

# **CAMDEN COUNTY DEVELOPMENTAL DISABILITY RESOURCES**

## **ACCESSIBILITY PLAN**

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

**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 in excess of 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 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 will be constructed in the near 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 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 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 in back of 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 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, Suite 108  
Osage Beach MO 65065**

### *Parking Area*

The office space in Osage Beach is a leased commercial unit in a strip mall. The current parking area has 9 accessible spaces, 5 of which are immediately in front of CCDDR's office. The accessible parking spaces are in excess of 102 inches wide, which is more than the required 96 inches wide. There is van-accessible space with more than the required 60 inch 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 entryway has a 36 inch door, which is more than the required 32 inches, and an accessibility push-button. The threshold to access the office is 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 flooring is low pile commercial carpeting with a rubber backed door mat at the entrance. Floors are a slip free surface. Common areas are large enough to accommodate those with mobility concerns. The common areas are also free of obstacles.

### *Restroom*

There is one restroom 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 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 has clearance under it to allow for accessibility with wheelchairs.

### *Office and Work Areas*

There are entryways to the work areas 36 inches wide. There are multiple work areas which have 32" or wider entryways for accessibility with a wheelchair. The thresholds leading to the office areas are 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 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 Keystone Facility  
255 Keystone Industrial Park Drive  
Camdenton MO 65020**

PLEASE NOTE: Use of the 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 take approximately 5 to 10 years to complete, 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 near 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 near 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 near 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 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, participation in community health fairs, etc. The Executive Director serves on the Arc of Missouri Board of Directors, Missouri Association of People Supporting Employment First Board of Directors, Missouri Association of County Developmental Disabilities Services Board of Directors, and Lake of the Ozarks Transportation Council Board of Directors.

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, 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 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 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 persons from service and support "wait lists" and also 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 revolves around the state legislative session (January-May).

## **Employment**

With regard to CCDDR staff, new employees are asked to identify any reasonable accommodations they need to fulfill the requirements of their position. For 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 transit and other transportation services to community employment sites within Camden County has 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 employees of CCDDR go through a host of trainings 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 persons 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 and conferences that specifically emphasize communicating with persons with developmental disabilities.

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 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 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 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. 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 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, 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 general 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

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