

# **CAMDEN COUNTY DEVELOPMENTAL DISABILITY RESOURCES**

## **ACCESSIBILITY PLAN** (Revised 10/20/14, 8/21/17)

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

### *Parking Area*

The current parking area has 4 handicapped accessible spaces, which is adequate for the building size. The accessible parking spaces are in excess of 102" wide, more than required 96" wide. There is one van-accessible space with a 102" access aisle, more than required 60". All but one accessible parking space is near the main entrance of the facility.

### *Building Access*

The gradient ramps to the building are not too steep and are wide enough to accommodate wheelchairs, and another accessible sidewalk will be constructed in the near future to allow access to the employee-only entrance of the facility. The main entryway has a 36" door with an accessibility push-button door opener, which is more than the required 32". Thresholds to access the building are not more than ½ inch. The door handle is easily grasped, and pressure to open the doors 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 will be installed in the near 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 secretarial office is surrounded by a wall tall enough to provide privacy to personal health information, yet is open on one side to accommodate those that use wheelchairs. The common area/lobby is free of obstacles.

### *Restrooms*

The restrooms are built to ADA standards, and are located near the building entrance. The doors have levers rather than knob handles and are large enough to allow wheelchairs 51 " of turning space. The toilets have grab bars located on the wall of the restroom and in back of the toilets. The doorways to the restrooms are 36 " , and the thresholds are less than ½ inch. Sink handles are easy to reach and use. The paper towel holders are within 48" of the floors. The wash basins/countertops have clearance under them to allow for accessibility with wheelchairs.

### *Conference Room*

The door to the conference room is 36 " wide, and has a lever door handle. The threshold leading to the conference room is less than ½ inch. The area of the conference room is large enough to accommodate several wheelchairs. The conference room table is tall enough to accommodate wheelchairs to slide under.

### *Office and Work Areas*

The door to the Support Coordination area is 36 " 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 general 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. At this time, 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 may 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.

**CCDDR Administrative Office  
5816 Osage Beach Parkway  
Osage Beach MO 65065**

### *Parking Area*

The office space in Osage Beach is two leased commercial units in a strip mall. The current parking area has 4 handicapped accessible spaces, 2 of which are immediately in front of CCDDR's office. The accessible parking spaces are in excess of 102" wide, which is more than the required 96" wide. There is van-accessible space with more than the required 60" space needed for an access aisle.

### *Building Access*

The gradient ramps to the building are not too steep and are wide enough to accommodate wheelchairs. The entryways have a 36" door, which is more than the required 32", and an accessibility push-button. Thresholds to access the building are not more than ½ inch. The door handles are fixated, easily grasped, and pressure to open the doors does not exceed 5 lbs.

### *Common Area*

The common area flooring in Suite 106 is tile with a rubber backed door mat at the entrance. The flooring in Suite 108 is low pile commercial carpeting with a rubber backed door mat at the entrance. Floors are a slip free surface. Both common areas are large enough to accommodate those with mobility concerns. The common areas/lobbies are free of obstacles.

### *Restroom*

At least one restroom in both suites is built to ADA standards. The doors have a lever rather than a knob handle and are large enough to allow wheelchairs 51 " of turning space. The toilets have grab bars located on the walls of the restrooms and in back of the toilets. The doorways to the restrooms are 36 " and the thresholds are less than ½ inch. Sink handles are easy to reach and use. The paper towel holders are within 48" of the floor. The wash basins/countertops have clearance under them to allow for accessibility with wheelchairs.

### *Office and Work Areas*

There are entryways to each work area ranging from 30" 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 for CCDDR offices is fluorescent lighting. At this time, 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 may be a long term goal of CCDDR.

### *Safety*

Fire extinguishers are available throughout the buildings. 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.

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

PLEASE NOTE: The Keystone facility is a recently purchased building. Use of the facility is very limited and portions of the building are not being utilized and are closed to the public. Renovations and upgrades to the building's interior, exterior, and parking areas are being planned but have not yet been started. Renovation and/or upgrade completion is anticipated to take approximately 5 years.

### *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" wide, which is more than the required 96" wide, when utilized. Additionally, van-accessible space with more than the required 60" 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. The entryways have 36" doors, which is more than the required 32". An accessibility push-button will be added in the near future. Thresholds to access the building are not more than ½ inch. The door handles are fixated, easily grasped, and pressure to open the doors does not exceed 5 lbs.

### *Common Area*

The common area flooring is low pile commercial carpeting with a rubber backed door mat at the entrance. A slip free surface material will be added in the near future for bare floor areas. The common area is large enough to accommodate those with mobility concerns. The common area 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" 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" and the threshold is less than ½ inch. Sink handles are easy to reach and use. The paper towel holder is within 48" of the floor. The wash basin/countertop has clearance under them to allow for accessibility with wheelchairs.

### *Office and Work Areas*

There are entryways to each work area ranging from 30" 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. At this time, 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 may 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 persons with disabilities. This consists of speaking engagements when invited, participation in community health fairs, etc. The Executive Director serves on the Arc of Missouri Board of Directors and the Association of People Supporting Employment First (APSE) Board of Directors. CCDDR allows the Arc of the Lake to use a designated work space at the Administrative Office in Osage Beach.

CCDDR is a member of three local Chambers of Commerce, the Missouri Association of County Developmental Disabilities Services (MACDDS), the American Association on Intellectual and Developmental Disabilities (AAIDD), and the Lake of the Ozarks Regional Economic Development Council (LOREDC). Employees engage actively with various local organizations, non-profit agencies, and awareness groups. Each year, one to three employees graduate from the Leadership Camden County program.

CCDDR continually strives to build good will with our community so that they will support our efforts and be accepting of persons with disabilities. In 2016, CCDDR hired a Community Resource Specialist to do outreach and focus on building relationships in the local and statewide community. 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 service and support dollars on a state level through legislative advocacy efforts so clients can have access to needed services and supports. Typically, the legislature allocates funds for removing persons from wait lists (service and support access) and also provides funds for provider Cost of Living Increases, as well as other needed services and supports. Legislative advocacy at CCDDR generally revolves around the state legislative session (January-May), and consists of letter-writing, emails, in-person visits, and other means of communication. CCDDR's legislative efforts are generally in conjunction with MACDDS legislative efforts.

## **Employment**

With regard to CCDDR staff, new employees are asked to identify any reasonable accommodations they need to fulfill the requirements of their position. With regard to persons 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 transportation to community employment sites within Camden County has not yet realized its full potential, and
2. Issues with regard to Voc Rehab funding, Waiver support funding, and provider issues surrounding supported employment.

The number of employment support providers in Camden County has increased from 2 to 6 in recent years. This has allowed clients to better exercise their right to choose what agency provides their services and allowed them 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 employees of CCDDR go through a host of trainings which emphasize effective communication with people with disabilities. CCDDR works to solve communication barriers by educating staff and the community on how to communicate with persons with 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 promotes employees to attend seminars and conferences that specifically emphasize communicating with persons with disabilities.

CCDDR is currently working with its website hosting and design company, MSW Interactive Designs, to redesign the CCDDR website to meet ADA accessibility standards. The website will use a simplified design, high contrast text, and alt tags for website links and photos. The redesigned website will be easier to use with a screen reader and easier for people with visual impairments to navigate. The redesign should be completed before the end of 2017.

CCDDR is flexible in how persons 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 the use of "password protection" and encryption when needed. CCDDR expects its employees to be available to clients who use CCDDR services and helps promote this accessibility by partial reimbursement of monthly cell phone costs.

### **Transportation**

Transportation for anyone with or without a disability is a concern in Camden County. CCDDR is addressing this issue through partnerships with Local Area Needs Initiative (LANI) and several other social service and government agencies in the area. CCDDR has procured local transportation providers in an effort to temporarily alleviate transportation crisis situations and ensure clients can fully

participate in community inclusion and employment. CCDDR also utilizes an accessible van funded through the MoDOT Section 5310 program as well as local service providers, such as Lake Area Industries, OATS, and Lake of the Ozarks Developmental Center, to address transportation needs.

CCDDR has played an integral role in the formation of a Transportation Task Force, which is focused on identifying transportation needs and implementing solutions to improve public transportation access and services in the Lake area. OATS is now serving Camden County 7 days per week and offering evening hours. The extended OATS services are based primarily on employment but are also providing rides for other reasons. CCDDR will continue to work with community partners through a transportation steering committee and representation on the Board of the newly formed Lake of the Ozarks Transportation Council. These efforts will directly benefit many CCDDR clients as well as the general public.

### **Community-Wide Barriers**

In the past, meetings have been facilitated with MACDDS, The Independent Living Resource Center (ILRC), the 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 in the Local Area Needs Initiative Poverty Focus Group. 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

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:

1. First, have an in-person visit with business owners, store managers, or public officials to discuss the barriers in question
2. If no positive action is taken, write a letter to the business owners, store managers, or public officials asking for the same
3. If still no action is taken to address barrier(s) and if CCDDR feels strongly that something should be done, determine if regulatory agencies can provide guidance