state and local government including public school districts and public transportation)
3. Title III – Public Accommodations and Services operated by Private Entities
4. Title IV – Telecommunications
5. Title V – Miscellaneous

Fulton County is classified as a “public entity” pursuant to Title II of the ADA. The County is also required to comply with Title I, which requires state and local government entities to practice nondiscrimination in all parts of the employment process.

The DOJ is the lead agency that oversees the ADA. The ADA in itself is not enforceable by any state or local governmental unit code of official.

1.2 Purpose

The Code of Federal Regulations (CFR) is the codification of the general and permanent rules published in the Federal Register by the executive departments and agencies of the Federal government. It is divided into 50 titles that represent broad areas subject to Federal regulation. Each volume of the CFR is updated once each calendar year and is issued on a quarterly basis.

Relative to the ADA on July 26, 1990, the DOJ issued rules implementing Title II, which is codified at 28 CFR Part 35, which applies to Fulton County. Title II requires state and local governments to make their programs and services accessible to persons with disabilities. This requirement extends not only to physical access at government facilities, programs, and events, but also to policy changes that state and local governmental entities must make to ensure that all people with disabilities can take part in, and benefit from, the programs and services of state and local governments.

The ADA regulations [ref. U.S. DOJ, 28 CFR Part 35, Subpart A, 35.105 and 35.150(a) and (d)] require state and local governments to conduct a self-evaluation of their programs and services to identify barriers to access. One of the fundamental reasons for performing the self-evaluation is to identify potential problems before they occur, so that discrimination complaints won't be necessary. By identifying the policies, programs, services, and activities that do not comply, the County can take action to remove those barriers to ensure that the County is not discriminating against individuals with disabilities. Title II of the ADA stipulates that the County is required to perform six administrative responsibilities:

1. Publicize the name and contact information of the designated ADA Coordinator responsible to oversee compliance [28 CFR 35.107 (a)]
2. Administer and write self-evaluation of the programmatic barriers in services offered by the local government [28 CFR 35.105]



3. Publicize and inform applicants, participants, and beneficiaries of the County's policy of nondiscrimination on the basis of disability related to County services, programs, and activities [28 CFR 35.106]
4. Establish a complaint/grievance procedure to respond to complaints of noncompliance from the public [28 CFR 35.107 (b)]
5. Develop a transition plan if structural changes are necessary for achieving program accessibility [28CFR 35.150 (a) and (d)]
6. Retain the self-evaluation and provide it for public inspection for three years [28 CFR 35.105 (c)]

Retain the self-evaluation and provide it for public inspection for three years [28 CFR 35.105 (c)]. Fulton County is committed to complying with the tenets of Title II of the ADA of 1990, and other Federal and state statutes and regulations intended to make County-owned and operated facilities, programs, services, and activities accessible to persons with disabilities. This ADA Self-Evaluation and Transition Plan (SETP) establishes a new benchmark for compliance with ADA and identifies a plan to remove barriers.

1.3 Transition Plan Overview

In 2012, Fulton County was made aware of issues related to non-compliance with certain requirements of the ADA by the Federal Highway Administration (FHWA) following their inspection of a Federal aid project. FHWA, one of a number of Federal agencies with ADA responsibilities, found that the County did not have a SETP in place that included an evaluation of all County facilities, programs, policies, services, and activities. The County responded by contacting DLZ Indiana, LLC to consult while the County prepared a SETP.

A work plan to assess County-owned, and operated facilities, programs, policies, services, and activities for compliance with ADA was initiated to complete the ADA SETP. This work plan

included:

- Facility audit (interior and exterior)
- County ROW audit
- Self-evaluation of County programs, services and activities
- Facilitate designating an ADA Coordinator
- Develop grievance procedures
- Outreach to advocacy groups and the general public
- Prioritize facilities improvements for accessibility
- Develop written transition plan
- Adoption of the transition plan

Facility audits were performed only in those areas open to the public for this project. Areas within County-owned facilities that are not accessible to the public must also be accessible for employees with disabilities. Accessibility in employee work areas will be assessed on a case-by-case basis based on the needs of the individual and nature of their disability. The County is committed to ensuring that all workspaces are accessible pursuant to the requirements of each job and making the necessary modifications when needed. In addition, facilities within the public right-of-way (ROW) were inventoried. The County has a standing policy on improving sidewalks and curb ramps within the ROW to be ADA-compliant as part of infrastructure improvement projects. These recommendations are intended to serve as the transition plan and framework for implementation. All of the recommendations in this plan for structural or programmatic solutions to facilitate the opportunity of access to all individuals are subject to review, revision, and approval of the County Board of Commissioners, as well as, appropriation of funding by the Fulton County Council to implement the improvements.

This transition plan is an on-going, dynamic document that will need periodic review and updating. In particular, additional evaluations will be required when updates are made to the ADA or supporting statutes or when existing accessibility guidelines change or new guidelines are established.



In its efforts to maintain compliance, the County has several mechanisms in place to provide for an ongoing update of the transition plan:

- Designated ADA Coordinator is empowered with oversight responsibility for implementation of the requirements of the ADA.
- Implementation activities will be part of the County's annual Capital Improvement Plan.
- Training of staff.

1.4 Legislative Background & Frame Work

For more than 40 years, Fulton County has been subject to many of the non-discrimination provisions contained in the ADA. Significant precursory legislation to the ADA includes the Architectural Barriers Act of 1968 (ABA) and Section 504 of the Rehabilitation Act of 1973 (RA).

Congress' first significant effort to address discrimination on the basis of disability was its enactment of the ABA, which provided that all buildings constructed, altered, leased, or financed by the U.S. Government shall be accessible to, and usable by, individuals with physical disabilities.

Section 504 of the Rehabilitation Act states: "No otherwise qualified individual with a disability in the United States shall, solely by reason of his disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance or under any program or activity conducted by any Executive Agency". It also requires Federal agencies to provide accessible programs and facilities.

The ADA was modeled on Section 504. The ADA applies to state and local government entities, public accommodations, public transportation, and commercial establishments. The key points of understanding for ADA are:

- The ADA is fundamentally civil rights legis-

lation. This legislation protects the rights of people with disabilities in employment, transportation, public accommodation, and access to services offered by the public.

- The ADA addresses facility access and access to programs and services. Buildings are required to be accessible and the activities that are offered inside and outside those buildings also must be accessible.
- Outdoor recreation standards as it relates to ADA have not been finalized, though guidance is pending for a number of situations. Standards for outdoor recreation (i.e. boating and fishing facilities, swimming pools, stadiums, etc.) are being established and only guidelines exist currently. (NOTE: New standards were published and formally adopted that went into effect in March 2011 that included provisions for some recreational facilities.)

The primary focus of this report is to assess the compliance of Fulton County facilities, programs, policies, services, and activities related to Title II of the ADA. Title II of the ADA was effective on January 26, 1992.

Governmental entities must ensure effective communication, including the provision of necessary auxiliary aids and services, so that individuals with disabilities can participate in civic functions. Public entities are not required to take actions that would result in undue financial and administrative burdens. However, they are required to make reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination, unless they can demonstrate that doing so would fundamentally alter the nature of the service, program, or activity being provided.

One important way to ensure that Title II's requirements are being met in cities of all sizes is through self-evaluation, which is required by the ADA regulations. Self-evaluation enables local governments to pinpoint the facilities, programs and services that must be modified or relocated



to ensure that local governments are complying with Title II requirements of the ADA. A public entity that employs 50 or more employees must retain its self-evaluation for a minimum of three (3) years.

1.5 Facility Access versus Program Access

The ADA addresses two types of accessibility:

- Facility accessibility
- Program accessibility

Facility accessibility requires that a building or structure be physically accessible. Individuals with disabilities cannot be provided access to programs, services, and activities if a building is inaccessible. Program accessibility includes facility accessibility, but also means that a person with a qualified disability receives the same benefits from a program or service and has an equal opportunity to participate as any other participant. The ADA requires all County programs, but not all County buildings, to be accessible.

There is some flexibility with regard to program accessibility. Not every building (or each part of every building) needs to be accessible. Structural modifications are required only when there is no alternative available for providing program access. The County is required to provide program access, which means that programs, services and activities when viewed in their entirety, are readily accessible to and usable by individuals with disabilities.

When choosing a method of providing program access, the County will give priority to the one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In accordance with Title II program accessibility requirements, the County is required to:

- Provide equal access to programs, services, and activities as provided to other members of the community. [28 CFR 35.130(a)-(b)(1)(vii)]
- Provide programs, services and activities in an integrated setting, unless separate or different measures are necessary to ensure equal opportunity. [28 CFR 35.130(b)(2); (d)]
- Absorb any costs necessary to ensure nondiscriminatory treatment, such as making modifications required to provide program accessibility or providing qualified interpreters. [28 CFR 35.130(f)]
- Allow a person with a disability to participate in a program, service or activity regardless of disability. [28 CFR 35.130(g)]
- Eliminate unnecessary eligibility standards or rules that deny individuals with disabilities an equal opportunity to enjoy programs, services or activities unless necessary for the provisions of the program, service or activity. [28 CFR 35.130(b)(8)]
- Modify policies, practices, or procedures that deny equal access to individuals with disabilities [28 CFR 35.130(b)(7)]
- Furnish auxiliary aids and services when necessary to ensure effective communication. [28 CFR 35.160(b)(1)-(2)]
- Provide appropriate signage and structural communication to inform and alert individuals with visual, mobility, and hearing disabilities. [28 CFR 35.163]
- Eliminate physical barriers to programs, services, and activities by remodeling existing facilities, constructing new facilities, or moving programs, services or activities to an accessible location. [28 CFR 35.150(b)(1)]
- Ensure that newly constructed or altered buildings and facilities are free of physical and communication barriers that restrict accessibility of people with disabilities. [28CFR 35.151]

1.6 Undue Burden

The County does not have to take any action that



it can demonstrate would result in a fundamental alteration in the nature of a program or activity, would create a hazardous condition for other people, or would represent an undue financial and administrative burden. A fundamental alteration is a change to such a degree that the original program, service, or activity is no longer the same. For example, a County sponsors college-level classes that may be used toward a college degree. To be eligible to enroll, an individual must have either a high school diploma or a General Educational Development certificate (“G.E.D”). If someone lacks a diploma or G.E.D. because of a cognitive disability, it is unlikely that the County would have to alter the requirement to provide equal access. Modifying the rule would change the class from college level to something less than college level and would fundamentally alter the original nature of the class.

The determination that an undue financial burden would result must be based on an evaluation of all resources available for use in a program. For example, if a barrier removal action is judged unduly burdensome, the County must consider other options for providing access that would ensure that individuals with disabilities receive the benefits and services of the program or activity.

1.7 ADA Self-Evaluation and Transition Plan Requirements

The purpose of this ADA SETP is to document the County’s review of access to facilities, programs, services, and activities by individuals with disabilities in order to determine if there are any discriminatory or potentially discriminatory practices, policies, or procedures.

In accordance with the Title II requirements for self-evaluation, the County:

1. Identified all of the public entity’s programs, activities, and services. [28 CFR 35.105(a)]
2. Reviewed all the policies and practices that

govern the administration of the County’s programs, activities, and services. [28 CFR35.105(a)]

If structural changes are identified to provide program accessibility as part of the self-evaluation, the ADA identifies specific elements to be included in the transition plan. At a minimum, the elements of the transition plan are:

1. A list of the physical barriers in the County’s facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities. [28 CFR 35.150 (d)(3)(i)]
2. A detailed outline of the methods to be utilized to remove these barriers and make the facilities accessible. [28 CFR 35.150 (d)(3)(ii)]
3. The schedule for taking the necessary steps to achieve compliance with Title II of the ADA. If the time period for achieving compliance is longer than one year, the plan should identify the interim steps that will be taken during each year of the transition period. [28 CFR 35.150 (d)(3)(iii)]
5. The name of the official responsible for the plan’s implementation. [28 CFR 35.150 (d)(3)(iv)]

1.8 Self-Evaluation and Transition Plan Process

A work plan and method to assess County-owned and operated facilities, programs, policies, services, and activities for compliance with the ADA was implemented to complete the ADA SETP.

This work plan included:

1. Facility and Right-of-Way audits (interior and exterior)
2. Self-evaluation of County programs, services and activities
3. Public outreach to advocacy groups Facilitate designating an ADA Coordinator Develop grievance procedures
4. Identify required/suggested training for County staff
5. Public outreach to advocacy groups



6. Prioritize facilities improvements for accessibility
7. Develop transition plan public involvement and adoption schedule

Recommendations are intended to serve as the transition plan and framework for implementation. All of the recommendations in this plan for structural or programmatic solutions to facilitate the opportunity of access to all individuals are subject to review, revision, and approval of the Board of Commissioners.

1.9 Facility Audit

In the spring and summer of 2012, interior and exterior audits of buildings, facilities, and parks were performed only in those areas open to the public. This review identified physical and architectural barriers and provided recommendations to comply with Federal accessibility requirements. The list of facilities that received an accessibility audit included:

- County-owned buildings, i.e. Fulton County Courthouse and Office Building, the Sheriff's Department, the Highway Department, polling facilities, etc.
- County-owned parks, including public restrooms

Photographs of all amenities were taken for the record but are not included in this report. The specific site and architectural improvements recommended to remove barriers and improve accessibility are listed in Appendix B - Fulton County Facility Reports.

1.10 Fulton County Facilities

There are approximately nine facilities that provide County services, programs, and activities. These Facilities and the description of the departments housed within them are as follows:

Fulton County Courthouse

The Fulton County Courthouse house seven different county offices. The Circuit Court, Superior

Court, Prosecuting Attorney, Clerk, Probation Department, Title IV D, and the Veterans Service Officer are all located within the Fulton County Courthouse and service the public in their distinct fashion. The Fulton County Courthouse is located at 815 Main Street, Rochester, Indiana.

Fulton County Office Building

The Fulton County Office Building houses ten different county offices. The Fulton County Commissioners, Fulton County Council, Auditor, Treasurer, Recorder, Health Department, Area Plan Commission, Surveyor, and Assessor are all located within the Fulton County Office Building and service the public in their distinct fashion. The Fulton County Office Building is located at 125 East 9th Street, Rochester, Indiana.

Fulton County Sheriff Department & Jail

The Fulton County Sheriff Department and Jail also houses the Emergency 911 Director. Both facilities need to have the ability to be accessed by all individuals of the general public and are located at 200 East 8th Street (Sheriff Department & E911) and 815 Madison Street (Jail), Rochester, Indiana.

Fulton County Highway Department

The Fulton County Highway Department employs a full-time staff of employees responsible for a variety of jobs ensuring safe and adequate passage within Fulton County's Right-of-Ways. The Fulton County Highway Department is located at 1037 South State Road 25, Rochester, Indiana.

Emergency Management Agency

The Emergency Management Agency is a system designed to coordinate the emergency response and planning efforts of a community. The Emergency Management Agency is located at 1728 East State Road 14, Rochester, Indiana.

Purdue Agricultural Extension Office

The Purdue Agricultural Extension Office is a cooperative effort between Purdue University and



Fulton County to educate the community through programs centered around Ag & Natural Resources, Health & Human Sciences, Economic & Community Development, & 4-H Youth Development. The Ag Extension Agent has an office located at the Fulton County Fairgrounds, 1009 West 3rd Street, Rochester, Indiana.

Parks and Recreation Department

The Park Board is a volunteer Board responsible for the acquisition, maintenance, and accessibility of the Fulton County Parks System. The Parks Board is responsible for four parks, two of which are open for public enjoyment, Germany Bridge County Park and Prairie Edge Nature Park. The Park Board maintains a mailbox at the Fulton County Office Building located at 125 East 9th Street, Rochester, Indiana.

Fulton County Polling Facilities

Fulton County has ten polling sites utilized during elections. These sites include the Akron Community Center, the Aubbeenaubbee Township Building, Faith Outreach Church, the Fulton County Fairgrounds, the Fulton County Historical Society, the Fulton Town Hall, the Grass Creek Fire Station, the Kewanna Fire Station, the Newlife Church, and the Newcastle Township Community Building

Natural Resources Conservation Service (NRCS)

The NRCS works with landowners through conservation planning and assistance designed to benefit the soil, water, air, plants, and animals that result in productive lands and healthy ecosystems. The NRCS leases office space from Fulton County at 1244 East 100 South, Rochester, Indiana.

1.11 Department Self-Evaluation

As part of this self-evaluation, the County distributed an internal memo to all County departments requesting information about their respective departmental policies regarding ADA

compliance. All policies, programs, activities, and services were evaluated and in the case where policies are not currently in place, this report provides recommendations for the implementation of corrective actions to comply with the ADA. Refer to Section 3.19 Department Self-Evaluation - Findings & Recommendations.

1.12 Public Outreach

Public outreach by all of the Fulton County Departments is always encouraged in order to educate the public on the requirements of the ADA and to introduce the County's project goals and objectives. The availability of this compliance and transition plan was announced publicly and accessible for review prior to the public meeting held for the approval.

All public comments during the public meeting should be considered in future planning corrections for County projects related to the removal of architectural and programmatic barriers at County facilities.

2.0 Definitions

The words, phrases and definitions summarized below are included in the ADA. Refer to the ADA 28 CFR 35.104 for full definitions. A list of common terms and definitions are included below.

2010 Standards: the 2010 ADA Standards for Accessible Design (ADAAG), which consist of the 2004 ADAAG and requirements contained in 35.151.

Access Board: an independent Federal agency devoted to accessibility for people with disabilities. The Access Board developed the accessibility guidelines for the ADA and provides technical assistance and training on these guidelines.

Accessible: refers to a site, facility, work environment, service, or program that is easy to



approach, enter, operate, participate in, and/or use safely and with dignity by a person with a disability.

Affirmative Action (AA): a set of positive steps that employers use to promote equal employment opportunity and to eliminate discrimination. It includes expanded outreach, recruitment, mentoring, training, management development and other programs designed to help employers hire, retain and advance qualified workers from diverse backgrounds, including persons with disabilities. Affirmative action means inclusion, not exclusion. Affirmative action does not mean quotas and is not mandated by the ADA.

Americans with Disabilities Act (ADA): a comprehensive, Federal civil rights law that prohibits discrimination against people with disabilities in employment, state and local government programs and activities, public accommodations, transportation, and telecommunications.

ADA Accessibility Guidelines (ADAAG): scoping and technical requirements 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 DOJ and the Department of Transportation (DOT).

Auxiliary Aids and Services: under Titles II and III of the ADA, includes a wide range of services and devices that promote effective communication or allows access to goods and services. Examples of auxiliary aids and services for individuals who are deaf or hard of hearing include qualified interpreters, note takers, computer-aided transcription services, written materials, telephone handset amplifiers, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs), videotext displays, and exchange of written notes. Examples for individuals with vision impairments include qualified readers, taped texts, audio recordings, Braille

materials, large print materials, and assistance in locating items. Examples for individuals with speech impairments include TDDs, computer terminals, speech synthesizers, and communication boards.

Civil Rights Act of 1991: Federal law that capped compensatory and punitive damages under Title I of the ADA for intentional job discrimination. The law also amended the ADA's definition of an employee, adding "with respect to employment in a foreign country, such term includes an individual who is a citizen of the United States."

Complaint: a written statement, alleging violation of the ADA, which contains the complainant's name and address and describes the County's alleged discriminatory action in sufficient detail to inform them of the nature and date of the alleged violation. It shall be signed by the complainant or by someone authorized to do so on his or her behalf. Complaints filed on behalf of classes or third parties shall describe or identify (by name, if possible) the alleged victims of discrimination.

Covered Entity: under the ADA, "covered entity" is an entity that must comply with the law. Under Title I, covered entities include employers, employment agencies, labor organizations, or joint labor-management committees. Under Title II, covered entities include state and local government instrumentalities, the National Railroad Passenger Corporation, and other commuter authorities, and public transportation systems. Under Title III, covered entities include public accommodations such as restaurants, hotels, grocery stores, retail stores, etc., as well as privately owned transportation systems.

Direct Threat: a significant risk to the health or safety of others that cannot be eliminated by reasonable accommodation.

Disability: with respect to an individual, means: a physical or mental impairment that



substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.

Discrimination on the basis of disability: means to: Limit, segregate, or classify a citizen in a way that may adversely affect opportunities or status because of the person's disability; Limit, segregate, or classify a participant in a program or activity offered to the public in a way that may adversely affect opportunities or status because of the participant's disability; Participate in a contract that could subject a qualified citizen with a disability to discrimination; Use any standards, criteria, or methods of administration that have the effect of discriminating on the basis of disability; Deny equal benefits because of a disability; Fail to make reasonable accommodations to known physical or mental limitations of an otherwise qualified individual unless it can be shown that the accommodation would impose an undue burden on the County's operations; Use selection criteria that exclude otherwise qualified people with disabilities from participating in the programs or activities offered to the public; and Fail to use tests, including eligibility tests, in a manner that ensures that the test results accurately reflect the qualified applicant's skills or aptitude to participate in a program or activity.

Employer: a person engaged in an industry affecting commerce who has 15 or more employees for each working day in each of 20 or more calendar weeks in the current or preceding calendar year, and any agent of such person, except that, for two years following the effective date of this subchapter, an employer means a person engaged in an industry affecting commerce who has 25 or more employees for each working day in each of 20 or more calendar weeks in the current or preceding year, and any agent of such person. Exceptions: The term "employer" does not include the United States, a corporation wholly owned by the government of the United States, or an Indian tribe; or a bona fide private membership club

(other than a labor organization) that is exempt from taxation under section 501(c) of Title 26 [the Internal Revenue Code of 1986].

Equal Employment Opportunity Commission (EEOC): the Federal agency charged with enforcing Title I of the ADA.

Essential Job Functions: the fundamental job duties of the employment position that the individual with a disability holds or desires. The term "essential functions" does not include marginal functions of the position.

Equal Employment Opportunity: an opportunity to attain the same level of performance or to enjoy equal benefits and privileges of employment as are available to an average similarly-situated employee without a disability.

Existing Facility: refers to buildings that were constructed before the ADA went into effect. A public building constructed before the effective date of Title III does not have to be fully accessible unless the removal of barriers, including structural ones, is readily achievable.

Historic Properties: those properties that are listed or eligible for listing in the National Register of Historic Places or properties designated as historic under State or local law.

Job Analysis: a formal process in which information about a specific job or occupation is collected and analyzed.

Job Description: a detailed summary, usually written, of the major components of a job. A typical job description consists of six major components: essential job functions, knowledge and critical skills, physical demands, environmental factors, the roles of the ADA and other Federal laws such as the Occupational Safety Health Act, and any explanatory information that may be necessary to clarify job duties or responsibilities.

Job Related and Consistent with Business Neces-



sity: standard used to determine whether a qualification standard or employment policy concerns an essential aspect of the job and is required to meet the needs of the business.

Light Duty: generally, “light duty” refers to temporary or permanent work that is physically or mentally less demanding than normal job duties. Some employers use the term “light duty” to mean simply excusing an employee from performing those job functions that s/he is unable to perform because of an impairment. “Light duty” also may consist of particular positions with duties that are less physically or mentally demanding created specifically for the purpose of providing alternative work for employees who are unable to perform some or all of their normal duties. Further, an employer may refer to any position that is sedentary or is less physically or mentally demanding as “light duty”. The term is often associated with workers compensation programs.

Major Life Activity: term used in the ADA definition of disability. It refers to activities that an average person can perform with little or no difficulty, such as walking, seeing, speaking, hearing, breathing, learning, performing manual tasks, caring for oneself, and working. These are examples only. Other activities such as sitting, standing, lifting, or reading are also major life activities.

Marginal Job Functions: functions that are not considered essential to a job. Employers must consider removing marginal job functions as an accommodation under the ADA, but do not have to remove essential functions as an accommodation.

Medical Examination: a procedure or test that seeks information about an individual’s physical or mental impairments or health. The following factors should be considered to determine whether a test (or procedure) is a medical examination: (1) whether the test is administered by a health care professional; (2) whether the test

is interpreted by a health care professional; (3) whether the test is designed to reveal an impairment or physical or mental health; (4) whether the test is invasive; (5) whether the test measures an employee’s performance of a task or measures his/her physiological responses to performing the task ; (6) whether the test normally is given in a medical setting; and, (7) whether medical equipment is used. In many cases, a combination of factors will be relevant in determining whether a test or procedure is a medical examination. In other cases, one factor may be enough to determine that a test or procedure is medical.

Mitigating Measures: medical treatment or devices that lessen the effects of an impairment, such as medication, a prosthesis, or a hearing aid. When determining whether a person has a disability under the ADA, the effect of mitigating measures is to be considered.

Physical or Mental Impairment: a physical or mental limitation that may include, but are not limited to: vision, speech, and hearing impairment; emotional disturbance and mental illness; seizure disorders; mental retardation; orthopedic and neuromotor disabilities; learning disabilities; diabetes; heart disease; nervous conditions; cancer; asthma; hepatitis B; HIV infection (HIV condition); and drug addiction if the addict has successfully completed or is participating in a rehabilitation program and no longer uses illegal drugs.

The following conditions are not physical or mental impairments: tranvestism, illegal drug use; homosexuality or bisexuality; compulsive gambling; kleptomania; pyromania; pedophilia; exhibitionism; voyeurism; pregnancy; height; weight; eye color; hair color; left-handedness; poverty; lack of education; a prison record; and poor judgment or quick temper if not symptoms of a mental or physiological disorder.

Public Accommodations: entities that must comply with Title III. The term includes facilities whose operations affect commerce and fall



within at least one of the following 12 categories: places of lodging (e.g., inns, hotels, motels) (except for owner-occupied establishments renting fewer than six rooms); establishments serving food or drink (e.g., restaurants and bars); places of exhibition or entertainment (e.g., motion picture houses, theaters, concert halls, stadiums); places of public gathering (e.g., auditoriums, convention centers, lecture halls); sales or rental establishments (e.g., bakeries, grocery stores, hardware stores, shopping centers); service establishments (e.g., laundromats, dry-cleaners, banks, barber shops, beauty shops, travel services, shoe repair services, funeral parlors, gas stations, offices of accountants or lawyers, pharmacies, insurance offices, professional offices of health care providers, hospitals); public transportation terminals, depots, or stations (not including facilities relating to air transportation); places of public display or collection (e.g., museums, libraries, galleries); places of recreation (e.g., parks, zoos, amusement parks); places of education (e.g., nursery schools, elementary, secondary, undergraduate, or postgraduate private schools); social service center establishments (e.g., day care centers, senior citizen centers, homeless shelters, food banks, adoption agencies); and places of exercise or recreation (e.g., gymnasiums, health spas, bowling alleys, golf courses).

Public Entity: entities that must comply with Title II. The term is defined as: any state or local government; any department, agency, special purpose district, or other instrumentality of a state or local government; or certain commuter authorities as well as Amtrak. It does not include the Federal government.

Qualified Individual with a Disability: an individual with a disability who, with or without reasonable modification to rules, policies, or practices, removal of architectural, communication, or transportation barriers, or the provision of auxiliary services or aids, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided

by the County.

Readily Achievable: easily accomplishable and able to be carried out without much difficulty or expense. In determining whether an action is readily achievable, factors to be considered include nature and cost of the action, overall financial resources and the effect on expenses and resources, legitimate safety requirements, impact on the operation of a site, and, if applicable, overall financial resources, size, and type of operation of any parent corporation or entity. Under Title III, public accommodations must remove barriers in existing facilities if it is readily achievable to do so.

Reasonable Accommodation: under Title I, a modification or adjustment to a job, the work environment, or the way things usually are done that enables a qualified individual with a disability to enjoy an equal employment opportunity. Reasonable accommodation is a key non-discrimination requirement of the ADA.

Reasonable Program Modifications: if an individual's disabilities prevent them from performing the essential functions of the program or activity, it is necessary to determine whether reasonable program modifications would enable these individuals to perform the essential functions of the program or activity. Reasonable program modification is any change in a program or activity, or in the way things are customarily done, that enables an individual with a disability to enjoy equal program opportunities. Accommodation means modifications or adjustments:

- To a registration or application process to enable an individual with a disability to be considered for the program or activity;
- To the program or activity environment in which the duties of a position are performed so that a person with a disability can perform the essential functions of the program or activity; and
- That enables individuals with disabilities to enjoy equally the benefits of the program or activity as other similarly situated individuals



without disabilities enjoy.

Modification includes making existing facilities and equipment used by individuals readily accessible and usable by individuals with disabilities. Modification applies to known disabilities only. Modification is not required if it changes the essential nature of a program or activity for the person with a disability, it creates a hazardous situation, adjustments or modifications requested are primarily for the personal benefit of the individual with a disability, or it poses an undue burden on the County.

Record of an Impairment: an individual is disabled if he or she has a history of having an impairment that substantially limits the performance of a major life activity or has been diagnosed, correctly or incorrectly, as having such an impairment. An example: a man, who is in line for a promotion, has a history of cancer treatment, although he is now free of cancer. He is not given the promotion because his bosses are worried that, if his cancer returns, he won't be able to do the job. He does not, at this point, meet the first part of the definition of disability because he does not have a physical or mental impairment that substantially limits one or more major life activities. However, based on his "record of" an impairment, he is being discriminated against.

Regarded as Having a Disability: an individual is disabled if he or she is treated or perceived as having an impairment that substantially limits major life activities, although no such impairment exists. An example: a woman applies for a job as a customer service representative at a department store. Her face is badly scarred from an automobile accident. The interviewer doesn't want to give her the job, in spite of her skills and experience, because he thinks customers will be uncomfortable looking at her. She is not substantially limited in any major life activity, but the interviewer is "regarding her as" if she has a disability.

Service Animal: any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition.

Substantial Limitation on Major Life Activities: An individual is disabled if she or he has a physical or mental impairment that (a) renders her or him unable to perform a major life activity, or (b) substantially limits the condition, manner, or duration under which she or he can perform a particular major life activity in comparison to other people. In determining whether physical or mental impairment substantially limits the condition, manner, or duration under which an individual can perform a particular major life activity in comparison to other people, the following factors shall be considered:

- The nature and severity of the impairment; The duration or expected duration of the impairment; and
- The permanent or long term impact (or expected impact) of, or resulting from, the impairment.
- Title V of the Rehabilitation Act of 1973: title of the law that prohibits discrimination on the basis of a disability by the Federal government, Federal contractors, by recipients of Federal financial assistance, and in Federally conducted programs and activities.
- Transition Plan: refers to a requirement that state and local governments employing 50 or more people develop plans detailing structural changes necessary to achieve facility and program accessibility.

Undue Burden: means significant difficulty or expense incurred in the provision of accommodation. Undue burden includes, but is not limited to, financial difficulty. Undue burden refers to any modification that would be unduly costly, extensive, substantial, or disruptive, or that would



fundamentally alter the nature of operation of the business of the County. Whether a particular accommodation will impose an undue hardship is determined on a case-by-case basis. If a particular modification is determined to cause an undue burden to the County, the County shall attempt to identify another modification that would not pose such a burden. If cost causes the undue burden, the County must consider whether funding for the modification is available from an outside source. If no such funding is available, the County must give the person with a disability the opportunity to provide the modification or to pay for that portion of the modification that constitutes an undue burden.

Undue Hardship: with respect to the provision of an accommodation under Title I of the ADA, significant difficulty or expense incurred by a covered entity, when considered in light of certain factors. These factors include the nature and cost of the accommodation in relationship to the size, resources, nature, and structure of the employer's operation. Where the facility making the accommodation is part of a larger entity, the structure and overall resources of the larger organization would be considered, as well as the financial and administrative relationship of the facility to the larger organization. Employers do not have to provide accommodations that cause an undue hardship.

Uniform Federal Accessibility Standards (UFAS): one of two standards that state and local governments can use to comply with Title II's accessibility requirement for new construction and alterations. The other standard is the ADA Accessibility Guidelines.

U.S. Department of Justice: Federal agency that is responsible for enforcing Titles II and III of the ADA.

U.S. Department of Transportation: Federal agency that enforces nondiscrimination in public and private transportation. Nondiscrimination includes access to public bus, train and paratran-

sit, as well as privately operated bus and shuttle transportation. The ADA does not cover air transportation, which is subject to the Air Carrier Access Act.

3.0 Self-Evaluation of County Policies, Services, Activities, and Programs - Findings & Recommendations

This segment of the self-evaluation plan summarizes a review of current County-wide policies, services, activities, and programs based on meetings with County staff and responses to the program accessibility questionnaire received from County departments and divisions. The findings and recommendations contained in this segment will provide the basis for the implementation of specific improvements for providing access to County programs.

3.1 Program Evaluation Interdepartmental Memo

The self-evaluation of the County's services, programs, and activities required and involved the participation of every County department. Fulton County evaluated its policies, procedures and programs to determine current levels of service and the extent to which its policies and programs created barriers to accessibility for persons with disabilities. The Fulton County ADA Coordinator distributed a memo to all department heads as one measure to determine the level of ADA compliance (see Appendix C). This memo requested department staff to provide the following:

- A list of any ADA training that has been attended, performed or is planned to be done;
- A list of current services/programs that the department provides to the public;
- A list, including any supporting documentation of policies and practices in place for



- interacting/communicating with persons that have disabilities;
- A contact person who can provide answers to inquiries about ADA compliance in the department;
 - Provide background on how that department has interacted with anyone with a disability and what actions were taken to assist meeting that person's needs; and
 - A list of any suggestions for modifications to the department's service, policies, and procedures that may better serve persons with disabilities

Most of the County Departments responded to this memo regarding ADA compliance.

3.2 Overall Findings – General Policies and Practices

The County's self-evaluations of their Departments identified common accessibility issues between all County Departments. The findings from the County Departments can be organized into the following general categories:

- Public Information
- Designation of ADA Coordinator Grievance/Uniform Complaint Procedures Public Meetings
- Accommodations to Access Programs, Services and Activities
- Special Events and Private Events on County Property
- Contracted Services and Contractors Customer Service, Satisfaction, and Input Equally Effective Communication Alternate Communication Formats
- Fees and Surcharges
- Information and Signage
- Staff Training
- Emergency Evacuation Procedures
- Polling Places
- Curb Ramps and Sidewalks
- Employment

The findings and recommendations in the follow-

ing subsections apply to all departments.

3.3 Public Information

The County is required to notify the public of their rights and protections under the ADA (28 CFR35.106), which states: "A public entity shall make available to applicants, participants, beneficiaries, and other interested persons information regarding the provisions of this part and its applicability to the services, programs, or activities of the public entity, and make such information available to them in such manner as the head of the entity finds necessary to apprise such persons of the protections against discrimination assured them by the Act and this part." In addition, notices regarding ADA should be included in a number of other situations to inform the public of their rights and opportunities to ensure accessibility, including signage directing the public to accessible routes and entrances.

Self-Evaluation General Findings:

County Resolution's 04-0212 and 04-0212A adopted April 2012 includes a policy, grievance procedure, and rights & protections for citizens under the ADA. The resolution's identify the Fulton County Highway Superintendent as the ADA Coordinator.

A poster entitled "Equal Opportunity is the Law", defining the requirements of Title VII, is posted in the in plain view within all of the County Buildings. Public notices, public meeting agendas, and other information published by the County have an ADA compliance statement included within.

The Employee Handbook for Fulton County includes the following statement on page 43 under the section entitled "Americans with Disabilities Act": It is the policy of Fulton County that qualified individuals with disabilities not be excluded from participation in or benefiting from the services, programs or activities of the County. It is the policy of the County not to discriminate



against a qualified individual with a disability in: job application procedures; the hiring, advancement or discharge of employees; employee compensation; job training and other terms, conditions and privileges of employment. It is the intention of this municipality to comply with all applicable requirements of the Americans with Disabilities Act. (ADA).

The Employee Handbook for Fulton County includes the following statement on page 2 under the section entitled “Equal Employee Opportunity Policy”: Fulton County does not discriminate on the basis of race, color, sex, national origin, religion, age, disability, or any other classification protected under applicable law in employment or in the provision of services. This equal employment opportunity refers to all applicable company practices including employee recruiting, hiring, transferring, training, promoting, disciplining, termination and all other conditions or privileges of employment. The selection of persons for positions in Fulton County is to be based on the qualifications and abilities required to do the job. Further, it is the policy of Fulton County to expand and increase efforts of the company to promote the realization of equal employment opportunity throughout all its operations through a positive and continuing program.

Signage directing visitors to County buildings along an accessible routes is lacking and the International Symbol of Accessibility (ISA) is not present or in clear view at all accessible entrances.

Recommended Action:

Standard language for a Notice of Nondiscrimination needs to be used by all departments for all County publications and printed materials. This statement should include, at a minimum, the following language: “Fulton County acknowledges its responsibility to comply with the Americans with Disabilities Act of 1990. In order to assist individuals with disabilities who require special services (i.e. sign interpretative services, alternative audio/visual devices, and amanuenses)

for participation in or access to County sponsored public programs, services and/or meetings, the County requests that individuals make requests for these services forty-eight (48) hours ahead of the scheduled program, service and/or meeting. To make arrangements, contact the Fulton County ADA Coordinator, at (574) 223-2385.”

All departments need to include the above language in their meeting agendas. The County public notices and agendas need to include a statement regarding requests for accommodations for compliance with ADA; however, the statement should list a TDD/TTY (Telecommunications Device for the Deaf/TeleTYpewriter) number.

Public notification should always identify a contact person for individuals with disabilities who may request program modifications, or information on how a hearing or speech impaired person could communicate by telephone. Increase outreach to persons with disabilities by finding additional methods and formats to provide information about meetings and other County activities. The County should endeavor to inform the public of the possible modifications required to make its services, programs, and activities accessible. Non-discrimination language should appear on both hard copies and documents posted on the County websites.

List County agencies, departments, and specialized services that offer TDD/TTY in printed County directories. The County Auditor’s Office should have a list of qualified individuals to contract for services to provide information in alternate accessible formats when individuals have had a request for accommodation.

Signage directing visitors to County buildings should be placed along the accessible routes and the International Symbol of Accessibility (ISA) should be placed in clear view at all accessible entrances.



3.4 Designation of ADA Coordinator

The ADA regulations require any public entity with fifty or more employees to designate at least one employee to coordinate ADA compliance (28 CFR 35.107 (a)). Federal regulations require public entities to make available to interested persons the name, office address and telephone number of the ADA Coordinator. The ADA Coordinator's role is to plan, coordinate, organize, facilitate, and promote compliance efforts. The Coordinator responds to requests for accommodations or barrier removal. The Coordinator also receives and investigates complaints and grievances.

Self-Evaluation Findings:

County Resolution 04-0212 designates the Fulton County Highway Superintendent as the ADA Coordinator. The Highway Superintendent has made it a point to explain the ADA Coordinator position and job functions to the Fulton County Board of Commissioners and the County Council.

Recommendations:

Information regarding the identity of the ADA Coordinator should continue to be provided to staff, posted at all County locations, incorporated into employee handbooks, staff and public phone directories, placed in frequently used publications, and on the County websites.

The designated ADA Coordinator must be familiar with the requirements of ADA and get appropriate training to ensure compliance by the County. It is strongly suggested that each department have one individual with knowledge of ADA issues that can respond to issues that arise within their department and assist the ADA Coordinator.

It is recommended the County publish the name, address, e-mail address and phone number of Fulton County ADA Coordinator in appropriate public notices, agendas, and County publications frequently distributed to the general public. Publications should also include the TDD/

TTY number.

3.5 Grievance/Uniform Complaint Procedures

A public entity that employs 50 or more employees must adopt and publish grievance procedures which provide for the prompt and equitable resolution of complaints alleging any action that would be prohibited by the ADA (28CFR 35.107 (b)).

Self-Evaluation Findings:

Fulton County has a complaint procedure that provides for prompt resolution of complaints. The website provides contact information for the County, but does not specifically state that complaint can be submitted and addressed through those contact avenues. There is nothing ADA specific within the language of the website. Due to the fact the Grievance Procedure has only been adopted recently, its policies and procedures are unknown to most County employees.

Recommendations:

The County should formalize and publish procedures for ADA-specific complaint handling to assist with the tracking of complaint resolution. Centralized record keeping of such information will help the County to regularly update its compliance efforts, and plan for additional compliance implementation. Information regarding complaint procedures should be available to members of the public in addition to employees and applicants. Procedures should outline the steps needed to resolve a complaint. Information regarding the complaint process should be provided on the County's website. Forms or a method to alert the County of an ADA-related complaint should be available on the website. The County should review its current administrative policy and provide a form to be available for the filing of a formal complaint or grievance. The form should also note that it may be requested in an alternate accessible format, i.e. Braille, audio-tape, e-text, large print, etc.



Administrative policies and procedures should continue to be developed, adopted, and implemented to provide consistency for filing complaints or grievances and record keeping. The County should make efforts to inform County staff and the general public of the name of the ADA Coordinator, grievance procedures, the steps for handling grievances, and the County policies for remediation of grievances.

3.6 Public Meetings

Public meetings are routinely held by various County departments, boards, and commissions. The ADA prohibits public entities from excluding persons with disabilities from programs, services, or activities offered by a public entity. The law does allow a public entity to use both structural and nonstructural methods to achieve accessibility to programs, services, and activities (28 CFR 35.150 (a)(1); (b)(1)).

Self-Evaluation Findings:

The following boards/commissions meet at various times on County business and all of them would be considered open meetings that can be attended by anyone:

- Fulton County Board of Commissioners: Commissioner/Council Chambers, County Office Building
- Fulton County Council: Commissioner/Council Chambers, County Office Building
- ADA Committee: Commissioner/Council Chambers, County Office Building
- Drainage Board: Conference Room, County Office Building
- Board of Health: Commissioner/Council Chambers, County Office Building
- Park Board: Conference Room, County Office Building
- Local Emergency Planning Committee: FCEMA Building
- PTABOA Board: Conference Room, County Office Building
- Hazardous Substance Board: Commissioner/

- Council Chambers, County Office Building
- Tourism Board: Comfort Inn, Rochester, IN
- Communications: Conference Room, County Office Building
- Redevelopment Commission – Varies
- Plan Commission – Commissioner/Council Room, Fulton County Office Building
- Board of Zoning Appeals: Commissioner/Council Chambers, County Office Building
- Alcohol Beverage Commission: Commissioner/Council Chambers, County Office Building

County public notices and agendas include a statement regarding how requests for accommodations for persons with disabilities can be made, but there is not a TDD/TTY number provided. Board of Commissioners and other board/ commission meetings are not currently broadcast on local cable access channels.

Recommendations:

The County should continue to schedule and hold public meetings in the most accessible locations whenever possible. The County should develop procedures for obtaining and providing auxiliary aids such as assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies. The County should develop means and methods to provide closed captioning (or sign language interpretation on the screen) for televised programs and for audiovisual presentations produced by the County (including videos and films) in order to ensure that persons with hearing impairments can benefit from these presentations. The County should make reasonable modifications to enable individuals with disabilities to attend and participate in all public meetings. Provide meeting agendas in alternative formats when requested. The County should assemble a list of readily accessible meeting spaces to facilitate the scheduling of meetings and/or the relocation of meetings upon request. The County should create a simple checklist for creating accessible meetings and selection of accessible meeting spaces. This checklist should be utilized and available to all County



departments for their programs and events.

3.7 Accommodations to Access Programs, Services, and Activities

The ADA prohibits public entities from excluding persons with disabilities from programs, services, or activities offered by a public entity. A public entity may not adopt policies that are discriminatory or engage in practices that are discriminatory. This prohibition applies to policies that are explicitly exclusionary and to those which appear to be neutral, but have discriminatory effect. The law does allow a public entity to use both structural and nonstructural methods to achieve accessibility to programs, services, and activities (28 CFR 35.130 (b)(3); 35.150 (a)(1); (b)(1)).

Self-Evaluation Findings:

There is no evidence of intentional discriminatory practices, intentional exclusion of individuals with disabilities, or practices to segregate individuals with disabilities or limit access to County programs, services, or activities. County staff stated public meetings are generally held in locations that are thought to be accessible to persons with mobility impairments and had no recollection of any previous complaints of issues. County staff cited examples of accommodations that have been made by employees of the County to afford individuals with disabilities the opportunity to have equal access to programs, services, and activities (see Section 3-19). Staff in most departments noted circumstances where they have improvised to achieve satisfactory solutions to remove barriers to the best of their ability.

Recommended Action:

Information directing the public how to request accommodations should appear on all public notices, announcements, and agendas. All County departments and divisions should be provided with the County's ADA compliance statement for accommodations.

Tours conducted by the County at County facilities should be reviewed to ensure compliance with ADA and make necessary modifications, both programmatic and physical, wherever necessary to achieve compliance. Examples of programmatic changes could include making a narrated or close-captioned video of portions of the tour that are not accessible or unsafe for someone with a disability. Ensure that tours are provided in a manner that allows people with mobility, visual, speech, hearing, and cognitive disabilities to full participate. Evaluate the destination of the tour or trip to determine the level of accessibility and any accommodations or modifications that may be required.

Provide information to participants in advance so that informed requests for accommodation can be made. Front line staff such as administrative assistants, receptionists, and staff that has everyday contact with the public, should receive training on interacting and accommodating individuals with disabilities. The County should provide additional and ongoing training for staff, including volunteers, regarding the requirements of the ADA and accommodations that provide equal access to programs, services and activities.

The County should consider the purchase of a network PC compatible TDD/TTY system that would allow individual computers to be networked and access TDD/TTY calls, instead of purchasing separate TDD/TTY units that require a dedicated line. The advantages of a networkable system will allow the user to transfer calls, conduct conference calls, and utilize voice mail. All staff responsible for responding to incoming telephone calls should be trained in the protocol and use of TDD/TTY communications. Information and training should be provided on an ongoing basis. The County should develop procedures to ensure that TDD/TTY are maintained in a working and operable condition.

The ADA Coordinator should continue to monitor programmatic access.



3.8 Special Events and Private Events on County Property

The County occasionally provides an opportunity for private organizations to utilize County facilities for special or private events. Contained within the ADA are two titles that pertain to public and private entities. Public entities are not subject to Title III of the ADA. Conversely, private entities are not subject to Title II. In many situations, however, public entities have close relationships with private entities that are covered by Title III (Public Accommodations), with the result that certain activities may be at least indirectly affected by both Titles. This is the case with certain special events or private organizations that may use County facilities.

Self-Evaluation Findings:

The County occasionally provides an opportunity for private organizations to utilize County facilities for special or private events. The County sponsors a large number of special events in various County owned facilities, both indoors and outdoors.

Recommended Action:

Guidelines or a policy should be established for ensuring that all special events are accessible. Events sponsored or co-sponsored by the County should have accessible advertising and an accessible location. Additional accessible parking and restrooms should be provided based upon the capacity of the event. The County should ensure that all programs conducted by concessionaires, leasers, clubs, and contractors using County facilities will be available to people with disabilities.

In situations where private organizations sponsor events in County facilities, the County should require private organizations to comply with applicable ADA requirements. The County should provide a checklist and information during the application process to inform organizers of their responsibility for accessibility under the ADA, if

applicable. The checklist and information should be available on the County's website.

3.9 Contracted Services and Contractors

Public entities cannot use contract procurement criteria that discriminates against persons with disabilities (28 CFR 35.130 (b)(5)). In addition, selected contractors should be held to the same nondiscrimination rules as the County.

Self-Evaluation Findings:

No discriminatory or exclusionary practices are evident in the selection of contractors and contracted services.

Recommended Action:

All County contracts should be reviewed to determine that they include specific, detailed ADA language to ensure that contractors comply with the ADA. It is recommended that the County consider means to maintain compliance when contracting for services or when leasing facilities by:

- Including ADA compliance requirements in new requests for proposals
- Reviewing ADA requirements when contracts or leases are negotiated, revised, or renewed

3.10 Customer Service, Satisfaction, and Input

ADA requires a public entity to provide an opportunity to interested persons and organizations to participate in the self-evaluation process. For three years after completion of the self-evaluation, a public entity must maintain a record of any problems identified (28 CFR 35.105).

Self-Evaluation Findings:

Public notices were advertised in the local newspaper and invitations extended to local advocacy groups in an effort to have public comment involved in the approval process. All public comments received of the draft plan are included as



Appendix D.

Recommended Action:

Conduct periodic customer satisfaction surveys or gather input from recipients of County services using an alternate method, such as public hearings or focus groups. An additional emphasis should be made to survey individuals with disabilities and organizations representing individuals with disabilities. Partner with persons with disabilities, their caregivers, and advocates for the disabled to identify concerns and gather comments on capital improvement projects to improve accessibility to people with disabilities during design.

3.11 Equally Effective Communication

ADA calls for public entities to provide applicants, participants, members of the public, and companions with disabilities with communication access that is equally effective as that provided to persons without disabilities (28 CFR 35.160(a)-(d)). The regulations also require that the public entity provide the appropriate auxiliary aids and services where necessary to give people with disabilities an equal opportunity to participate in, and enjoy the benefits of a service, program, or activity of a public entity. The law stipulates that the individuals can request the auxiliary aids and services of their choice and that the County will honor the request unless a suitable substitute exists or the request is not required under the law. In addition, the County may provide qualified interpreters via video from a remote location as long as it can meet the performance requirements of 28 CFR 35.160(d).

Auxiliary Aids and Services

Self-Evaluation Findings:

The County has not provided people with disabilities written materials and publications in Braille and large print text, nor have they been asked to do so.

The County has assisted customers with disabili-

ties by modifying procedures to provide alternate means to complete transactions and offered assistance to complete County forms.

Recommended Action:

The County should provide staff training and information regarding auxiliary aids and effective communication. The County should confirm and update a complete list of auxiliary service providers, i.e. Braille transcription services, computer assisted transcript, dictation and transcription, assistive listening system, etc.

Interpreter Services

Self-Evaluation Findings:

There is a County-wide contract for qualified sign language interpreters for departments to select from.

Recommended Action:

The County should ensure that all departments are aware that there is a County-wide contract for qualified sign interpreter services and that departments could utilize as needed. Interpreters should be provided upon request for accommodations or in situations where an interpreter is known to be required. The County should explore the viability of providing qualified sign interpreters from a remote location and transmitting the disabled participant's response to the interpreter in accordance with 28 CFR 35.160(d).

Telecommunications Devices for the Deaf

Self-Evaluation Findings:

Fulton County 911 Communications is the PSAP (Public Safety Answering Point) for Fulton County and is responsible for taking all 911 calls. Fulton County 911 Communications dispatches Police, Fire and Emergency Medical Services (EMS). 911 Communications has 2 positions fully staffed 24/7 with a Guardian system equipped to take TDD calls. The Guardian system will auto-detect or if the call was not detected the dispatcher can manually start the TDD call. Fulton County Police Dispatch does not have a desig-



nated line or a system to take TDD calls. All calls go through a relay service. The County's website does not provide information for TDD service.

Recommended Action:

Instructions for handling hearing-impaired calls are kept at both positions and easily accessible in time of need. All dispatchers should be trained in the protocol and use of TDD/TTY Communications and telecommunications relay systems (28 CFR 35.161 (b)) on an ongoing basis. Procedures should be developed to ensure that TDD/TTY are maintained in a working and operable condition for all departments.

Website

Self-Evaluation Findings:

The Fulton County provides basic information on a website to define the County's various functions, departments, and boards. The website does not appear to be accessible by individuals with disabilities.

Recommended Action:

The County's website development team should work to develop and refine procedures to design, maintain, update, and monitor website accessibility. The County should continue to take proactive steps to ensure its web pages provide for access for the cross-section of disabilities covered under the ADA and should ensure that web pages do not exclude individuals when describing programs, services, or activities. The County's website should provide documents in an alternative text-based format, such as HTML (Hyper Text Markup Language) or RTF (Rich Text Format), in addition to PDF.

The County should publicize its statement of ADA compliance throughout its website. The County should consider creating a webpage related to accessibility issues and provides contact information for County ADA Coordinator, grievance and complaint procedures, self-evaluation/transition plan, and local resources.

The County should list the departments that offer TDD/TTY in the website phone directory (when this is implemented). The County should work to improve the accessibility of web pages through the use of web accessibility analysis to meet or exceed Section 508 of the Rehabilitation Act Amendments of 1998. Section 508 establishes a minimum level of accessibility for electronic information. Information on the requirements, along with suggestions for making websites accessible can be found at www.ada.gov/websites2/prnt.pdf.

The University of Wisconsin Trace Center (<http://trace.wisc.edu/world/web/>) provides resources and on-line information that might assist the County in further development and implementation of an accessible website.

The Web Accessibility Initiative (WAI) provides guidance on making websites fully accessible (www.w3.org/WAI/).

The International Center for Disability Resources on the Internet (ICDRI) provides information on accessibility (www.icdri.org/section508/index.htm).

The Access Board provides a number of resources on their website as well (www.access-board.gov/links/communication.htm).

3.12 Alternate Communication Formats

A public entity has a responsibility to provide information in alternative formats to comply with 28 CFR 35.160. This section of the ADA requires state and local government entities to communicate effectively with individuals who are deaf, hard-of-hearing, or have a speech, vision, or learning disability. Communication access involves providing content in methods that are understandable and usable by people with reduced or no ability to: speak, see, hear and limitations in learning and understanding. Some



alternative formats can be produced in-house at minimal costs, i.e. large print, disks, and e-mail attachments. Other formats, such as Braille and audio-formats, may need to be produced by a vendor. Alternate communication formats that are likely to be requested include, but are not limited to: audio-formats, Braille, large print, captioned films and video, electronic text/disk/CD-ROM, or sign interpreted films and video.

Self-Evaluation Findings:

The County Auditor's Office is the main point of contact for requesting and providing information in alternate formats on a request for accommodation basis.

Most County departments and offices produce printed information that is distributed and available to the public. County staff indicated that they assist with filling out forms, as requested, or when alternative formats are not available. The majority of the departments stated they did not have a standard procedure to communicate and produce accessible alternate formats for people with disabilities.

Recommended Action:

The County should provide staff training regarding the requirements of accessible alternate formats, what accessible alternate formats are, and how to provide accessible alternate formats. Procedures and methods should be established for the development of accessible alternate formats to ensure that requests are handled in a uniform and consistent manner. The County should centralize the production of alternate formats for agendas, publications, and documents, which may result in efficiency and a cost savings.

3.13 Fees and Surcharges

Public entities may not charge a fee or add a surcharge to a fee to cover the cost of making its facilities, programs, services, or activities accessible to persons with disabilities (28 CFR 35.130(f)).

Self-Evaluation Findings:

There was no evidence of fees charged to individuals with disabilities that were not charged to individuals without disabilities to access programs, services, and activities.

Recommended Action:

The County should continue to monitor and review policies and practices to ensure that fees and surcharges are not charged to individuals with disabilities that were not charged to individuals without disabilities

3.14 Information and Signage

A public entity is required to ensure that individuals with disabilities are directed to an accessible entrance to a building and to the location and existence of accessible services, activities, and facilities. The ISA shall be used at each accessible entrance of a facility (28 CFR35.163). Paragraph (b) requires the public entity to provide signage at all inaccessible entrances to each of its facilities that directs users to an accessible entrance or to a location with information about accessible facilities.

Self-Evaluation Findings:

Accessible directional and informational signs are not provided at any County facilities and County-owned sites. Most inaccessible entrances do not provide signage directing users to accessible entrances.

Recommended Action:

An accessible signing strategy for County facilities should be developed for interior and exterior directional, informational, and permanent room signs. Design standards for accessible signs should be created to guide the production and installation of the accessible signs. Signage replacement projects should include replacement or installation of accessible signs as required.



3.15 Staff Training

On-going compliance with the ADA can only be achieved if County staff receives training and education about the rights of persons with disabilities and the obligations of public entities and its employees under Title II of the ADA. Although training is not required by the ADA, training regarding the requirements of the ADA is recommended.

Self-Evaluation Findings:

Some County Departments have had and continue to schedule various training courses in regard to the ADA requirements. The County staff may not be knowledgeable about the different types of reasonable modifications that would make their services accessible. Some Departments have made minor adaptations to their programs regarding accessibility.

Recommended Action:

The County should provide training regarding ADA and related civil rights legislation. Suggested training topics include, but are not limited to:

- Requirements of the ADA for Fulton County
- Consequences of Non-Compliance
- Acceptable Terminology and Phrases
- Grievance/Complaint Procedures
- Reasonable Accommodations
- Awareness and Sensitivity
- Disability Etiquette – a good resource is http://transition.fcc.gov/cgb/dro/504/disability_primer_4.html
- Accessible Locations for Meetings
- Consequences of Non-Compliance
- Barriers to Access – Programmatic and Physical
- Auxiliary Aids and Services
- TDD/TTY
- Building Evacuation Procedures to Assist Persons with Disabilities

Training materials and handbooks should be prepared, if needed, in alternate formats. The ADA Coordinator should continue to provide or

coordinate additional ADA training to all Department managers and staff who have regular contact with the public.

3.16 Emergency Evacuation Procedures

Self-Evaluation Findings:

The County is required to establish emergency evacuation procedures to safely evacuate persons with disabilities who may need special assistance in an emergency. These plans and procedures should include identification of assembly locations for persons with disabilities in each facility, staff assigned to ensure that assembly areas are checked prior to leaving buildings during an emergency, identification of assembly locations for pickup and transport of persons with disabilities to be used for various types of emergencies. Shelter agreements are obtained and coordinated by the American Red Cross. The Fulton County Emergency Management Agency contacts the American Red Cross for shelter arrangements when an emergency warrants their use.

The Fulton County Emergency Management Agency (FCEMA) coordinates all emergency management activities to protect the people, property, economy and environment of Fulton County and its political subdivisions, including Fulton County. FCEMA is responsible for public education, disaster planning, disaster response, and disaster recovery. The FCEMA is not a Public Safety Response Agency and provides no direct response service to the general public.

FCEMA coordinates public and private services in order to assist with public needs during a disaster. Following an event their role is to conduct a county-wide damage assessment in order to qualify for Federal or state disaster recovery funds that may become available. FCEMA works with all county, County, and township public safety agencies to develop and maintain a County Comprehensive Emergency Management Plan.



The Comprehensive Emergency Response Plan for Hazardous Materials Incidents includes general information about the need to provide specially equipped vehicles to evacuate “infirm and handicapped” persons but does not identify that their location would be known in the event of an emergency.

It is not know if anyone maintains and provides a list of homebound clients to the Fire Chief/ Emergency Management Coordinator for Fulton County. This would be recommended.

Recommended Action:

The County should review and update, if necessary, response procedures to include evacuation procedures to evacuate people with disabilities from all buildings, as well as from the community to suitable Red Cross shelters.

Excellent resources can be found at:

- www.ada.gov/emergencyprepguide.htm
- <http://www.access-board.gov/evac.htm>

Coordinate with the FCEMA to identify evacuation routes and shelters and ensure that vehicles used to evacuate residents are accessible, as are all of the emergency shelters.

The County should provide additional training and information regarding emergency evacuation procedures, particularly with regard to the evacuation of persons with disabilities.

All staff should be made aware of the location of the posted accessible evacuation routes within their facilities. Develop guidelines for the evacuation of persons with disabilities for various emergency situations at all County facilities. Each Department should use these guidelines to create their own emergency evacuation plans, which should:

- Address what to do when an alarm is triggered;
- Establish meeting places for assistance and evacuation chairs;
- Provide direction on what to do if assistance is not available.

Take the necessary steps to ensure that emergency teams are aware of persons with disabilities in the community who may require special assistance in the event of an emergency and encourage residents with special needs to register with the County to ensure that proper assistance can be provided if needed.

3.17 Curb Ramps and Sidewalks

Fulton County contains nearly hundreds of miles of public streets and alleys, with portions of the ROW being under the control of the Indiana Department of Transportation (INDOT). Title II of the ADA (28 CFR Section 35.150 (d)) requires that state and local governmental entities develop a Transition Plan specific to curb ramps or other sloped areas at locations where walkways cross curbs. A curb ramp (or sometimes referred to as a curb cut) is a short sidewalk ramp cutting through a curb or built up to it.

Curb ramps are a relatively small but important part of making sidewalks, crossings at intersections, and other pedestrian routes accessible to people with disabilities. The ADA requires state and local governments to make pedestrian crossings accessible to people with disabilities by providing curb ramps (28 CFR 35.150 (d)(2); 35.151(a), (b), and (i)). There is no requirement under Title II of the ADA or proposed Public Rights-of-Way Accessibility Guidelines (PROWAG) that sidewalks be made accessible or be provided where they are not currently provided. The law stipulates that the public entity provide curb ramps, or other sloped areas where pedestrian walks cross curbs, that are accessible. New construction or alterations would require that non-compliant sidewalks be improved to the extent possible.

Self-Evaluation Findings:

Street reconstruction and underground utility projects typically include repair of sidewalk and construction of ADA compliant curb ramps.



Design and inspection of sidewalk and ADA curb ramps is the responsibility of the Fulton County Highway Superintendent.

Operation and maintenance of curb ramps is the responsibility of the Fulton County Highway Superintendent. The County bases its standards on INDOT's curb ramp design standards, including a library of standard technical specifications and construction detail drawings, which establish minimum standards for improvements and assure ADA compliance. These specifications identify the requirements for detectable warnings, maximum slope, landings, and other geometric features. The purpose of INDOT construction standards is to regulate and ensure the construction of improvements result in the coordinated and compliant development of curb ramps, sidewalk, and pedestrian facilities throughout the County.

Recommended Action:

Although the County has only a few sidewalks and/or curb ramps within its ROWs, the County needs to develop a program of utilizing the self evaluation survey that has been conducted of all sidewalks and curb ramps within the public ROW determining compliance issues and implement a method for repair and reconstruction.

The County should continue to prepare design plans and construction documents to meet or exceed state and Federal accessibility requirements.

3.18 Employment

Title I of the ADA requires public entities not to discriminate against persons with disabilities in all parts of the recruitment and employment process (28 CFR 35.140 and 29 CFR 1630.4).

Self-Evaluation Findings:

Fulton County Auditor's Office primarily provides services to job applicants, County employees, and retirees. Fulton County Highway Superintendent is the ADA Coordinator per Resolution

04-0212. The County Employee Handbook includes an ADA policy and all employees are required to sign that they have received a copy of the handbook.

The County has posted Federal and state equal employment opportunity notices and posters in all appropriate employee areas and has indicated that all advertisements for job announcements state that the County is an "Equal Opportunity Employer".

The each department provides reasonable accommodations to applicants or employees with a disability upon request. County employment application statement in the section "Special Employment Notice to Disabled Veterans, Vietnam Era Veterans and Individuals with Physical or Mental Handicaps" includes the word "handicap" in both the title and statement beneath it.

The application states that "Applicants are considered for all positions without regard to race, color, religion, gender, creed, national origin, age, marital or veteran status, or the presence of a non-job related medical condition or disability."

Job applications contain a section entitled "Special Employment Notice to Disabled Veterans, Vietnam Era Veterans and Individuals with Physical or Mental Handicaps" asking applicants questions related to their veterans or disability status.

Recommended Action:

The County should continue to practice the County policies of nondiscrimination as required by ADA. The County should consider providing on-going training in providing services to persons with a range of disabilities and developing strategies for appropriate modifications. The County should confirm that staff members are trained in the use of TDD equipment or other means of communicating over the telephone with a person with hearing disabilities.

In 2008, the EEOC stated that use of the term "handicap" is outdated and should be replaced



with “disability”. County publications and terminology used should be reviewed and updated accordingly. The words “individuals with disabilities” or “persons with disabilities” should replace “handicapped”. The term “disabled person” should also be avoided. Publications should be updated as they are reprinted.

3.19 Department Self-Evaluation **Findings and Recommendations**

The ADA Coordinator prepared and distributed a memo on October 2012 to all County departments that included a request for information about each. This information included six specific items that the departments were requested to provide information to help the ADA Coordinator better understand the policies and procedures of each related to ADA understanding, training, and accommodation (see Appendix C).

The questions posed, along with the findings and comments of the self-evaluation received from each County Department are reported below. Note that the responses reported below are as provided by the Department to illustrate current procedures and policies and the person within each department that provided the responses is not known or identified. Corrections to the information provided for inaccuracies have not been made. If a question was left blank or not addressed, it has been noted as “No Response”.

The departments that provided feedback are included below:

Questions

Q1. Provide a list of any training related to the Americans with Disabilities Act that have been attended by any of them or their staff. This would include conferences, seminars, webinars, etc. Include the staff person that attended, who provided the training, date, etc.

- The Fulton County Auditor, Fulton County Highway Superintendent and his staff attended a LTAP meeting at the Fulton County

Library. This was a presentation on the transition plan.

- The 911 Communications stated no direct training, although recertifications are done on-line every two years for all 911 dispatchers for pre-arrival instructions (911) and all staff are up to-date.
- The Treasurer’s Office had attended a Human Resources - Workers Comp Class and the Fulton County Personnel Policy meeting in 2010.
- The Purdue University Cooperative Extension Service has attended EEO training sessions from Purdue, which included ADA education.
- The Veterans Service Office has received training through the VA.
- The County Council was given an overview of the ADA SETP by Rick Ranstead, Highway Superintendent/ADA Coordinator and Casi Cowles, Area Plan Commission Executive Director.
- The FCEMA Director has taken Ethic’s Training.
- The Fulton County Clerk has received training from the Indiana Election Division, (HAVA) Help America Vote Act. At least once a year someone from HAVA speaks and gives out materials.
- The Fulton County Area Plan has attended the ADA committee meetings and the DLZ training sessions in 2012.
- All other County Department heads responded that there had been no attendance of any training by themselves or their staff.

Q2. Provide a list of all services that each department provides to the public

- The Auditor provides assistance with abstractors and title search. This office works with the general public every day.
- The 911 Communications provide TDD Services, language line, emergency & non-emergency 911 call assistance to the public.
- The Purdue University Cooperative Extension Service stated that their notices of meetings include the following statement: “If you have a disability that requires special assistance



for your participation in the meeting, please contact your local Extension Office host. Purdue University is an equal opportunity/equal access institution.” We will then provide what is needed for the person to actively participate.

- The VA supplies all of the equipment that all the veterans need that are handicapped in any way.
- The County Council provides the funding for ADA compliance.
- The FCEMA provides Preparedness Training, Response Information Hazard Specific, Storm Spotter Training, Assistance with Damage Assessment. Community Emergency Response Team Training (CERT). Sheltering through the Red Cross. NOAA All Hazards Alert Radio’s (when available). Online Independent Study Programs. Assistance with Emergency Response Planning.
- The Sheriff’s Department stated there is wheelchair access, back door of Sheriff’s Department 800 E 8th St with call for service button. Handicapped parking at both buildings.
- The Clerk’s Office has handicap voting with our touchscreen voting machines. Our public terminal is handicap accessible.
- The Surveyor’s office maintains open and tile ditches, maintains cornerstone records and information, makes copies of house plans, maps and records, and creates ditch assessments, maintenance and reconstruction.
- The Recorder’s Office provides copies, public computer use, recording of documents and provide sources for genealogy research.
- The Area Plan Commission enforces and administers the Fulton County Comprehensive Plan, Zone Ordinance, and Subdivision Ordinance in Fulton County.

Q3.A list of any policies or documents that exist within the County and each department related to dealing with and interacting with individuals with disabilities. This would include policy manuals, memos, legal directives, statements on agendas or other written documents, etc.

- Many of the departments referenced the Fulton County Personnel Policy Manual, or Employee Handbook.
- The E911 Director referenced the NAED (National Academy of EMD) certified, Indigital manual how to use TDD & The language line.
- The Purdue University Cooperative Extension Service has the publication, Access Purdue, a disability resource guide for Faculty and Staff.
- FCEMA stated most of the County Plans have some provisions for special needs in Disaster Response.

Q4.Who would be the person responsible for ADA compliance in each department? Please list the name and contact information.

The following Departments responded:

- Fulton County Auditor: Judy Reed, (574) 223-7706
- Fulton County E911 Director: Gail Karas, (574) 223-2910; cell (574) 835-2992
- Fulton County Treasurer: Lorie Hurst, (574) 223-2913
- Fulton County Purdue Extension Agent: Mark Kepler, (574) 223-3397
- Fulton County Veterans Service Office: Bernard Holloway, (574) 223-2217
- Fulton County Council: Judy Reed, (574) 223-7706
- Fulton County FCEMA: Dave Tofson, (574) 223-6611, after hours Via 911
- Fulton County Sheriff: Walker Conley, (574) 223-2819 or Jeff Berlasty (574) 223-2428
- Fulton County Clerk: Letty McKee, (574) 223-4824 or fcclerk@rtcol.com
- Fulton County Surveyor: Don Towne, (574) 223-3317
- Fulton County Recorder: Cathy Ginther, (574) 223-7710
- Fulton County Area Plan Commission: Casi Cowles, (574) 223-7667

Q5.If your department has interacted with anyone with a disability, please provide information about the specifics of how you



accommodated them to provide them with what they needed from your department.

- The Fulton County Auditor has a lowered counter top to accommodate wheelchairs. There is also a bench for people to sit on while waiting.
- The Fulton County 911 Communications stated any language barrier goes through the language line-occasionally this happens. We are able to communicate through 911 via computer for the hearing impaired through our TDD system.
- The Fulton County Treasurer stated they walk around the counter to help people, or assist in their needs. Talk louder for the hard of hearing, and provide a clip board to those that might be in a wheel chair. If they need to visit other departments, we either accompany them or if possible go there for them.
- The Veterans Service Officer supplies veterans only. Wheelchairs, walkers, cane's and ect. Other items are available through the VA in Marion, Ft. Wayne and Indianapolis.
- The County Council stated if someone was confined to a wheel chair there should not be a problem getting into meeting. If confined to bed not sure how to handle. If hearing or sight impaired I would think we should have some notice to allow for special help.
- The FCEMA stated the majority of the training or planning can be done through the Internet via Independent study Programs. We also have laptops that are available for use in the Emergency Management Building. NIX-LE allows for information to be passes to the public Via the internet or text messages.
- The Sheriff's Department read documents to sight impaired or written for hearing impaired.
- The Fulton County Clerk stated their office utilizes touchscreens for the visually impaired, which means the ballot is read to the voter by the machine which has head phones. The print can also be enlarged which is used on a regular basis by many people.
- The Fulton County Recorder accommodates people by directing them to the elevator,

having a computer available for wheelchairs, helping to retrieve books, and having called Auditor's office and/or Assessor's office to help document their side of recordings.

- The Fulton County Area Plan Commission assists people by having written materials for the hearing impaired, enlarging copies of written materials for the visually impaired, and utilizing a lowed counter for people using motorized chairs or wheelchairs. Staff has spoken to people of the community utilizing the TDD system. Our office has mailed information to homebound residents and completed paperwork for people with difficulty writing.
- All other departments had no response.

Q6.Please list any suggestions you would have for your department to provide better service to persons with disabilities.

- The Fulton County 911 Communications stated they would take any suggestions. They are always open to quicker responses and better means of communications.
- The Veterans Service Officer stated they go out of their way to provide all the service that the veteran needs.
- The FCEMA stated they have no capabilities to assist vision impaired folks with training. Most of the Independent study programs do not work well with text to speech programs. They do not have any of the response and or planning information fliers in braille.
- The Sheriff's Department would like to have power door openers for handicapped accessibility and a list of available sign language users.
- The Fulton County Recorder would like to have books become more accessible and have an easier process for the Auditor and Assessor to apply their stamps before documents are recorded.
- Most departments responded by requesting more training.



4.0 Transition Plan

The Transition Plan describes how the County will be transitioning to compliance with the ADA. Public entities, like Fulton County, are required to provide access to County programs, services and activities for all of the recipients. Thus, the County must provide access for individuals with disabilities and document areas of noncompliance. Additional documentation is provided as barriers are removed.

If structural changes are identified to provide program accessibility as part of the self-evaluation, ADA identifies specific elements to be included in the transition plan. At a minimum, the elements of the Transition Plan are:

- 1) A list of the physical barriers in the County's pedestrian routes and facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities [28 CFR 35.150 (d)(3)(i)]
- 2) A detailed outline of the methods to be utilized to remove these barriers and make the pedestrian routes and facilities accessible [28 CFR 35.150 (d)(3)(ii)]
- 3) The schedule for taking the necessary steps to achieve compliance with Title II of the ADA. If the time period for achieving compliance is longer than one year, the plan should identify the interim steps that will be taken during each year of the transition period [28 CFR 35.150 (d)(3)(iii)]
- 4) The name of the official responsible for the plan's implementation. [28 CFR 35.150 (d)(3)(iv)]

The transition plan is a reaction to the findings of the facility audits, assessments of County policies, services, programs, and activities, and input from advocacy groups. Recommended actions for County policies and programs can be found in section 3.0.

The specific architectural and site improvement

modifications required to make programs accessible are listed in Fulton County Facility Reports (see Appendix B). Facilities reports include buildings, parks, and their related grounds. Each facility report contains a list of architectural barriers and barrier removal actions. Not all of these barriers must be removed in order to provide program compliance with the ADA. Removing barriers limiting access to programs or those which present a safety hazard should be the County's first priority.

The portion of the transition plan to bring facilities within the County right-of-way (curb ramps and sidewalks) into compliance is within the County's area of responsibility, which includes curb ramps, sidewalks, public pedestrian rights-of-way, and signalized intersections.

4.1 Phasing of Corrections

A phased implementation of the required corrections to remove physical barriers at County-owned facilities is required and recommended. The County has limited funds and cannot immediately make all facilities fully accessible. Prior to setting priorities, baseline criteria needed to be established to develop a starting point for ranking the deficient facilities identified during the self-evaluation.

Site priorities and pedestrian routes were determined by evaluating level of use, social need, civic function, and the general uniqueness of the site. For example, the removal of barriers at the County's parks was spread out among the phases. At the time of the development of this report, few public complaints had been received about County-owned facilities. Complaints were not used as criteria to determine the phasing of improvements for any particular site, though future complaints will be included in the priority funding schedule for improvements.

Each of these criteria is assumed to have equal weight and no priority over another:



Level of Use: Is the pedestrian route or facility utilized quite frequently and by a large cross-section of the public?

Social Need: Does the pedestrian route or facility provide access to a social service or program for less fortunate or transient citizens?

Civic Function: Does the pedestrian route or facility provide access to civic programs and services that implement the civil and political rights provided by the government.

General Uniqueness of the Site: Does the pedestrian route, building, facility, or site provide distinct access to programs or services that cannot occur at a different location or facility?

4.2 Public Outreach

Public participation on the final contents of the Transition Plan, including setting of priorities and the phasing of improvements, is critical to the success of the endeavor and is required by law. A draft Transition Plan was made available at the Fulton County Auditor's Office, Rochester City Building Complex (City Hall), the Fulton County Public Library in the City of Rochester and the Town of Leifers Ford, and the Fulton County Council on Aging for public review and comment. Additional copies were placed at the office of the Veterans Service Officer, the Manitou Training Center, Four-County Counciling Center, the Cardinal Center, and Wynnfield Crossing for review and comment by the patrons and their families. The public comments were incorporated in the final report. All comment forms submitted have been included as Appendix D. The final Transition Plan was then submitted to the County for adoption at its regular County Board of Commissioners meeting on December 31, 2012.

In creating priorities, it is the County's intent to evaluate all areas of potential deficiency, and to make structural changes where necessary and where equal accommodation cannot be made in another manner. The assignment of priorities is

intended to facilitate public review and to address specific concerns of the local disabled community. It must be emphasized that it is the County's intention that all individuals with all types of disabilities be reasonably accommodated.

The timing of the improvements by site within each transition phase will be determined by the County based on their preferences and criteria. In general, the required physical improvements to meet ADA specifications along pedestrian routes and County facilities were split into three priority groups:

- High priority improvements
- Moderate priority improvements
- Low priority improvements

4.3 Priorities for Barrier Removal

All barriers are not equal in the impact they have on persons with disabilities to have equal access to County pedestrian routes and facilities or programs. Following evaluation of all pedestrian routes, facilities, and programs, a prioritization had to be done to identify a ranking system to utilize when determining which capital improvements need to be considered first and those that could be implemented in subsequent years.

1. High priority barriers prohibit access for disabled persons, make access extremely troublesome, or present safety hazards to all users. These barriers likely do not have acceptable alternative routes or treatments to overcome the barrier. Typically these barriers are significant deterioration of pedestrian routes, as well as, obstacles located at entry walks and doors, interior corridors, curb ramps, rest rooms, and transaction and information counters.

Examples of high priority barriers would include:

- service counter height non-compliant doors
- extremely non-compliant slopes for accessible routes or ramps



- protruding objects
- displacements, protrusions, or obstacles in pedestrian route segments
- missing handrails or grab bars
- some signage
- lack of barrier-free parking
- extremely non-compliant dimensional issues (narrow doors, corridors, etc.)

2. Moderate priority barriers partially prohibit access or make access quite difficult for disabled persons. For moderate priority barriers, alternative routes or treatments to overcome the barrier may or may not exist. Typically these barriers are obstacles to amenities such as secondary entry points, light switches, vending machines, and drinking fountains. Moderate priority barriers may also be barriers which are significant obstacles prohibiting access but for which alternative access is available or assistance is readily available to navigate around the barrier. The presence of the moderate priority barrier possibly causes a minor danger to a disabled person who is attempting to use the pedestrian route or facility.

Examples of moderate priority barriers would include:

- minor non-compliant slopes
- some signage
- minor issues with doors
- stairwell/stair issues, particularly where an elevator is available
- restroom fixture issues
- moderately non-compliant dimensional issues

3. Low priority barriers typically do not limit access to facilities or services for disabled persons. For low priority barriers, alternative routes or treatments are typically available or assistance can be provided to overcome the barrier. It is not likely that the presence of a low priority barrier would cause a danger to a disabled person who is attempting to use or access the pedestrian route or facility.

Examples of low priority barriers would include:

- many signage issues
- minor issues with light switches, electrical outlets, etc.
- minor non-compliant dimensional issues

The costs to remove barriers by priority for each site are shown in Table 1 and detailed for each facility in Appendix B. In addition, a time frame had to be identified to determine an average annual budget to consider. For the purposes of this report, a 30 year time frame was utilized. Using this, it is conceivable that at the end of 30 years, all non-compliant ADA issues would be addressed throughout all County-owned facilities. This assumes that standards and guidelines are not modified. This further assumes that funding is available each budget cycle to make the necessary improvements. It is highly unlikely given the economy that this is realistic, particularly when considering the large number of costly improvements required within the public ROW.

In some instances, it may be advantageous to construct all improvements at a facility site at once rather than correct the high priority barriers first and come back at a later date to correct the medium or low priority barriers.

For some sites, the total cost of construction for the corrections requires that they be spread out over two phases. Fulton County has the right to modify the priorities based on funding levels and changes in County programs activities and services, to have flexibility in accommodating community requests and complaints. Interim resolutions, such as assigning aids, temporary signing for alternate routes or sites, and modifications of programs, activities, and services may be implemented at the County's discretion to handle existing insufficiencies or access complaints received.

All costs noted on Appendix B and Table 1 are 2012 estimates and subject to change based on market conditions, economic conditions, inflation, material selection, etc.



Based on the self evaluation, a total of approximately \$38,210 in facility improvements would be required (2012 costs) and a total of approximately \$ TBD in pedestrian route improvements within the right-of-way, to achieve ADA compliance. Note that the cost of some improvements could not be completed due to lack of information (survey), various options being available for routes, etc. The cost to make those items accessible is noted at “TBD” in Appendix B. If Fulton County were to set a goal for implementing all of the recommended improvements within a 30-year time frame, it would require an annual budget of approximately \$1,73.67 to bring all of the County facilities evaluated in this report up to current ADA standards (no inflation included). These costs do not include any costs associated with training of staff, staff time related to training or overseeing implementation, etc. For the purposes of this report, the thirty-year time frame was divided into six phases.

Below is a listing of the recommended timetable for modernization of each facility by phase. Each phase approximately follows the required yearly budget to be compliant in 30 years. Note that actual phasing, transitioning of improvements, etc. can be impacted by a number of factors that may be unknown currently, as well as economic conditions, grant opportunities, etc. The County is committed to becoming ADA compliant within the confines of preserving existing programs and services to all and budgetary limitations.

4.4 Transition Plan Phasing

The recommended phasing of the required corrections to bring all surveyed County-owned facilities into compliance with the ADA requirements described in the Self-Evaluation is described below.

Any changes to the ADA policy after the sites were surveyed are not reflected in these basic cost estimates. Additionally, it is the County’s

responsibility, as required by the ADA mandate, to regularly update the Transition Plan based on the latest requirements of the ADA laws and to document constructed improvements and facilities that are brought up to current ADA standards. Finally, the site surveys performed for this report are not to design level detail and are intended to be used to give a framework to the Transition Plan. When the Transition Plan is approved and the planning stages are begun for the first improvements, a more detailed survey of each site should be performed and improvements should be designed by licensed professionals that are compliant with ADA as well as all other applicable codes, including building and fire codes. At this time, costs are estimated but precise costs cannot be determined and the Transition Plan should be adjusted to reflect this knowledge.

Complaints received may also help determine the priorities of the improvements. If the County receives complaints about access at a particular site that is not slated for upgrades for several years, they should adjust the Transition Plan to accommodate the implementation of improvements to be sooner or as necessary.

4.5 Curb Ramps and Sidewalks

The resulting Transition Plan from the inventory of pedestrian facilities utilizes a similar prioritization system that takes into account factors such as level of use, degree of danger posed, complaints or requests for repair received, and other factors.

4.6 Plan Updates and Enforcement

Changes to Fulton County’s policies and programs should be drafted, implemented, and documented by the ADA Coordinator. These changes should have little cost of implementation, mainly consisting of the time to develop the language of the policy and program changes, time to train County staff, and administrative costs.



TABLE 1. County OF ROCHESTER - ADA SELF-EVALUATION STUDY AND TRANSITION PLAN
Cost of Correction for Pedestrian Routes and Facility (Interior and Exterior) Elements by Site

Facility Name	Low Priority	Medium Priority	High Priority	Total Site Cost
Fulton County Building Facilities				
- Fulton County Courthouse:	\$ TBD	\$ TBD	\$ TBD	\$ TBD
Circuit Court, Superior Court, Prosecuting Attorney, Clerk, Probation Department, Title IV D, & Veterans Service Office				
- Fulton County Office Building	\$ TBD	\$ TBD	\$ TBD	\$2,550
Board of Commissioners, County Council, Auditor, Treasurer, Recorder, Health Department, Area Plan Commission, Surveyor, Assessor				
- Sheriff Department & Jail	\$ TBD	\$ TBD	\$ TBD	\$4,550
- Highway Department	\$ TBD	\$ TBD	\$ TBD	\$700
- Emergency Management	\$ TBD	\$ TBD	\$ TBD	\$2,250
- Purdue University Cooperative Extension Service	\$ TBD	\$ TBD	\$ TBD	\$ 500
- NRCS	\$ TBD	\$ TBD	\$ TBD	\$450
			Total	\$11,000
Public Park/ Recreational Facilities				
- Germany Bridge County Park	\$ TBD	\$ TBD	\$ TBD	\$ TBD
- Prairie Edge Nature Park	\$ TBD	\$ TBD	\$ TBD	\$ TBD
- Yellow Creek Nature Park				
- Aubbeenaubbee Park				
			Total	\$ TBD
Polling Facilities				
- Akron Community Center	\$ TBD	\$ TBD	\$ TBD	\$300
- Aubbeenaubbee Township Building	\$ TBD	\$ TBD	\$ TBD	\$4,600
- Faith Outreach Church	\$ TBD	\$ TBD	\$ TBD	\$2,850
- Fulton County Fairgrounds	\$ TBD	\$ TBD	\$ TBD	\$2,200
- Fulton County Historical Society	\$ TBD	\$ TBD	\$ TBD	\$550
- Fulton Town Hall	\$ TBD	\$ TBD	\$ TBD	\$1,650
- Grass Creek Fire Station	\$ TBD	\$ TBD	\$ TBD	\$2,250
- Kewanna Fire Station	\$ TBD	\$ TBD	\$ TBD	\$2,100
- Newlife Church	\$ TBD	\$ TBD	\$ TBD	\$8,050
- New Castle Township Community Building	\$ TBD	\$ TBD	\$ TBD	\$2,660
			Total	\$27,210
Pedestrian Route Facets				
Sidewalk Panels	\$ TBD	\$ TBD	\$ TBD	\$ TBD
Curb Ramp at Intersections	\$ TBD	\$ TBD	\$ TBD	\$ TBD
Protrusions & Obstructions	\$ TBD	\$ TBD	\$ TBD	\$ TBD
			Total	\$ TBD
GRAND TOTALS	\$	\$	\$	\$38,210



Summary		
Years 0 - 5	TBD	\$ TBD
Years 6 - 10	TBD	\$ TBD
Years 11 - 15	TBD	\$ TBD
Years 16 - 20	TBD	\$ TBD
Years 21 - 25	TBD	\$ TBD
Years 26 - 30	TBD	\$ TBD

Table 1. Notes

1. Several facilities have inaccessible components for which costs cannot be estimated without additional detailed investigation, survey, and/or design, which is not within the scope of this plan. Those costs are listed as “TBD” on the facility cost sheets and are not included in the figures on those sheets or within this compiled cost estimate.
2. Priorities included on facility cost sheets and on this summary are based on consultant’s philosophy for prioritization and is not intended to represent any minimization of importance of providing full and complete accessibility and compliance with relevant statutes and guidelines. General basis is included within the text of the Transition Plan.
3. A number of the corrective actions identified and calculated would not be required if equal facilitation/access is provided in another manner, changes are made to the County’s procedures (not giving tours of some facilities, etc.), or existing facilities are removed and not replaced (restroom buildings at some parks). Other non-compliant items have low cost alternatives until permanent solutions are implemented. For example, non-compliant drinking fountains can have a cup dispenser and waste basket provided.
4. Costs included are only to provide compliance under Title II of the ADA and is limited to areas of County facilities open and accessible to the public at all times. This does not eliminate the need for the County to provide accessibility for employees with disabilities, as needed, to allow them to perform their required job duties.
5. Actual schedule for implementation of the Transition Plan is dependent on a number of factors unknown at the time of preparation of the Transition Plan, including, but not limited to: availability of funding with the County budget, reprioritization based on input from disabled persons, award of grants or other funding to make corrective actions, changes to the ADA Accessibility Guidelines or other guidance that is not available at this time, etc.
6. Costs and schedule for implementation does not include any work within the public right-of-way (sidewalks, curb ramps, etc.). Compliance for facilities within the ROW will be made as part of public works projects, in response to requests from the public for disability provision of an accessible route, to address safety concerns identified by the County, availability of funding, etc.



5.0 ADA Policy and Grievance or Complaint Procedure

Fulton County has designated the Highway Superintendent as its ADA Coordinator. The ADA Coordinator will delegate the responsibility of preparing an initial investigation and response to departmental management staff members. The ADA Coordinator is responsible for coordinating the efforts of the County to comply with Title II and for investigating any complaints that the County have violated Title II of the ADA. The Coordinator is also responsible for coordinating the efforts of the County to comply and all other applicable state and Federal physical and program accessibility requirements.

It is desired that individuals with complaints, questions or concerns bring them to the attention of the ADA Coordinator or other Department Head in an informal manner and that they be resolved at that level. The following information should be provided to all departments and posted conspicuously in all County buildings and the website, in accordance with Resolutions 04-0212 and 04-0212A.

It is the County's policy that every employee makes reasonable efforts to accommodate the needs of the disabled. If an employee is not able to address the concern within their authority to act the issue may be elevated to a formal complaint. Notification of complaints, grievances or issues should be submitted as soon as possible, but no later than 60 calendar days after the date of the alleged violation or discriminatory act. Anonymous formal complaints or grievances will not be accepted, though if the nature is such that a potential hazard is reported, it should be investigated.

Formal notification of complaints, grievances or issues must be submitted to the County in writing on a designated form, which shall contain

specific information about the alleged violation or discrimination. Specific information shall include name, address, contact number of the complainant and the date, location and complete description of the issue or problem. The matter will be documented and logged and assigned to the proper department for follow-up.

Alternative means of filing complaints, grievances or issues may be accepted as shown below; however, all complaints, grievances, or issues must provide all the information required consistent with the format of the official designated form:

- **Telephone:** Contact the ADA Coordinator at (574) 223-2385 during normal business hours. A message may also be left on voicemail after-hours.
- **Website:** The County's website is <http://www.co.fulton.in.us/>
- **E-mail:** An e-mail message containing all of the required elements as stated above can be sent to fulcohwy@rtcol.com
- **Fax:** A fax containing all of the required elements as stated above can be sent by fax to (574) 223-9852.
- **Regular mail:** Written notice, preferably on a County-provided notice form or containing all of the required elements as stated above, can be sent to:

Fulton County ADA Coordinator
1037 South State Road 25
Rochester, IN 46975

Questions concerning the notification and follow-up process may be addressed to the ADA Coordinator at (574) 223-2385. Within 15 working days of the initial notification, the ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, ADA Coordinator, or his/her designee, will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of Fulton County and offer options for substantive resolution of the complaint.



If the response provided by the ADA Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision to the Fulton County Board of Commissioners within 15 calendar days after receipt of the response. Within 15 calendar days after receipt of the appeal, the Board of Commissioners will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Fulton County Commissioners will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint..

Every reasonable attempt will be made by County of Rochester to remedy the disability complaints, grievances, or issues in a timely manner subject to staff and budget constraints. The adopted grievance procedure is included in Appendix A.

6.0 ADA Tool Kit

6.1 Introduction

In order to facilitate access to all County programs and Departments, the County will maintain program accessibility guidelines, standards and resources. This information is available to all employees and volunteers. The County will add to these guidelines when necessary to address its needs and include information and technological devices that help staff and volunteers members communicate with individuals with a variety of disabilities. The County will periodically review the components of this section, as new technologies are developed in order to ensure that the best types of modifications are included. This section also contains the accessibility standards of care that govern new construction and alterations to facilities.

If you need any additional assistance, please contact:

- Fulton County Highway Superintendent,
ADA Coordinator
Phone: (574) 223-2385
E-mail: fulcohwy@rtcol.com

6.2 Federal Accessibility Standards and Regulations

U.S. Department of Justice

The U.S. DOJ provides many free ADA materials including the ADA text. Printed materials may be ordered by calling the ADA Information Line [(800) 514-0301 (Voice) or (800) 514-0383 (TDD)]. Publications are available in standard print as well as large print, audiotape, Braille, and computer disk for people with disabilities. Documents, including the following publications, can also be downloaded from the DOJ website (www.ada.gov/).

Unless noted, the ADA publications have not been updated to reflect the recent revisions to the ADA regulations that took effect on March 15, 2011.

- *ADA Regulation for Title II.* This publication (http://www.ada.gov/regs2010/ADAregs2010.htm#titleII_final_2010) describes Title II of the ADA, Pub. L. 101-336, which prohibits discrimination on the basis of disability by public entities. Title II of the ADA protects qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all state and local governments. This rule adopts the general prohibitions of discrimination established under Section 504, as well as the requirements for making programs accessible to individuals with disabilities and for providing equally effective communications. It also sets forth Standards for what constitutes discrimination on the basis of mental or physical disability, provides a definition of disability and qualified individual with a disability, and establishes a complaint mechanism for resolving allegations of dis-



- crimination.
- *Title II Technical Assistance Manual (1993) and Supplements*. This 56-page manual (www.ada.gov/publicat.htm#Anchor-Title-49425) explains in lay terms what state and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner. Many examples are provided for practical guidance.
- *Accessibility of State and Local Government Websites to People with Disabilities*. This is a 5-page publication providing guidance (www.ada.gov/websites2.htm) on making state and local government websites accessible

U.S. Access Board

The full texts of Federal laws and regulations that provide the guidelines for the design of accessible facilities and programs are available from the U.S. Access Board. Single copies of publications are available free and can be downloaded from the Access Board's website (www.access-board.gov/pubs). In addition to regular print, publications are available in large print, disk, audiocassette, and Braille. Multiple copies of publications can be ordered by sending a request to pubs@access-board.gov. In addition to the guidelines, guidance material is also available to assist staff in understanding and implementing Federal accessibility guidelines.

The following publications are currently available from the U.S. Access Board.

Guidelines and Standards for Facilities

Federal guidelines and standards are subject to periodic revision based on research findings and guidance from advisory committees. The County should have a regular practice of reviewing research materials posted to the U.S. Access Board's website and updating local guidelines and practices as new standards are adopted or existing standards are revised.

- *ADA Accessibility Guidelines (ADAAG)*. This document (www.ada.gov/2010ADAstandards_index.htm) contains scoping and technical requirements for accessibility to buildings and facilities by individuals with disabilities under the ADA. 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 DOJ and the DOT, under the ADA.

- *State and Local Government Facilities: ADAAG Amendments*. The Access Board is issuing final guidelines to provide additional guidance to the DOJ and the DOT in establishing accessibility standards for new construction and alterations of state and local government facilities covered by Title II of the ADA. The guidelines will ensure that newly constructed and altered state and local government facilities are readily accessible to and usable by individuals with disabilities in terms of architecture, design, and communication.
- *Building Elements for Children: ADAAG Amendments*. The Access Board is issuing final guidelines to provide additional guidance to the DOJ and the DOT in establishing alternate specifications for building elements designed for use by children. These specifications are based on children's dimensions and anthropometries and apply to building elements designed specifically for use by children ages 12 and younger.
- *Play Areas: ADAAG Amendments*. The Access Board is issuing final accessibility guidelines to serve as the basis for standards to be adopted by the DOJ for new construction and alterations of play areas covered by the ADA. The guidelines include scoping and technical provisions for ground level and elevated play components, accessible routes, ramps and transfer systems, ground surfaces, and soft contained play structures.
- *Recreation Facilities: ADAAG Amendments*. The Access Board is issuing final accessibility guidelines to serve as the basis for standards



to be adopted by the DOJ for new construction and alterations of recreation facilities covered by the ADA. The guidelines include scoping and technical provisions for amusement rides, boating facilities, fishing piers and platforms, golf courses, miniature golf, sports facilities, and swimming pools and spas.

Guidance Material and Advisory Reports for Facilities

The following publications provide additional information on specific aspects of the above guidelines and standards for facilities. Employees are encouraged to refer to these publications to obtain more detailed and up-to-date information when evaluating and implementing accessibility improvements to facilities.

- *Using ADAAG Technical Bulletin.* This bulletin was developed to serve the specific needs of architects and other design professionals who must apply the ADAAG to new construction and alterations projects covered by Titles II and III of the ADA. It is also intended to clarify accessibility regulations generally, including those that apply to existing facilities covered by the ADA.
- *Visual Alarms Technical Bulletin.* In passing the ADA, Congress specifically directed the Access Board to provide greater guidance regarding communications accessibility. Thus the ADAAG require that where emergency warning systems are provided in new or altered construction, they must include both audible and visible alarms that meet certain technical specifications. This bulletin was developed to provide more technical information about the types of visual fire alarms available and how and where their use is required. (www.access-board.gov/adaag/about/bulletins/alarms.htm)
- *Text Telephones Technical Bulletin.* Text telephones are machinery or equipment that employs interactive graphic (i.e., typed) communications through the transmission of coded signals across the standard telephone network. Text telephones can include, for example, devices known as TDDs (telecommunications display devices or telecommunications devices for deaf persons) or computers. This bulletin was developed to provide more technical information about the types of text telephones available and how and where their use is required. (www.access-board.gov/adaag/about/bulletins/ttys.htm)
- *Ground and Floor Surfaces Technical Bulletin.* Over 27 million Americans report some difficulty in walking. Of these, eight million have a severe limitation and one-fifth of this population is elderly. Ambulatory persons with mobility impairments - especially those who use walking aids - are particularly at risk of slipping and falling even on level surfaces. The information in this bulletin is intended to provide designers with an understanding of the variables that affect the measurement and performance of materials specified for use on walking surfaces and to better describe the requirements of an accessible route.
- *Parking Technical Bulletin.* 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. This bulletin was developed to provide more detailed information about the requirements for accessible parking including the Configuration, location, and quantities of accessible parking spaces. (www.access-board.gov/adaag/about/bulletins/parking.htm)
- *Detectable Warnings Update (March 2008).* Currently, the Access Board is in the process of developing guidelines on public rights-of-ways that, once finalized, will supplement the new ADAAG. This update is expected in 2012. While ADAAG covers various features common to public streets



and sidewalks, such as curb ramps and crosswalks, further guidance is necessary to address conditions unique to public rights-of-way. Constraints posed by space limitations at sidewalks, roadway design practices, slope, and terrain raise valid questions on how and to what extent access can be achieved. Guidance on providing access for blind pedestrians at street crossings is also considered essential. This bulletin outlines the requirements of detectable warnings, a distinctive surface pattern of domes detectable by cane or underfoot, which are used to alert people with vision impairments of their approach to streets and hazardous drop-offs. The ADAAG require these warnings on the surface of curb ramps, which remove a tactile cue otherwise provided by curb faces, and at other areas where pedestrian ways blend with vehicular ways. They are also required along the edges of boarding platforms in transit facilities and the perimeter of reflecting pools. (www.access-board.gov/adaag/dws/update.htm)

- *Assistive Listening Systems Technical Bulletins*. Assistive listening systems are devices designed to help people with hearing loss improve their auditory access in difficult and large-area listening situations. Typically, these devices are used in such venues as movie houses, theaters, auditoriums, convention centers, and stadiums, where they are piggybacked on a public address system. They may also be used in smaller listening locations like courtrooms, museums, classrooms, and community centers. This bulletin provides information about the types of systems that are currently available and tips on choosing the appropriate systems for different types of applications. (www.access-board.gov/adaag/about/bulletins/als-index.htm)
- *Guide to the ADAAG for Play Areas*. The Access Board has developed accessibility guidelines for newly constructed and altered play areas. This bulletin is designed to assist in using the play area accessibility guidelines and provides

information regarding where the play area guidelines apply, what a play component is considered to be, how many play components must be an accessible route, and the requirements for accessible routes within play areas. (www.access-board.gov/play/guide/intro.htm)

- *Summaries of Accessibility Guidelines for Recreation Facilities*. The Access Board issued accessibility guidelines for newly constructed and altered recreation facilities in 2002. The recreation facility guidelines are a supplement to ADAAG. They cover the following facilities and elements: amusement rides, boating facilities, fishing piers and platforms, miniature golf courses, golf courses, exercise equipment, bowling lanes, shooting facilities, swimming pools, wading pools, and spas. (www.access-board.gov/recreation/summary.htm)
- *Accessibility Guidelines for Outdoor Developed Areas*. The Regulatory Negotiation Committee on Accessibility Guidelines for Outdoor Developed Areas was established in June 1997. The accessibility guidelines proposed by the Committee include consideration of the latest information, design, and construction practices in existence. Proposed Section 16 of ADAAG requires all areas of newly designed or newly constructed and altered portions of existing trails connecting to designated trailheads or accessible trails to comply with this section. This proposed section also provides design guidelines for all newly constructed and altered camping facilities, picnic areas, and beach access routes. It is recognized that compliance with this section will not always result in facilities that will be accessible to all persons with disabilities. These guidelines recognize that often the natural environment will prevent full compliance with certain technical provisions, which are outlined in this publication (www.access-board.gov/outdoor/status.htm).



Guidelines for Transportation

- *ADAAG for Transportation Vehicles*. This publication provides minimum guidelines and requirements for accessibility standards for transportation vehicles required to be accessible by the ADA, including over-the-road bus and tram systems. (www.access-board.gov/transit/html/vguide.htm)
- *ADAAG for Transportation Vehicles; Over-the-Road Buses*. This publication outlines the amendments to the accessibility guidelines for over-the-road buses (OTRB) made by the Architectural and Transportation Barriers Compliance Board and the DOT to include scoping and technical provisions for lifts, ramps, wheelchair securing devices, and moveable aisle armrests. Revisions to the specifications for doors and lighting are also adopted. The specifications describe the design features that an OTRB must have to be readily accessible to and usable by persons who use wheelchairs or other mobility aids. (www.access-board.gov/transit/otrb/otrbfinl.htm)

Guidance Material for Transportation

- *American Association of State Highway and Transportation Officials (AASHTO)*. AASHTO is the organization that maintains the “Green Book” for design of roads and highways and has begun to address accessibility of pedestrian networks. Several AASHTO publications, which can be ordered from the AASHTO website (<http://transportation.org/>), address accessible circulation systems, including: AASHTO Guide for the Planning, Design, and Operation of Pedestrian Facilities (1st edition) and Guide for the Development of Bicycle Facilities (3rd edition).
- *Federal Transit Administration (FTA)*. FTA regulates and enforces requirements of the ADA covering transportation facilities and systems. FTA maintains a technical assistance line on ADA questions (888-446-4511) and on their website (www.fta.dot.gov).
- *Manuals on ADAAG for Transportation Vehicles*. These technical assistance

documents (www.access-board.gov/transit/manuals/Manuals-list.htm) are one of a series provided to help in understanding the background and underlying rationale of the ADAAG for Transportation Vehicles (Vehicle Guidelines) and how the guidelines may apply in a particular case. The documents in this series include:

- Buses, vans, and systems
 - Over-the-road buses and systems
 - Automated guideway transit vehicles and systems
 - Trams, similar vehicles, and systems
- *Securement of Wheelchairs and Other Mobility Aids*. As a public or private transit authority, the responsibility of safe, efficient service from public agencies who offer transportation services has been enlarged to affording ridership to people using a wide variety of mobility aids. In considering not only the many types of mobility aid devices, but also the variety and sizes of lifts, and the numerous makes of buses and vans, it can be easily seen that there is no single, definitive solution to accessibility on mass transit vehicles. This publication reports on the experience of two transit accessibility leaders who have taken the initiative to involve the ridership in needs assessment and have established policies, educated operators, and informed the public to achieve greater accessibility in their bus transit systems.

Guidance Material for Communication

- *Standards for Electronic and Information Technology*. The Access Board is issuing final accessibility standards for electronic and information technology covered by Section 508 of the Rehabilitation Act Amendments of 1998. Section 508 requires the Access Board to publish standards setting forth a definition of electronic and information technology and the technical and functional performance criteria necessary for such technology to comply with section 508. (www.access-board.gov/sec508/standards.htm). Section 508 also requires that individu-



als with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency. (www.section508.gov/)

- *Bulletin on the Telecommunications Act Accessibility Guidelines.* As technology continues to improve our means of telecommunication, it can pose challenges to accessibility on one hand, while on the other hold the key to innovative access solutions. Section 255 of the Telecommunications Act requires telecommunications products and services to be accessible to people with disabilities. This is required to the extent access is “readily achievable,” meaning easily accomplishable, without much difficulty or expense. Telecommunications products covered include: wired and wireless telecommunication devices, such as telephones (including pay phones and cellular phones), pagers, and fax machines; other products that have a telecommunication service capability, such as computers with modems, and equipment that carriers use to provide services, such as a phone company’s switching equipment. (www.access-board.gov/adaag/about/bulletins/telecomm.htm)

Federal guidelines and standards are subject to periodic revision based on research findings and guidance from advisory committees. The County should have a regular practice of reviewing research materials posted to the U.S. Access Board’s website and updating local guidelines and practices as new standards are adopted or existing standards are revised.

6.3 Resources for Providing Accessible Programs & Facilities

- *ADA Document Portal:* This website (www.adaportal.org) provides links to more than

7,400 documents on a wide range of ADA topics. The ADA Document Portal is supported by the 10 ADA & IT Technical Assistance Centers.

- *DisabilityInfo.Gov:* A one-stop interagency portal for information on Federal programs, services, and resources for people with disabilities, their families, employers, service providers, and other community members.
- *National Center on Accessibility (NCA):* The Center (<http://ncaonline.org>) is a cooperative effort between the National Park Service (NPS) and Indiana University to provide information and technical assistance, primarily on recreation access. An example of the research activities of the NCA is the National Trails Surface Study. Initiated in 2005, this longitudinal study is primarily the result of questions that the National Center on Accessibility has, for many years and continues to receive from organizations, agencies and individuals who desire to make their trails accessible; are interested in an unobtrusive surface that blends and is friendly to the environment; and provides a quality trail experience for people with and without disabilities.
- *National Center on Physical Activity and Disability:* The Center (www.ncpad.org) provides information and resources on physical activity to help people with disabilities find ways to become more active and healthy. The Center also provides information on how to provide access to fitness centers, schools, recreation facilities, camps, and health and leisure services.
- *National Park Service:* NPS has many programs that address the issue of providing accessible recreation services to people with disabilities. These include Wilderness Accessibility for People with Disabilities (<http://planning.nps.gov/wilderness/toolbox3.cfm>) and Director’s Order #42-Accessibility, which establishes the purpose and role of the NPS Accessibility Program (www.nps.gov/accessibility.htm), lists applicable laws, standards, and authorities, implementation strategies,



roles, and responsibilities. It also addresses NPS policies and provides links to additional information sources.

6.4 Technical Resources

The County should utilize the many disability-related resources available through the internet. Begin at AbleData (www.abledata.com), maintained by the National Institute on Disability and Rehabilitation Research of the U.S. Department of Education. The site provides up-to-date links to assistive technologies and disability-related resources. AbleData's mission is to provide objective information on such assistive products as:

- *Architectural elements*: Products that make the built environment more accessible, including indoor and outdoor architectural elements, vertical lifts, lighting, and signs.
- *Blind and low vision*: Products for people with visual disabilities, including computers, educational aids, information storage, kitchen aids, labeling, magnification, office equipment, orientation and mobility, reading, recreation, sensors, telephones, tools, travel, typing, and writing (Braille).
- *Communication*: Products to help people with disabilities related to speech, writing and other methods of communication, including alternative and augmentative communication, signal systems, telephones, typing, and writing.
- *Computers*: Products to allow people with disabilities to use desktop and laptop computers and other kinds of information technology including software, hardware, and computer accessories.
- *Controls*: Products that provide people with disabilities with the ability to start, stop, or adjust electric or electronic devices including environmental controls and control switches.
- *Deaf and hard of hearing*: Products for people with hearing disabilities, including amplification, recreational electronics, signal switches, and telephones.
- *Deaf and blind*: Products for people who are both deaf and blind.
- *Education*: Products to provide people with disabilities with access to educational materials and instruction in school and in other learning environments including classroom and instructional materials.
- *Recreation*: Products to assist people with disabilities with their leisure and athletic activities including crafts, electronics, gardening, music, photography, and sports.
- *Seating*: Products that assist people to sit comfortably and safely including seating systems and therapeutic seats.
- *Transportation*: Products to enable people with disabilities to drive or ride in cars, vans, trucks and buses including mass transit vehicles and facilities and vehicle accessories.
- *Wheeled mobility*: Products and accessories that enable people with mobility disabilities to move freely indoors and outdoors including wheelchairs (manual, sport, and powered), wheelchair alternatives (scooters), wheelchair accessories, and carts.
- *Workplace*: Products to aid people with disabilities at work including agricultural equipment, office equipment, tools, and work stations.

Assistive Technology Vendors and Service Providers

International Commission on Technology and Accessibility Initiates, facilitates, and provides information regarding technology and accessibility through the internet. This information is available to people with disability, advocates, and professionals in the field of disability, researchers, legislative bodies, and the general community. (www.ictaglobal.org)

National Center for Accessible Media

A research and development facility dedicated to the issues of media and information technology for people with disabilities in their homes, schools, workplaces, and communities. NCAM has developed an authoring tool to make web-



and CD-ROM-based multimedia materials accessible to persons with disabilities. Called Media Access Generator (MAGpie, versions 1.0 and 2.01) create captions and audio descriptions of rich media and can be downloaded on their website (ncam.wgbh.org).

American Sign Language Interpreters

A pool of on-call American Sign Language interpreters should be developed. This list should be routinely updated to ensure their availability. Some programs may need to have a pool of interpreters who are available on a 24-hour basis to handle emergency procedures. The required qualifications of these interpreters should be established. Many non-certified interpreters provided by local services may have excellent skills and be qualified to handle most circumstances. However, unique circumstances, such as the provision of emergency medical services, may require interpreters who are approved by the courts and can ensure a level of confidentiality.

Resources and contacts for qualified sign language interpreters and information for the deaf and hard of hearing are at the following locations:

- Deaf & Hard of Hearing Services (DHHS), Division of Disability & Rehabilitative Services (DDRS)
402 W. Washington St., Rm. W453
P.O. Box 7083
Indianapolis, IN 46207-7082
1-800-545-7763
DHHSHelp@fssa.IN.gov www.in.gov/fssa/ddrs/2637.htm
- American Sign Language Interpreter Network- www.aslnetwork.com/
- Registry of Interpreters for the Deaf - www.rid.org/

Assistive Listening Systems and Devices Systems and devices amplify sound for persons with hearing disabilities should be available for public meetings and conferences. Different types of devices are more suitable for different types of hearing disabilities. Devices should be chosen to accommodate the greatest number of individuals.

- *Assistive Listening Systems Technical Bulletins* - are available on the U.S. Access Board's website (www.access-board.gov/adaag/about/bulletins/als-a.htm).
- *Closed Caption Machine* - To the extent practical, County Divisions should have access to a device for encoding closed captioning on films and videotapes used for training and other programs.
- *Enlarging Printed Materials* - A copy machine capable of enlarging printed materials should be available for each site where programs or transaction counter services are provided to the public.
- *Optical Readers* - Equipment that can translate printed information into an audio format should be available to Departments.
- *TDD* - To the extent necessary, County Divisions should have access to a text telephone or have access to a telephone transfer service as required by the law and offered by public telephone companies.
- *Telecommunications for the Deaf, Inc.* - TDI's (formerly known as Telecommunications for the Deaf, Inc.) mission is to promote equal access in telecommunications and media for people who are deaf, hard of hearing, late deafened, or deaf blind. TDI's online resources (www.tdi-online.org/) include information about telecommunications access such as a TTY, pagers, telephony, VoIP, and more.

Guide to Disabilities and Disability Etiquette

A summary guide to disabilities and disability etiquette has been included below. The guide will allow staff members to become familiar with a variety of types of disabilities, and help them to be more sensitive to the abilities and needs of people with disabilities in order not to offend or demean them. The guide should be periodically updated to ensure that it includes current acceptable language for talking about disabilities.

The National Organization on Disability reports that more than 59 million Americans have a disability. This section is for anyone — with or



without a disability — who wants to interact more effectively with people who are disabled.

The ADA was conceived with the goal of integrating people with disabilities into all aspects of American life, particularly the workplace and the marketplace. Sensitivity toward people with disabilities is not only in the spirit of the ADA, it makes good business sense. It can help the County expand its services to citizens, better serve its customers and improve relationships with its employees.

When supervisors and co-workers use disability etiquette, employees with disabilities feel more comfortable and work more productively. Practicing disability etiquette is an easy way to make all people feel more comfortable and welcomed in their environment.

There is no reason to feel awkward when dealing with a person who has a disability. This section provides some basic tips for County staff to follow. If a County employee is ever unsure how to best serve a person with a disability, just ask them.

Ask Before You Help

Just because someone has a disability, don't assume he/she needs your help. If the setting is accessible, people with disabilities can usually get around fine without assistance. Adults with disabilities want to be treated as independent people. Offer assistance only if the person appears to need it. If they do want help, ask what type of help they would like before you offer any assistance. What you think they may need may not be what they really need.

Do Not Touch!

Some people with disabilities depend on their arms for balance. Grabbing them – even if you mean well – could knock them off balance and create an injury. This is especially true of a person using a cane, crutches, or walker.

When someone is in a wheelchair, never pat

their head or touch their wheelchair (or scooter) without permission. This equipment is part of their personal space and touching it is considered rude.

Engage Your Mind Before Engaging Your Mouth

Always speak directly to the person with the disability NOT to their companion, aide, or sign language interpreter. Making small talk with a person who has a disability is great; just talk to him/her like you would anyone else. Respect his/her privacy and don't ask questions about their disability unless they invite the discussion. If you are with a child who asks, don't make the situation awkward for everyone; let the person with the disability respond directly to the child. They are used to children's questions.

Make No Assumptions

People with disabilities are the best judge of what they can or cannot do. Do not make any decisions for them about participating in any activity or what they may or may not be able to do. Simply respond to their questions and let them make their own decisions. Depending on the situation, it may be a violation of the ADA to exclude someone because of a wrong decision on what they're capable of doing.

Respond Graciously To Requests

When people who have a disability ask for an accommodation at a county or County owned property, it is not a complaint. It shows they feel comfortable enough in your establishment to ask for what they need. If they get a positive response, they will enjoy their transaction and feel comfortable to come back again and again. Unless they are asking for something outlandish, provide what is asked for. If they request something unreasonable, contact your ADA Coordinator for a direction toward a resolution.

Terminology

PUT THE PERSON FIRST! Always say "person with a disability" rather than "disabled person". This recognizes that they are a person



first, not a disability first. If someone has a specific disability, it would be a “person who is blind”, a “person who is deaf”, or a “person with dwarfism”. Each person may have their own preferred terminology, and if you’re not sure what to use, just ask them. Most, however, will recognize the effort when you just refer to them as “people”.

Avoid outdated, politically incorrect terms like “handicapped” or “crippled”. Be aware that many people with disabilities dislike jargon and euphemistic terms like “physically challenged” and “differently abled”. Say “wheelchair user” instead of “confined to a wheelchair” or “wheelchair bound”. The wheelchair is what enables the person to get around, but they are neither confined by it nor bound to it. The wheelchair is liberating, not confining.

With any disability, avoid negative, disempowering words like “victim” or “sufferer”. Say “person with AIDS” instead of “AIDS victim” or person who “suffers from AIDS”.

It’s okay to use idiomatic expressions when talking to people with disabilities. For example, saying “It was good to see you” and “See you later” to a person who is blind is completely acceptable. They will use the same terminology and it’s inappropriate to respond with questions like, “How are you going to see me later?”

People in wheelchairs will say things like, “Let’s go for a walk” and it’s okay for you to say it too. The situation will only become awkward if you make it so.

Many people who are Deaf communicate with sign language and consider themselves to be members of a cultural and linguistic minority group. They refer to themselves as Deaf (with a capital D) and may be offended by the term “hearing impaired.” Others may not object to the term, but in general it is safest to refer to people who have hearing loss but communicate through a spoken language as “people with hearing loss”

and those who have a profound hearing loss as “people who are Deaf”.

Community Groups, Organizations, Associations and Commissions

There are a large number of groups nationally, regionally, and within each state that provide specialized services, information, and advocacy for persons with all disabilities. A few are included below:

- *Ability Resources, Inc.: Ability Resources Inc.* (www.ability-resources.org/home.html) was founded in 1976. Their mission is to assist people with disabilities in attaining and maintaining their personal independence. One way this can be achieved is in the creation of an environment in which people with disabilities can exercise their rights to control and direct their own lives.
- *American Council of the Blind: ACB* (www.acb.org) is a national organization advocating on behalf of persons who are blind or have low vision. ACB also publishes *A Guide to Making Documents Accessible to People Who Are Blind or Visually Impaired*. ACB is located at 1155 15th St. NW, Suite 1004, Washington, DC 20005 (800.424.8666) or by e-mail at info@acb.org.
- *American Association of People with Disabilities: The American Association of People with Disabilities* (www.aapd.com/) is the largest non-profit, non-partisan, cross-disability organization in the United States.
- *National Association of the Deaf: NAD* is a national consumer organization representing people who are deaf and hard of hearing. NAD provides information about standards for American Sign Language Interpreters and the Captioned Media Program on its website (www.nad.org).
- *National Federation of the Blind: NFB* is a national organization advocating on behalf of persons who are blind or have low vision. NFB provided online resources (www.nfb.org) for technology for the blind, including a technology resource list, a computer resource list, screen access technology, sources of large

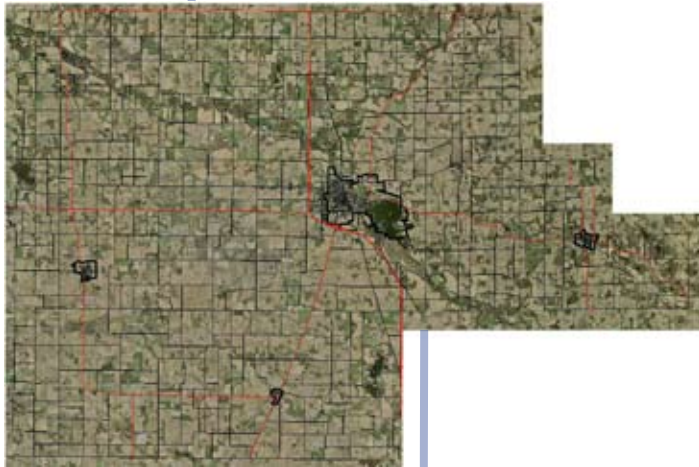


- print software for computers, and sources of closed circuit TV (CCTV's).
- *National Organization on Disability*: The National Organization on Disability promotes the full and equal participation and contribution of America's 54 million men, women and children with disabilities in all aspects of life. NOD maintains an on-line directory of information and links including transportation-related resources (www.nod.org).
 - *Paralyzed Veterans of America*: PVA is a national advocacy organization representing veterans. PVA's Sports and Recreation Program promotes a range of activities for people with disabilities, with special emphasis on activities that enhance lifetime health and fitness. PVA's website (www.pva.org/sports/sportsindex.htm) provides information on useful sports publications and a list of contacts.
 - *United Spinal Association*: United Spinal Association is a membership organization serving individuals with spinal cord injuries or disease. Formerly known as the Eastern Paralyzed Veterans Association, the organization expanded its mission to serve people with spinal cord injuries or disease regardless of their age, gender, or veteran status. Information on accessibility training and consulting services and recreational opportunities for people with spinal cord injuries or disease is available on their website (www.unitedspinal.org).
 - *World Institute on Disability*: WID is an international public policy center dedicated to carrying out research on disability issues and overcoming obstacles to independent living. WID maintains an on-line information and resource directory on technology, research, universal design, and the ADA. (www.wid.org/resources).
 - *State of Indiana Division of Disability & Rehabilitative Services (DDRS)*: www.in.gov/fssa/ddrs/2637.htm
 - *State of Indiana Protection and Advocacy Services (IPAS)*: www.in.gov/ipas/
 - *Disability Resources, Inc., Guide to Disability Resources on the Internet – IN*: Disability Resources, inc. is a nonprofit 501(c)(3) organization established to promote and improve awareness, availability and accessibility of information that can help people with disabilities live, learn, love, work and play independently. www.disabilityresources.org/INDIANA.html
 - *Indiana Resource Center for Families with Special Needs (IN*SOURCE)*: The mission of IN*SOURCE is to provide parents, families, and service providers in Indiana the information and training necessary to assure effective educational programs and appropriate services for children and young adults with disabilities. IN*SOURCE employs nearly 13 staff at their central office in South Bend and 16 staff in other regional sites around the state. insource.org/index.htm
 - *ADA-Indiana*: The mission of ADA-Indiana is to serve as a statewide resource for promoting the implementation of the Americans with Disabilities Act in Indiana. www.iidc.indiana.edu/cpps/ada/default.asp#content
 - *Great Lakes ADA Center*: The Great Lakes ADA Center provides information, materials, technical assistance and training on the ADA. Topics addressed includes the non-discrimination requirements in employment, the obligations of state and local governments and business to ensure that programs, services and activities are readily accessible to and usable by people with disabilities. This includes access to the information technology used by these entities including but not limited to websites, software, kiosks, etc.
 - *The Great Lakes ADA Center's Accessible Technology Initiative* encourages incorporation of accessible information technology in K-12 and post secondary school settings. Accessible Information Technology incorporates the principles of universal design so that people with a wide range of abilities and disabilities can access information disseminated electronically. www.adagreatlakes.org/





Fulton County



RESOLUTION 04-0212

A RESOLUTION OF THE BOARD OF COMMISSIONERS OF FULTON COUNTY ADOPTING ACCESSIBLE DESIGN STANDARDS FOR BUILDINGS AND FACILITIES OWNED AND MAINTAINED BY FULTON COUNTY

WHEREAS, Fulton County (“the County”) desires to create a transition plan to bring its facilities and buildings to current accessibility standards as established by the Americans with Disabilities Act of 1990 (“ADA”); and,

WHEREAS, the County desires to adopt standards for accessible design for persons with disabilities for the facilities and buildings owned and maintained by the County to create the transition plan; and,

WHEREAS, the County desires to adopt standards for accessible design for persons with disabilities for new construction and remodeling of buildings and facilities owned by the County.

IT IS THEREBY RESOLVED by the Board of Commissioners of Fulton County, Indiana that Fulton County adopts the Americans with Disabilities Act and Architectural Barriers Act Accessibility Guidelines (“ADAAG”) published by the United States Access Board in 2004 as the standards pertaining to accessible design when designing new buildings and facilities, remodeling existing buildings and facilities, and when improving buildings and facilities in accordance with the transition plan. The ADAAG standards shall be used to determine if the existing facilities and buildings are currently compliant or if they need to be included in the transition plan.

ADAAG allows for certain facilities to be exempted for various reasons. The Board of Commissioners shall approve or reject any application to exempt a facility from the accessibility requirements. Applications shall explain the reasons why a facility should be exempted from the accessibility standards and also explain the counter measures or alternatives that may be available or made available so that a person with a disability has access. A copy of any approved exemptions shall be kept on file with the ADA Coordinator as part of the County’s ADA transition plan.

ALL OF WHICH IS RESOLVED by the Board of Commissioners of Fulton County, Indiana this 2nd day of April, 2012.

Attest: _____



RESOLUTION 04-2012A

A RESOLUTION OF THE BOARD OF COMMISSIONERS OF FULTON COUNTY, INDIANA TO ADOPT AN ADA GRIEVANCE PROCEDURE

WHEREAS, All state and local governments must provide pedestrian access for persons with disabilities in compliance with the 1990 American with Disabilities Act (ADA) Title II; and

WHEREAS, Fulton County is required to adopt and publish procedures for resolving grievances arising under Title II of the ADA; and

WHEREAS, it is Fulton County's interest and goal to be compliant with Title II of the ADA and to increase access to services, locations, activities, programs and benefits to its citizens; and

WHEREAS, the proposed grievance procedure attached hereto allows for the disputes regarding alleged disability discrimination to be addressed and resolved at the local level for the convenience and benefit of all involved.

LET IT NOW BE RESOLVED, by the Board of Commissioners of Fulton County, Indiana this __ 2nd day of April 2012 that Fulton County adopts the ADA grievance procedure attached hereto for anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits provided by or established by Fulton County.

PASSED AND RESOLVED by the Board of Commissioners of the County of Fulton, Indiana, 2nd day of April, 2012 .

Attest: _____



NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 (“ADA”), Fulton County will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: Fulton County does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

Effective Communication: Fulton County will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Fulton County programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: Fulton County will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in Fulton County offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of Fulton County, should contact the office of Rick Ranstead, Fulton County Highway Superintendent, [Phone: (574) 223-2385] as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the Fulton County to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of Fulton County is not accessible to persons with disabilities should be directed to Rick Ranstead, Fulton County Highway Superintendent, [Phone: (574) 223-2385]

Fulton County will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.



Fulton County Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (“ADA”). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Fulton County. The Fulton County Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Rick Ranstead,

ADA Coordinator and Fulton County Highway Superintendent
1037 South State Road 25, Rochester, IN 46975

Phone: (574) 223-2385

Within 15 calendar days after receipt of the complaint, ADA Coordinator, or his/her designee, will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, ADA Coordinator, or his/her designee, will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of Fulton County and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator, or his/her designee, does not satisfactorily resolve the issue, the complainant, and/or his/her designee, may appeal the decision within 15 calendar days after receipt of the response to the Fulton County Commissioners.

Within 15 calendar days after receipt of the appeal, the Fulton County Commissioners will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Fulton County Commissioners will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator, or his/her designee, appeals to the Fulton County Commissioners, and responses from these two offices will be retained by the Fulton County for at least three years.



Rick Ranstead
ADA Coordinator and Fulton County Highway Superintendent
1037 South State Road 25
Rochester, IN 46975
Phone: (574) 223-2385

TITLE II of the Americans with Disabilities Act
GRIEVANCE FORM

I. COMPLAINANT INFORMATION

Name of Complainant:		
Address:		
City:	State:	Zip:
Phone Number:	Email Address:	

Preferred Method(s) of Communication: (Check all that apply)

Voice Telephone TTY E-mail US mail Other:

II. DESCRIBE YOUR COMPLAINT OF DISCRIMINATION BASED UPON DISABILITY.

Be specific and give date(s), time(s), and location(s). Use reverse side of this sheet or attached pages, if needed.



- III. PERSONS NAMED IN YOUR COMPLAINT.** List the names of (or describe) all person involved in your complaint. Indicate the job title and City Department if possible.
- IV. WITNESSES TO YOUR COMPLAINT.** List the names of (or describe) all persons involved in your complaint. Indicate the job title and City Department, if possible.
- V. EVIDENCE AND DOCUMENTATION.** List and provide any physical evidence, written or recorded documents, or any other information that directly supports your specific claim of discrimination.
- VI. CASE REMEDY AND/OR RESOLUTION.** What remedies or resolutions are you seeking?

CERTIFICATION

I hereby certify that the information and statements provided above are true.

Signature: _____ Date: _____

If Complainant is not the individual completing this form, please provide:

Representative's Printed Name: _____

Address: _____ Phone Number: _____



FACILITIES OUTSIDE THE RIGHT-OF-WAY

Facility Name	Compliance Elements to be Corrected		Estimated Site Cost
Fulton County Building Facilities			
- Fulton County Courthouse:			
Circuit Court, Superior Court, Prosecuting Attorney, Clerk, Probation Department, Title IV D, & Veterans Service Office	Parking Lot Striping, Entryway Accessibility, Door Closer Times, Stairwell Handrails, Signage, Hardware Heights, Bathroom Elements, Counter Heights, Drinking Fountain Elements		\$TBD
- Fulton County Office Building	Parking Lot Striping, Entrance Accessibility (Cost TBD), Signage, Hardware Heights, Bathroom Elements, Elevator Elements		\$2,550
Board of Commissioners, County Council, Auditor, Treasurer, Recorder, Health Department, Area Plan Commission, Surveyor, Assessor			
- Sheriff Department & Jail	Parking Lot Striping, Entrance Accessibility, Door Closure Timing, Signage, Hardware Heights, Bathroom Elements		\$4,550
- Highway Department	Parking Lot Striping & Hard Surface, Door Closer Times, Signage, Hardware Heights, Bathroom Elements		\$700
- Emergency Management	Parking Lot Striping & Hard Surface, Door Threshold & Hardware, Signage, Bathroom Elements		\$2,250
- Purdue University Cooperative Extension Service	Parking Lot Striping & Hard Surface, Door Closer Times, Signage, Hardware Heights, Bathroom Elements		\$ 500
- NRCS	Parking Lot Striping, Entrance Accessibility, Door Closer Times, Drinking Fountain Elements		\$450
		Total	\$11,000
Public Park/ Recreational Facilities			
- Germany Bridge County Park			\$ TBD
- Prairie Edge Nature Park			\$ TBD
- Yellow Creek Nature Park			
- Aubbeenaubbee Park			
		Total	\$ TBD
Polling Facilities			
- Akron Community Center	Bathroom Elements		\$300
- Aubbeenaubbee Township Building	Parking Lot Striping & Hard Surface, Door Hardware & Closer Times, Signage, Hardware Heights, Bathroom Elements		\$4,600
- Faith Outreach Church	Parking Lot Striping, Door Closer Times, Signage, Hardware Heights, Bathroom Elements		\$2,850
- Fulton County Fairgrounds	Parking Lot Striping & Hard Surface, Door Closer Times, Secure Carpet, Signage, Hardware Heights, Bathroom Elements		\$2,200
- Fulton County Historical Society	Parking Lot Striping, Door Closer Times, Signage, Hardware Heights, Bathroom Elements (Cost TBD)		\$550
- Fulton Town Hall	Parking Lot Striping, Accessible Entrances, Door Closer Times, Signage, Hardware Heights, Bathroom Elements		\$1,650



Appendix B

- Grass Creek Fire Station	Parking Lot Striping, Door Closer Times, Signage, Hardware Heights, Bathroom Elements		\$2,250
- Kewanna Fire Station	Parking Lot Striping, Door Closer Times, Door Accessibility, Signage, Hardware Heights, Bathroom Elements		\$2,100
- Newlife Church	Parking Lot Striping, Door Closer Times, Signage, Hardware Heights, Bathroom Elements		\$8,050
- New Castle Township Community Building	Parking Lot Striping & Hard Surface, Door Closer Times, Secure Carpet, Signage, Hardware Heights, Bathroom Elements		\$2,660
		Total	\$27,210
GRAND TOTALS			\$38,210



FACILITIES OUTSIDE THE RIGHT-OF-WAY - PUBLIC PARKING

Facility Name	Pkg Spaces Provided	Total Spaces	Total Access. Space	Accessible Space	Van Accessible	Car Pkg Space Size	Van Pkg Space Size	Accessb Cross Slope	Notes/Comments	Public Entry Doors	Aisle Width	Comments	Cost Estimate
Akron Community Center	105	105	6	2	4			.1		2			
Aubbeenaubbee Township Building	2	2	2	2	0 - need 1 \$130				Front not van accessible or marked, it is paved but badly with gravel over it, No ramp, Back is all gravel \$150 Sign	2	\$130.00		\$410.00
County Building	60	60	2 - need 3	1-\$130	1	9'2"	8'9"		\$50 Sign	2	\$130.00		\$180.00
Courthouse	31	31	2	1	1	8'5"	8'5"	1.3	No accessible aisles, 1 of 4 entrances is accessible \$50 Sign	4	\$130.00		\$180.00
EMA					1		15'6"	1.2		1	\$130.00		\$130.00
Faith Outreach Church	100	100	3 - need 4	3	0 - need 1 \$130				\$200 Sign	2	\$130.00		\$460.00
Fulton County Fairgrounds			4	2	2				All gravel, no markings	2	\$130.00		\$130.00
Fulton County Historical Museum	2	2	2	2	'0 - need 1 \$130				Handicap signs are too small, Parking lot not marked, Ramp in second entrance has no landing \$150 Sign	2	\$130.00		\$410.00
Grass Creek Fire Station	2	2	2	2	'0 - need 1 \$130				2 handicap spaces, no other parking \$150 Sign	2	\$130.00		\$410.00
Highway Building					'0 - need 1 \$130				Parking lot all gravel, gravel to ramp, \$50 Sign		\$130.00	Slope and cross slopes in order of going up the ramp (there is one small ramp to a landing then a larger ramp to the lan	\$310.00
Jail	19	19	1	0	1	11'4"		.5	Has a ramp but no landing	1	\$130.00		\$310.00
Kewanna Fire Station					'0 - need 1 \$130				Gravel, no marked parking or handicapped parking \$50 Sign	2	\$130.00		\$310.00
New life church	80	80	0 - need 4	0 - need 3 \$390	'0 - need 1 \$130				only four parking spots on pavement (probably for handicap but no markings) \$200 Sign	1	\$130.00		\$850.00



Appendix B

NRCS	23	23	1	0	1			2.4	Sidewalk is only 3ft. with overgrown bushes, no ramp, handicap is farthest from the door \$50 Sign	1	\$130.00		\$180.00
Sheriff Department	27	27	2	1	1	9'7 1/2"	15'2"	1.6	Van accesibility not on passenger side, only visible sign is on ground, not 11_ without accessibility \$100 Sign	1	\$130.00	No wheel chair accessibility	\$230.00
Talma Newcastle Community Building	6	6	2	2	'0 - need 1 \$130				All gravel with a slab of pavement for handicap parking but not marked, landing to dor is only 2' 5" \$150 Sign		\$130.00		\$410.00
												Total	\$4,910.00



DEPARTMENT HEAD QUESTIONNAIRE

The following questions were sent out to each Department Head. Any and all answers are listed in Table 2.

Questions

- Q1: Provide a list of any training related to the Americans with Disabilities Act that have been attended by any of them or their staff. This would include conferences, seminars, webinars, etc. Include the staff person that attended, who provided the training, date, etc.
- Q2: Provide a list of all services that each department provides to the public
- Q3: A list of any policies or documents that exist within the City and each department related to dealing with and interacting with individuals with disabilities. This would include policy manuals, memos, legal directives, statements on agendas or other written documents, etc.
- Q4: Who would be the person responsible for ADA compliance in each department? Please list the name and contact information.
- Q5: If your department has interacted with anyone with a disability, please provide information about the specifics of how you accommodated them to provide them with what they needed from your department.
- Q6: Please list any suggestions you would have for your department to provide better service to persons with disabilities.

	Q1	Q2	Q3	Q4	Q5	Q6
Auditor Office	I attended a meeting at the Fulton County Library along with Rick Ranstead and Mike Clark put on by LTAP. This was a presentation on the transition plan	The Auditor's provides assistance with abstractors and title search. This office works with the general public every day.	Personal policy and the standard office procedures.	Judy Reed (574)223-7706	We have a lowered counter top to accommodate wheelchairs. We also have a bench for people to sit on while waiting.	
911 Communications	None. Currently recertification's are done on line every two years for all 911 dispatchers for pre-arrival instructions(911). All employees are up to date.	TDD Services, language line, emergency & non-emergency 911 call assistance to the public.	Personal policies, NAED (National Academy of EMD) certified, Indigital manual how to use TDD & The language line.	Gail Karas desk (574) 223-2910 or cell (574)835-2992	Any language barrier goes through the language line-occasionally this happens. We are able to communicate through 911 via computer for the hearing impaired through our TDD system.	We would take any suggestions. We always are open to quicker responses and better means of communications.
Treasurer's Office	Human resources - Workers Comp 101 Ann Stewart Ice Miller LLP - AIC Diploma Class 1/29/2010. Fulton County Personnel Policies training - Waggoner-Irwin Scheele- Ken Irwin- Jan 2010.		Fulton County Personnel Policy Manual	Lorie Hurst (574)223-2913	We walk around the counter to help them, or assist in their needs. Talk louder for the hard of hearing, and provide a clip board to those that might be in a wheel chair. If they need to visit other departments, we either accompany them or if possible go there for them.	



Appendix C

Purdue Cooperative Extension Service	10/03 and 10/04, 2012 Mark Kepler attended training on EEO from Purdue University that included ADA information.	Our notices of meetings include the following statement: "If you have a disability that requires special assistance for your participation in the meeting, please contact your local Extension Office host. Purdue University is an equal opportunity/equal access institution." We will then provide what is needed for the person to actively participate.	We have the publication, Access Purdue, a disability resource guide for Faculty and Staff.	Mark Kepler, Director (574)223-3397	We currently have none.	
Veterans Service Office	The only training we received is through the VA. I attend all of the meetings either in Ft. Wayne or Marion.	The VA supplies all of the equipment that all the veterans need that are handicapped in any way.	What we receive is for the veterans only and not for the general public. Veterans are required to be mobile enough to get into our van without drivers assistance.	Bernard Holloway (574)223-2217	We supply for veterans only. Wheelchairs, walkers, cane's and ect. Other items are available through the VA in Marion, Ft. Wayne and Indianapolis.	We go out of our way to provide all the service that the veteran needs.
County Council	Highway department and Zoning gave council an update on issues	We provide the funding for ADA compliance.	I would assume this will be part of the transition plan.	Judy Reed (574)223-7706	If confined to wheel chair there should not be a problem getting into meeting. If confined to bed not sure how to handle. If hearing or sight impaired I would think we should have some notice to allow for special help.	
Emergency Management	All LEPC Members take Ethic's Training	Preparedness Training, Response Information Hazard Specific, Storm Spotter Training, Assistance with Damage Assessment. Community Emergency Response Team Training (CERT). Sheltering through the Red Cross. NOAA All Hazards Alert Radio's (when available). Online Independent Study Programs. Assistance with Emergency Response Planning.	Most of the County Plans have some provisions for special needs in Disaster Response.	David Tofson: (574)223-6611, after hours Via 911.	The majority of the training or planning can be done through the Internet via Independent study Programs. We also have laptops that are available for use in the Emergency Management Building. NIXLE allows for information to be passes to the public Via the internet or text messages.	We have no capabilities to assist vision impaired folks with training. Most of the Independent study programs do not work well with text to speech programs. We do not have any of the response and or planning information fliers in Braille.



Appendix C

Sheriff Department	None	Wheelchair access, back door of Sheriff's Department 800 E 8th St with call for service button. Handicapped parking at both buildings.	None	Walker Conley (574)223-2819 or Jeff Berlasty (574) 223-2428	Documents read to sight impaired or written for hearing impaired.	Power door openers for handicapped accessibility. Lists of available sign language users.
Fulton county clerk	Indiana Election Division, (HAVA) Help America Vote Act. We have at least once a year someone from HAVA speak to us and give out materials. Letty McKee, Vicki Fulton, Deb Vigar, Mike Whirledge and Fred Bohm have all attended these meetings. The meetings are generally the election conference in December. They sometimes attend the spring and fall conferences for clerks.	We have handicap voting with our touch screen voting machines. Our public terminal is handicap accessible.	None	Letty McKee (574)223-4824 or fc-clerk@rtcol.com	Our touch screens have been used for the visually impaired, which means the ballot is read to the voter by the machine which has head phones. The print can also be enlarged which is used on a regular basis by many people.	
Surveyors Office	None	Maintain open and tile ditches. Maintain cornerstone records and information. Make copies of house plans, maps and records. Create ditch assessments, maintenance and reconstruction.	None	Don Towne (574)223-3317	None	None
Recorder's Office	None	Provide copies, public computer use, recording of documents and provide sources for genealogy research.	None Known	Cathy Ginther (574)223-7710	Directing people to elevator. Having a computer available for wheelchairs. Help retrieve books. Have called Auditor's office and/or Assessor's office to help document their side of recordings.	Books are unaccessible. Make it easier to apply Auditor and Assessor stamps before documents are recorded.



PUBLIC COMMENTS AND ADVERTISEMENTS

The following announcements and comment card, as well as, a draft Transition Plan were made available at the Rochester City Building Complex (City Hall), the Fulton County Auditor's Office, the Fulton County Public Library in the City of Rochester and the Town of Leifers Ford, and the Fulton County Council on Aging for public review and comment. Additional copies were placed at the office of the Veterans Service Officer, the Manitou Training Center, Four-County Counseling Center, the Cardinal Center, and Wynnfield Crossing for review and comment by the patrons and their families. The availability of the report and the request for comments were published in the Rochester Sentinel (included in Appendix D).

There were no public comments submitted at any location.

Tuesday, December 4, 2012

THE ROCHESTER SENTINEL.

Rochester, Indiana 46975

The Voice of Fulton County's People Since 1858

ADA work County hires interpreter firm DeafLink

BY JONATHAN KLEYER

Staff Writer, The Sentinel
County commissioners agreed Monday to hire communication interpreters to help with Americans with Disabilities Act compliance at county government functions.

They unanimously approved a contract with DeafLink through the League for the Blind & Disabled, based out of Fort Wayne, to provide an interpreter on an as-needed basis.

An interpreter is required for the county's federally-required ADA compliance plan.

DeafLink's standard rate is \$90 for two hours of service, \$11.25 per 15 minutes after that. The rate for weekends and nights - 8 p.m.-8 a.m. - is \$100.

Commissioner Sherry Fulton said officials went with an as-needed plan instead of paying monthly because interpretive services have been used occasionally at the county jail or in courts, but to her knowledge have not yet been needed at board meetings.

Those needing special accommodations at meetings were previously asked to notify the county two days beforehand. However, Auditor Judith Reed said DeafLink requires three days notice, so the county will need to be contacted to make arrangements four days before meetings.

An interpreter is required for the county's federally-required ADA compliance plan. The plan is to be prepared by Dec. 31. The city and county jointly

Please see Commissioners, Page 2



GETTING STARTED Above, left - United Ministries Christmas basket program co-chairwoman off by Putt's Bar and Grill at the Fulton County 4-H Fairgrounds Monday. Above, right - Riddle Elementary drops off books purchased by the school's students and staff. In the background, some of the items for Kids event garnered Sunday.

Talk of the Town

Christmas lights

The annual outdoor Christmas display of Jerry and Shirley Werner, 10957 W. 950 South, Kewanna, will be lit 6-10 p.m. nightly Saturday through Jan. 1. Vehicles may pull in the back drive on 1100 West and make a circle in the barn lot for the back displays.

Winamac choir

The Winamac choir performs at 6:30 p.m. Sunday at the Richland Center United Methodist Church.

Culver Library

Culver-Union Township Public Library starts a new session of free computer classes.

Classes are two hours, 6 p.m. Mondays and 10 a.m. Fridays.

Sessions topics: searching the web, Friday; social networking,

Monday and Dec. 14; and computer security, Dec. 17 and 21.

For more information call 574-842-2941, visit www.culver.lib.in.us or email abaker@culver.lib.in.us.

Magic show

Justino Zoppe performs his magic and comedy routine at 7 p.m. Thursday at Rochester High School.

Cost is \$8 for adults and \$6 for children and senior citizens.

A portion of the proceeds benefit RHS scholarships.

For advance tickets call 417-848-1383 or visit www.JDZProductions.com.

No drive-up

The Rochester utility office drive-up window is closed after 1 p.m. today for staff training; inside

lobby window remains open.

Book fair

Rochester Middle School hosts a book fair, A Blizzard of Books, 7:30 a.m.-4 p.m. through Friday.

A special event with Frosty is 5-7 p.m. today.

Zebras decals

Rochester High School Cheerleaders are fundraising by selling Rochester Zebras auto decals for \$10. See page 5 to learn who they are.

Doughnut fundraiser

The Rochester Wrestling Club is taking orders for Krispy Kreme Original Glazed Doughnuts to raise money for a new wrestling mat.

Price is \$7 a dozen with delivery on Dec. 14. Call 223-8505.



COMMISSIONERS

Continued from Page 1

began work on their plans in late June.
 The city and county ADA committee will have their transition and evaluation plans available for review by the public at city hall, the Fulton County auditor's office, the Fulton County Public Library and the Community Resource Center until Dec. 12. Comment cards for public input will be available.
 Reed said commissioners at 6 p.m. on Dec. 17 and the council at 6:30 p.m. on Dec. 18 will consider the county's plan.

"We're hoping we can have a timeframe to work within five to 10 years," Fulton said. "The main things we have a plan in place."

Becoming ADA compliant means looking at everything from handicap accessibility at county buildings, to work on sidewalks, signage and parking lots.

If people have complaints, the plan's priorities can be adjusted to address the complaint first, Fulton said.

The difficult part will be funding any changes the plan calls for, said Rick Ransford, highway supervisor, who has been involved in creating the ADA plan.

It will be hard to guess the cost of something five years in the future, even though it has to be included in the plan now.

Commissioners Chairman Mark Rodriguez noted that with Josh Striver,

the county information technology director, working on a structural analysis of the courthouse, the county will probably need to address ADA compliance issues as repairs come up.
 During the meeting, commissioners also:

- Heard from Rainstead the highway department has hired, with a nod from the county council, Bob Edgington as a mechanic and John Flint as laborer/truck driver.

The mechanic will be paid \$16.08 hourly, starting with a probationary rate of \$14.79, and the laborer/driver will be paid \$14.71 hourly, starting with a probationary rate of \$14.53.

- Agreed to amend a new golf cart ordinance that allows golf carts to be driven on county roads. Sheriff Walker Conley wants lights on at all times the carts are on the road.

Commissioners will vote on the amended ordinance at their Dec. 17 meeting and then the council will consider on it the next day.

- Received a letter from the Fulton County Historical Society thanking commissioners, the county council and the Fulton County Tourism Commission for helping with an Office of Community Rural Affairs grant for work on the William Polke house and Round Barn Museum. The society is recognizing the three boards as "benefactors of the year."



Thursday, December 6, 2012

THE ROCHESTER SENTINEL.

Rochester, Indiana 46975

The Voice of Fulton County's People Since 1858

Single copy 50¢

Talk of the Town

ADA plan

The joint City of Rochester and Fulton County Americans with Disabilities Act committee will have the ADA transition and evaluation plan available for review by the public at city hall, the Fulton County auditor's office, the Fulton County Public Library

and the Community Resource Center until Wednesday. Comment cards for public input will be available.

Sheriff's report

Fulton County Sheriff Walker Conley has issued his November report. During the

month his department:

Investigated 34 criminal cases, served 30 warrants, made seven arrests without warrants, issued 21 traffic tickets, issued 17 traffic warnings, received 601 calls from the public, responded to nine accidents with one personal injury accident, served 257

civil process papers, booked 100 inmates and released 102 inmates.

Offices closed

All city government offices close at 11:30 a.m. today for an employee Christmas party. Please see Town Talk, Page 2





Enclosed, please find a copy of the Fulton County *Americans with Disabilities Act Self-Evaluation and Transition Plan*. This transition plan was created with the intent to develop a plan of action to ensure Fulton County's compliance with the Americans with Disabilities Act regulations.

Please read and review the following transition plan. We would welcome any and all comments and will be including them in Appendix D for reference and possible revisions prior to final approval. Feel free to use the enclosed comment cards.

The Fulton County Commissioners will be reading all comments made in writing, as well as, hearing comments from any public in attendance at their December 17, 2012 meeting.

If you have any questions regarding this plan, please contact Rick Ranstead, Fulton County ADA Coordinator, at (574) 223-2385.

Please Accept Our Sincere Appreciation for Your Time and Attention!

The Fulton County ADA Compliance Committee



We are Asking For Members
of the Public to
Read and Review
the Fulton County
Americans with Disabilities
Act Self-Evaluation and
Transition Plan.

Please See _____
for Copies of the Transition
Plan and a Comment Card.

Please Accept Our Sincere
Appreciation for Your Time and
Attention!

The Fulton County ADA Compliance Committee