

CAMDEN COUNTY DEVELOPMENTAL DISABILITY RESOURCES

ACCESSIBILITY PLAN

(Revised 10/20/14, 8/21/17, 11/14/19, 7/9/2020, 2/13/2024)

**CCDDR Targeted Case Management (TCM) Office
100 Third Street
Camdenton MO 65020**

Parking Area

The current parking area has 4 accessible spaces, which is adequate for the building size; however, a recent increase in visitor traffic to both CCDDR and Children's Learning Center has created significant parking congestion at times. The parking access points on Third Street also need to be raised and improved to prevent difficulty in entry by smaller vehicles. The current accessible parking spaces are more than 102 inches wide, more than required 96 inches wide. There is one van-accessible space with a 102-inch access aisle, more than the required 60 inches. All but one accessible parking space is near the main entrance of the facility. Plans are in the process to expand parking in front of the building. There is an additional Third Street access point currently not being used. The intent is to expand parking adjacent to Third Street, which is currently lawn space. This will likely create at least 4 additional accessible parking spaces and accommodate the increase in visitors to the building, including the adjacent Children's Learning Center space at 88 Third Street.

Building Access

The gradient ramps to the building are not too steep and are wide enough to accommodate wheelchairs, and another accessible sidewalk is likely to be constructed in the future to allow access to the employee-only entrance of the facility. The main entryway has a 36-inch door, which is more than the required 32 inches, with an accessibility push-button door opener. Thresholds to access the building are not more than ½ inch. The door handle is easily grasped, and pressure to open the door does not exceed 5 lbs. Accessibility push-button access with a door handle easily grasped and pressure not exceeding 5 lbs to open the door to the employee-only entrance is likely to be installed in the future.

Common Area

The common area's flooring is tile with rubber-backed door mat at the entrance. The floor is a slip free surface. The common area is large enough to accommodate those with mobility concerns. The common area is free of obstacles.

Restrooms

The restrooms are built to ADA standards and are located near the building entrance and accessible from the common area. The doors have levers rather than knob handles and are large enough to allow wheelchairs 51 inches of turning space. The

toilets have grab bars located on the wall of the restroom and behind the toilets. The doorways to the restrooms are 36 inches, and the thresholds are less than ½ inch. Sink handles are easy to reach and use. The paper towel holders are within 48 inches of the floors. The wash basins/countertops have clearance under them to allow for accessibility with wheelchairs.

Office and Work Areas

The door to the Support Coordination area is 36 inches wide and has a handle doorknob. The threshold leading to the office area is less than ½ inch. The Support Coordination area and other work areas/offices are accessible; however, the public and clients are not allowed in these areas without being escorted by an employee.

Lighting

The main source of lighting for CCDDR offices is fluorescent lighting. Currently, there are no employees who are susceptible to seizures. If a client who has seizures needs to meet with an employee, they are referred to the public library as a meeting place. To replace all the lighting would be a financial burden to the agency at this time. The replacement of lighting is likely to be a long-term goal of CCDDR.

Safety

Fire extinguishers are available throughout the building. Employees have been trained by fire personnel in the use of extinguishers. Extinguishers are at a height where those in a wheelchair would be able to access them. The fire alarm system has flashing lights as well as an alarm sound.

Technology

CCDDR has identified technology that is accessible to both staff and people served. The public and clients are not allowed to use CCDDR-owned technology equipment unless being supervised by an employee (i.e., using touchpad screen to sign documents, making copies of documents with CCDDR's copy machine, printing documents, etc.). When CCDDR selects assistive technology products, products compatible with the computer operating system and programs on a specific computer are critical. CCDDR utilizes a third-party information technology management company to research, recommend, maintain, and/or install assistive technology products.

Some of the ways that employees can customize their computer system include:

- Change font size, color, and type of text on screen
- Adjust text and background colors
- Adjust sound options including the ability to get audio information visually (such as closed captioning or audio descriptions for multi-media) as well as aurally
- Adjust timings
- Eliminate or modify the rate of flashing or blinking
- Touch screen applications

- Customize toolbars for easy access to buttons used most often
- Adjust keyboard settings to compensate for impairments, such as hand tremors, or people who use select fingers, one hand, or no hands
- Operate a computer with a keyboard instead of a mouse
- Increase the visibility of the cursor
- Add assistive technology products for specific disabilities
- Use an alternative kind of mouse because of mobility impairments

In addition, CCDDR's technology provides ways for employees to:

- Easily access websites
- Use e-mail to collaborate and communicate
- Use a word processing system/software to collaborate and/or dictate information for documents and communications
- Share documents
- Manage large amounts of data
- Sort and manage files and folders

CCDDR's website is ADA compliant and maintained by a third-party management company. CCDDR updates its website and other media sites to ensure ease of access, continual reference for pertinent information, news of changes, announcements, services provided, etc.

**CCDDR Keystone Facility
255 Keystone Industrial Park Drive
Camdenton MO 65020**

PLEASE NOTE: Use of this facility is limited. Portions of the building are not being utilized and are closed to the public. Some renovations and upgrades have been completed and other renovations to the building's interior, exterior, and parking areas are being planned but have not yet been started. Planned renovations and/or upgrades are anticipated to be completed by year-end 2024, and additional upgrades to the facility may be completed in the future, depending on the availability of funds.

Parking Area

The current parking area is a natural surface with no markings. There are currently 2 accessible parking spaces identified with signage only, which are immediately in front of the 2 public access entrances. Space for the accessible parking will be reserved to accommodate an excess of 102 inches wide, which is more than the required 96 inches wide, when utilized. Additional van-accessible spaces with more than the required 60 inches of space needed for an access aisle will also be reserved when utilized.

Building Access

The gradient ramps to the building are not too steep and are wide enough to accommodate wheelchairs. A concrete ramp will be constructed in the future to replace the current wooden ramp at the center section entrance. The entryways have 36-inch doors, which is more than the required 32 inches. Accessibility push buttons will also be added to both building entryways in the future. Thresholds to access the building are not more than ½ inch. The door handles are fixated, door handles are easily grasped, and pressure to open the doors does not exceed 5 lbs.

Common Area

The common area flooring in the center section is low pile commercial carpeting, and floors are a slip free surface in the front area. A slip free surface material will be added in the future for bare floor areas in the center section. The common area in the center section is large enough to accommodate those with mobility concerns. The common area in the center section is also free of obstacles.

Restroom

At least one restroom is built to ADA standards. The door has a lever rather than a knob handle and is large enough to allow wheelchairs 51 inches of turning space. The toilet has grab bars located on the wall of the restroom and in back of the toilet. The doorway to the restroom is 36 inches wide and the threshold is less than ½ inch. Sink handles are easy to reach and use. The paper towel holder is within 48 inches of the floor. The wash basin/countertop has clearance under it to allow for accessibility with wheelchairs.

Office and Work Areas

There are entryways to each work area ranging from 32" to 59". There are multiple work areas which have 32" or wider entryways for accessibility with a wheelchair. The threshold leading to the office areas is less than ½ inch. The general public and clients are not allowed in these areas without being escorted by an employee.

Lighting

The main source of lighting is standard and fluorescent lighting. Currently, there are no employees who are susceptible to seizures. If a client who has seizures needs to meet with an employee, they are referred to the public library as a meeting place. To replace all the lighting would be a financial burden to the agency at this time. The replacement of lighting is likely to be a long-term goal of CCDDR.

Safety

Fire extinguishers are available throughout the building. Employees have been trained by fire personnel in the use of extinguishers. Extinguishers are at a height where those in a wheelchair would be able to access them.

Attitudes

CCDDR continues its public awareness efforts to expand community consciousness of individuals with disabilities. This consists of speaking engagements, participation in community health fairs, etc. The Executive Director serves on the Lake Area Community Development Corporation Board of Directors, Lake of the Ozarks Transportation Council Board of Directors, Missouri Public Transit Association Board of Directors, Missouri Transportation Task Force, and various other local and statewide committees and workgroups.

CCDDR is a member of three local Chambers of Commerce, the Missouri Association of County Developmental Disabilities Services, the American Association on Intellectual and Developmental Disabilities, Starling (formerly known as the Missouri Association of Rehabilitation Facilities), and the Lake of the Ozarks Regional Economic Development Council. Employees engage actively with various local organizations, non-profit agencies, and awareness groups.

CCDDR continually strives to build goodwill with our community so that they will support our efforts and be accepting of individuals with disabilities. In 2016, CCDDR created the Community Resource Department and hired personnel to conduct community outreach and focus on building relationships in local and statewide communities. CCDDR also has consistent representation at transition from school to work IEP meetings to promote awareness of CCDDR services.

Financial

CCDDR continues to advocate for individuals with developmental disabilities through various statewide advocacy efforts so its clients can have access to needed services and supports. Typically, the state legislature allocates funds for removing individuals from service and support “wait lists” and allocates funding for provider cost of living adjustments, as well as other needed services and supports. Legislative advocacy to support developmental disability services is achieved through the efforts of the Missouri Association of County Developmental Disabilities Services and Starling. These legislative advocacy efforts revolve around the state legislative session (January-May).

Employment

New CCDDR employees are asked to identify any reasonable accommodation they need to fulfill the requirements of their position. For individuals served, access to community employment has been identified as a barrier, which is also documented in CCDDR’s Strategic Plan. This barrier is the result of two primary issues:

1. Public transit and other transportation services to community employment sites within Camden County have not yet realized its full potential.
2. Increasing the Vocational Rehabilitation and Home and Community-Based Services Waiver utilization funding levels are a perennial challenge.

The number of employment support providers in Camden County has increased in recent years. This has allowed clients to better exercise their right to choose which

agency provides employment services and has also allowed clients to take advantage of services previously unavailable in the area. The quality of employment services is gradually improving as providers begin to compete for clients.

Communication

CCDDR does not currently have a TTY phone, although Relay Missouri service is available. CCDDR uses “People First” language in all communications.

New CCDDR employees participate in a host of training courses which emphasize effective communication with people with developmental disabilities. CCDDR works to solve communication barriers by educating staff and the community on how to communicate with individuals with developmental disabilities. Special emphasis is placed on dignity and respect in communication, listening to the unspoken messages that are sent, and being comfortable to let the person know if the message is not understood. CCDDR encourages employees to attend seminars, webinars, and conferences that specifically emphasize communicating with individuals with developmental disabilities.

CCDDR is flexible in how individuals who use services communicate with their workers. CCDDR supports the use of email with clients if they choose this method of communication. CCDDR ensures all internet communication is secured by utilizing “password protection” and encryption when needed. CCDDR expects its employees to be available to clients who use CCDDR services and helps promote this accessibility via reasonable reimbursement of monthly cell phone costs.

Transportation

Transportation for anyone with or without a developmental disability is a concern in Camden County. CCDDR is addressing this issue through partnerships with Local Area Needs Initiative, Lake of the Ozarks Transportation Council, OATS, and several other social service and government agencies in the area. CCDDR has procured local transportation providers to temporarily alleviate transportation crisis situations and ensure clients can fully participate in community inclusion and employment. CCDDR also utilizes local public transit providers, such as OATS, to address transportation needs.

CCDDR played an integral role in the formation of the Lake of the Ozarks Transportation Council, which is focused on identifying transportation needs and implementing solutions to improve public transportation access and services in the Lake area. CCDDR will continue to work with community partners through the Lake of the Ozarks Council of Local Governments and Lake of the Ozarks Regional Economic Development Council, as well as maintain representation on the Lake of the Ozarks Transportation Council Board of Directors, Missouri Public Transit Association, and Missouri Transportation Task Force, to increase public awareness and develop more public transit and other transportation opportunities. These efforts will directly benefit many CCDDR clients as well as the public.

Community-Wide Barriers

In the past, meetings have been facilitated with the Independent Living Resource Center, local People First chapter, Arc of the Lake, Arc of Missouri, and other organizations. The purpose of the meetings was to identify community-wide barriers and develop a plan of action to address these community-wide barriers. CCDDR is actively engaged with the Local Area Needs Initiative. This group is working to address needs identified throughout the community, such as providing no cost or low-cost family friendly activities and access to vital community resources.

Barriers were identified within the following areas:

- Accessibility to places of business
- Accessibility to public facilities
- Accessibility to recreational facilities/attractions
- Lack of community transportation
- Lack of community employment opportunities
- Lack of affordable housing
- Lack of accessible, universal design housing

In discussing the proper method in which to address community barriers and how CCDDR might go about this, the facilitators of the meeting suggested the following protocol:

- Have face-to-face visits with business owners, store managers, and/or public officials to discuss the barriers in question
- If no positive action is taken, write letters to the business owners, store managers, and/or public officials
- If still no action is taken to address identified barriers and if CCDDR feels strongly something should be done, determine if regulatory agencies can provide guidance