

**CITY OF SPRINGFIELD
AMERICANS WITH DISABILITIES
TRANSITION PLAN**



DECEMBER 2015



CITY OF SPRINGFIELD AMERICANS
WITH DISABILITIES TRANSITION
PLAN (DECEMBER 2015)

In accordance with the Americans with Disabilities Act (ADA), this document shall serve as the City of Springfield's Transition Plan. Included are results of a self-evaluation that addresses barriers within City programs and facilities.

The development of this plan has occurred with the assistance of several individuals and organizations throughout the community. The City of Springfield's ADA Coordinator will coordinate all aspects of ADA compliance. Any comments, additions or suggestions about this plan may be directed to the ADA Coordinator:

Juan Huerta
Office of Community Relations
1450 Groth St.
Springfield, Illinois 62703
217-789-2270
217-789-2269 (TTY)

This Transition Plan will continuously be updated. A public hearing regarding the contents of the plan will be held on a yearly basis. Notice of the public hearing will be given at least two (2) weeks in advance of the hearing. Any comments, suggestions or additions to the plan may be addressed to the City's ADA Coordinator throughout the year.

EXHIBITS

Exhibit A – Notice of ADA Coordinator/Application of Non-Discriminatory Rules

Exhibit B – ADA Department Coordinators

Exhibit C – ADA Obstacle List

Exhibit D – Obstacle Removal Procedure

Exhibit E – Procedure for Contacting an Interpreter

Exhibit F – Reasonable Accommodation Request Procedures

Exhibit G – Complaint Intake Form

Exhibit H – Emergency Evacuation Planning Guide

STATEMENT OF POLICY

CITY CODE

CHAPTER 36, SECTION 36.02

Equal Employment Policy

It is the policy of the city to be an equal opportunity employer. No officer or employee of the city shall discriminate against any other officer or employee, or applicant for employment on the basis of sex, race, color, religious belief, national origin, sexual orientation, political affiliation, marital status, age or disability unrelated to the person's ability to perform the duties of a particular job or position, except where a bona fide occupational qualification exists.

RULES OF THE SPRINGFIELD CIVIL SERVICE COMMISSION

RULE 1.8

Statement of Equal Employment Opportunity

The Springfield Civil Service Commission is committed to a policy of acting affirmatively to attract and utilize the talents of all citizens. No Civil Service Commission member or agent of the City shall discriminate against any employee or applicant for employment on the basis of sex, race, color, religious belief, national origin, sexual orientation, political affiliation, marital status, age or disability unrelated to a person's ability to perform the duties of a particular job or position, except where a bona fide occupational qualification exists.

Title II: City Services, Programs, Activities
City of Springfield Compliance Actions

GENERAL NON-DISCRIMINATORY REQUIREMENTS

Designation of ADA Coordinator

- City ADA Coordinator has been designated:
 Juan Huerta, Director, Springfield Office of Community Relations
 Office of Community Relations
 1450 Groth Street
 217-789-2270
 217-789-2269 (TTY)

Designation of ADA Department Coordinator

- City ADA Department Coordinators (contact persons) have been designated:

CWLP	Doug Brown
Community Relations	Juan Huerta
Lincoln Library	Nancy Huntley
Fire	Robert Carmean
OBM	Sandy Robinson
Police	Dyle Stokes
Public Works	Mark Mahoney
Convention and Visitors Bureau	Pat Corcoran
Economic Development	John Rogers
Human Resources	Molly Smith
Mayor's Office	Julia Frevert
Corporation Counsel	Chris Renard

EEO Policies

- The City of Springfield is an equal opportunity employer and the policies of such are set forth in the Springfield Code of Ordinances and the Rules of the Springfield Civil Service Commission.
- City has prepared and distributed notice regarding the application of non-discriminatory rules (Exhibit A).

Review of City Code/Policies

- * A review of the Springfield City Code of Ordinances and any other City-issued policies will be reviewed to ensure proper and uniform terms and definitions are used.

EQUALLY EFFECTIVE COMMUNICATION

Provide public notice of ADA Coordinator and communication sources

- City has published the name, address and phone number of the ADA Coordinator on the Internet, Intranet, and bulletin boards.
- City has designated TTY communication points in a variety of accessible formats.
- City Council meetings are closed-captioned.
- City has closed-captioning of programs and City Council Committee meetings aired on cable access Channel 18.

Provide internal notice to City employees about ADA issues and compliance steps

- City has posted the ADA Compliance Notice on bulletin boards at all work sites (Exhibit A).
- City has posted the names of the ADA Department Coordinators on bulletin boards at all work sites (Exhibit B).

Provide internal notice to City employees about the obstacle removal procedure

- City has prepared and distributed the City's ADA Obstacle List to all department coordinators (Exhibit C).
- City has prepared and distributed notice regarding ADA Obstacle Removal Procedure (Exhibit D).

Identify equipment needs/access concerns for programs, meetings, etc.

- TTY communication devices (all teletype) are located in the following areas:
 - Office of the ADA Coordinator, 1450 Groth Street
217-(789-2269)
 - CWLP's Customer Service, Municipal Center West
217-(789-2430)
- City has trained individual employees in the use of TTY devices.
- Lincoln Library has acquired voice reader software (JAWS) and computer text enlarger software (MAGic) for a public computer at the main branch.
- City's emergency evacuation plans include procedures for evacuating persons with disabilities. (Exhibit H, pages 10-11).

PROGRAM ACCESSIBILITY

Obstacle Removal

- Each City department has prepared a summary of all structural/architectural findings. Each department is responsible for budgeting and planning for the removal of structural barriers that exist or may arise in the future.
- City has completed the identification/mapping of all curb ramps, evaluating adequateness and developing financial needs:
 - City has collected input from interested/affected parties;
 - City has established priorities based upon need and cost, as well as impact on affected population.
- See Exhibit C for a complete record of obstacles removed and those scheduled to be removed.

Access to City services and programs

- City has provided Braille markings on elevators, floor markings and room numbers on public areas within the Municipal Center Complex.
- City has developed a program to provide utility bills in Braille upon request.
- City has provided for integrated wheelchair seating in the City Council Chambers.
- City has provided a mechanism for which individuals using wheelchairs can address the City Council and utilize the microphone system.
- City has developed and published information regarding ADA compliance for each department.
- City meetings are identified by the date, time, location and accessibility.
- City has remodeled restrooms in the Municipal Center West to meet accessibility compliance.
- Alternative formats available on request are:
 - audiotape
 - large-type documents (18-points or larger)
 - Braille
 - sign language interpreter
- City will ensure new facilities and remodeling facilities are reviewed for compliance with ADA and/or Illinois Accessibility Code (IAC) standards.
- City websites are compliant with the latest ADA accessibility standards, as described by the U.S. Department of Justice.

EMPLOYMENT

Job Descriptions

- Job duties and requirements are reviewed to identify non-essential items and/or to eliminate barriers to persons with disabilities. Requests for accommodations within specific positions are evaluated on a case-by-case basis.

Job Applications

- Position vacancies are announced through various formats. They are available on the City's website, www.springfield.il.us, on Cable Access Channel 18, via telephone on the City's Job Hotline (789-2440), on the Office of Human Resource's job posting bulletin board and are sent to a variety of social service and employment agencies throughout the Springfield area.
- Job applications are made, upon request, in alternative formats. Accommodation for completing applications is provided upon request.

Interpreter

- City has implemented a system where various interpreters within the Springfield area may be contacted on a 24-hour notice by City of Springfield personnel to assist in providing services to persons who are deaf or hard of hearing. (Exhibit E)
- Job applicants requesting an interpreter will be asked if they would like a certified interpreter. If so, a certified interpreter would be contacted. One or more non-certified interpreters are employed by the City and may provide services to those who do not wish to have a certified interpreter.

Interviews

- Employment interviews conducted by the City of Springfield are conducted in accordance with federal law that protects qualified individuals with disabilities from inquiries designed to identify the existence of an applicant's disability. Supervisors have been trained in this area and have been given "The Hiring Process" manual that explains why certain interview questions are prohibited and helps interviewers develop questions that reveal an applicant's ability to perform the essential functions of the job.

Pre-employment medical exams

- Applicants for certain job classifications are required to undergo a pre-employment medical exam which may include a physical examination, drug screening and/or psychological examination. These examinations are all conducted post-job offer and are given to all candidates who are offered a position within that job classification.

- Rule 4.2(E) of the Rules of the Springfield Civil Service Commission states, “In accordance with State statutes, the Commission may set medical, physical or health standards that are clearly job-related, making reasonable accommodation for persons with disabilities.”

Reasonable Accommodation Requests

- City has consistently reviewed all formal and informal requests for reasonable accommodations and has approved such requests unless they have imposed an undue hardship.
- Formal procedures and a request form for employees requesting a reasonable accommodation have been developed. Such procedures will be distributed to employees and department heads. (Exhibit F).

OTHER

Grievance Procedure

- The Springfield City Code of Ordinances outlines the grievance procedure for City employees.
- City has established a grievance procedure for the general public relating to disability/access-related complaints (Exhibit G).
- City will ensure all employees are aware of the grievance procedure.

Cooperation from Organizations/Advocates of Persons with Disabilities

- City utilized public input during the self-evaluation process.
- City’s ADA representatives continue to meet with individual advocates/organizations on ADA compliance issues.
- City’s ADA Coordinator will continue to serve as an ad-hoc member of the Springfield Disabilities Commission and will serve as a liaison between the Commission and the Mayor’s Office.
- City maintains an on-going list of persons interested in assisting the City in its compliance efforts.

Crisis Intervention Team

- A joint City/County Crisis Intervention Team has been formed to assist local law enforcement when they encounter a potentially volatile situation involving a person with a mental disability.
- Springfield Disability Commission Programs
The Springfield Disability Commission will continue to sponsor programs that provide information on a variety of disability-related topics. When possible, these programs will be videotaped and aired on cable access Channel 18.

**NOTICE
CITY OF SPRINGFIELD
ADA COMPLIANCE COORDINATOR**

The City of Springfield does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services or activities. The City of Springfield does not discriminate on the basis of disability in its hiring or employment practices.

This notice is provided as required by Title II of the Americans with Disabilities Act of 1990.

Questions, concerns, complaints or requests for additional information regarding the ADA may be forwarded to the City of Springfield's designated ADA Compliance Coordinator.

**Juan Huerta
Office of Community Relations
1450 Groth Street
Springfield, Illinois 62703**

Phone Number: 217-789-2270

TTY Number: 217-789-2269

E-Mail: JuanHuerta@Springfield.il.us.com

**Days/Hours Available: Monday-Friday, 8:00
a.m. - 4:30 p.m.**

Individuals who need auxiliary aids for effective communication in programs and services of the City of Springfield are invited to make their needs and preferences known to the ADA Compliance Coordinator.

This notice is available in large print, on audio tape, and in Braille from the ADA Coordinator.

EXHIBIT B

Americans with Disability Act
Obstacle Removal Coordinators....

TO REPORT AN OBSTACLE ON MUNICIPAL PROPERTY, PLEASE CONTACT ONE OF THE COORDINATORS BELOW

<u>CITY COORDINATOR</u>			
	<u>Juan Huerta</u>	789-2270, x2953	Juan.Huerta@springfield.il.us
Community Relations	Juan Huerta	789-2270, x2953	Juan.Huerta@springfield.il.us
CWLP	Doug Brown	789-2116, x2655	Doug.Brown@springfield.il.us
Lincoln Library	Nancy Huntley	753-4900, x 5619	Nancy.Huntley@lincolnlibrary.info
Fire	William Carmean	788-8430	William.Carmean@springfield.il.us
OBM	Sandy Robinson	789-2205, x6234	Sandy.Robinson@springfield.il.us
Police	Dyle Stokes	788-8331, 4235	Dyle.Stokes@springfield.il.us
Public Works	Mark Mahoney	789-2255, x5235	Mark.Mahoney@springfield.il.us
SCVB	Pat Corcoran	789-2369, x139	Pat.Corcoran@springfield.il.us
Economic Development	John Rogers	789-2377, x471	John.Rogers@springfield.il.us
Human Resources	Molly Smith	789-2446, x128	Molly.Smith@springfield.il.us
Mayor's Office	Julia Frevert	789-2235, 2916	Julia.Frevert@springfield.il.us
Legal	Jim Zerkle	789-2393, 4904	Linda.Obrien@Springfield.il.us

	City ADA Obstacle List	Estimated	Completed Year
Dept.	Date:	Budget	
		Year	
OBM	<u>Municipal Center West:</u>		
	<u>OBM:</u>		
	Obstacles, doors and counter		2003
	<u>Corporation Counsel</u>		
	Counter top sticks out		2003
	<u>City Treasurer:</u>		
	Lower window		2004
Police	<u>Municipal East:</u>		
	Records room door stop protrudes into pathway		2004
	<u>Police Academy:</u>		
	Entrance is not accessible	2006	2006
	Entrance door handle does not pass close fist test	2006	2006
	Parking Spaces are too small	2006	2006

	City ADA Obstacle List	Est. Year	Completed Year
	Restroom stall less than 5x5	2006	2006
	No grab bars in restroom	2006	2006
	Pipes not insulated in restroom	2006	2006
	Restroom faucets cannot operate with close fist	2006	2006
	Restroom mirrors too high	2006	2006
CWLP-GENERAL:			
	<u>Municipal Center East:</u>		
	Protruding drinking fountains on 5th floor		2004
Com.Ser.			
	<u>Community Relations:</u>		
	Door too heavy, tension needs adjusting		2001
Econ.Dev.			
	Threshold at entrance greater than 1/2 inch		2004
	Door handles greater than 5 lbs. of pressure to open		2004
	Restroom door too narrow		2004
	Restroom sink too low		2004
	Restroom soap, towels, etc too high		2004

	City ADA Obstacle List	Est. Year	Completed Year
CVB	<u>Convention and Visitors Bureau:</u>		
	Entrance door adjust tension		2005
	All doors are less than 32 inches wide		
	Furniture obstructing into path of travel		2005
	Elevator needs signage and signals		2006
	Restroom doors too narrow	2008	2009
	Restroom doors too heavy/ adjust tension		2006
	Unisex restroom is not accessible		
	No accessible street parking	2008	2009
PW	<u>Public Works:</u>		
	Sidewalk Repair (See Attached List)		On Going
**Library	<u>Main:</u>		
	Needs two add. 16' wide park. places in undergrd.	2004	2004
	Need one more accessible van parking space	2004	2004

	City ADA Obstacle List	Est. Year	Completed Year
	Exiting space needs to be reconfigured	2004	2004
	Door handles cannot operate with closed fist	2006	2004
	Elevator requires tone signals	2006	2004
	<u>West Branch:</u>		
	Left ramp is uneven, slope greater than 1:12		X
	No access to programs in basement: Cancelled		N/A
Library	No adjustable height accessible table		X
	Accessible parking space not wide enough	2005	2005
	No van accessible sign	2005	2005
	Front door too heavy	2005	2005
	No strobe lighted smoke alarms	2006	2006
	No signs designating permanent rooms, emergency exits		X
	Aisles between book stacks only 32-34" wide	2007	2007
	No accessible water fountain	2006	2007
	<u>North Branch:</u>		
	Entrance is inaccessible		X
	Aisles are less than 36" wide		X

	City ADA Obstacle List	Est. Year	Completed Year
	Reading tables too low	2006	2006
	Radiators are exposed	2005	2005
	Pipes beneath sink are exposed and not insulated		X
	No grab bars	2005	2005
	Mirror is too high	2005	2005
	No strobe lighted fire alarms	2006	2006
	No accessible on street parking		
	Round door knob on restroom door	2005	2005
	No Braille signs at exits	2005	2005
	No accessible water fountain	2006	2006
	<u>Southeast Branch:</u>		
	Accessible parking space no wide enough	2004	2004
	(outside of our control - landlord controls parking lot)		
	No van accessible parking sign	2004	2004
	No Braille signs on restrooms or exits	2005	2005
	Restroom is inaccessible	2005	2005
	No strobe lighted fire alarms	2005	2005
	Fire exits have thresholds higher than 1/2"	2005	2005

	City ADA Obstacle List	Est. Year	Completed Year
	Cannot operate door handles with closed fist	2005	2005
***CWLP-PARKS			
	***Tom Madonia Park West,(f/k/a West Forest Park):		
	Accessible picnic area with ADA picnic table	2014	2015
	Playground not accessible	2016	
	***Tom Madonia Park East, (f/k/a East Forest Park):		
	Accessible picnic area with ADA picnic table	2014	2015
	Poured concrete picnic area off parking lot ADA accessible – built w/C.F.L.L. grant money with ADA picnic table		2012
	***Lake Park:		
	Accessible pathway to shelter and areas	2015	2015
	Playground equipment not accessible	2016	
	Picnic area not accessible	2015	2015
	Shelters not accessible	2015	2015
	Restrooms not accessible	2016	

	City ADA Obstacle List	Est. Year	Completed Year
	***Center Park:		
	Accessible parking	2005	2005
	Accessible picnic areas	2005	2005
	Accessible playground equipment	2015	2015
	Accessible walkways to areas and equipment	2015	2015
	Accessible new boat launch	2007	2010
	Accessible dock	2007	2010
	Accessible fishing pier	2007	2010
	Accessible boat slips	2007	2010
	Accessible restrooms	2007	2010
	Poured concrete picnic area off parking lot ADA accessible –built w/C.F.L.L. grant money added roof and ADA picnic table		2012 2015
	***East Cottonhill Park:		
	Accessible parking	2017	
	Accessible playground equipment	2017	
	Accessible pathway to areas	2017	
	Accessible restroom	2017	

	City ADA Obstacle List	Est. Year	Completed Year
	***West Cottonhill Park:		
	Accessible Parking	2017	
	Accessible playground equipment	2017	
	Accessible restroom	2017	
	Accessible pathways to equipment and areas	2017	
	***Wildlife Sanctuary Park:		
	Accessible parking	2017	
	Accessible playground equipment	2017	
	Accessible walkways to equipment and park areas	2017	
	Accessible restrooms	2017	
	***Bridgeview Park:		
	Accessible playground equipment	2007	2006
	Accessible walkways to equipment and park areas	2007	2006
	Accessible building	2007	2006
	Accessible areas	2007	2006

	City ADA Obstacle List	Est. Year	Completed Year
	***Lindsay Boat Ramp Park:		
	Lindsay bridge restroom	2014	2014
	***Lake Springfield Beach House		
	Accessible sidewalk---south side of BH		2011
	Accessible covered picnic area---south side of BH		2011

CITY OF SPRINGFIELD OBSTACLE LIST

*Sidewalks: The Springfield Disabilities Commission will be updated on an ongoing (at least annual) basis as budgetary parameters are determined and the specific details/nature of sidewalk projects are identified. A major presentation will be made by the Springfield Department of Public Works regarding sidewalks and curb cuts as a part of the annual ADA Public Hearing. The contents of this presentation will be added as an addendum to this report.

- There will be approximately 800 corner curb cuts completed during the construction season from March 1, 2015 to February 28, 2016.
- There will be approximately 400,000 square feet of sidewalk repair and replacement completed during the construction season from March 1, 2015 to February 28, 2016.
- Public Works expects to complete a minimum of 800 curb cuts in the construction season of March 1, 2016 to February 28, 2017.
- Public Works expects to complete a minimum of 400,000 square feet of sidewalk repair and replacement during the construction season from March 1, 2016 to February 28, 2017.

*Thanks to generous donations from the Community Foundation for the Land of Lincoln, Illinois Elks Children's Care Corporation, Council of Lake Springfield Clubs, and The Springfield Lake Shore Improvement Association.

**Library: The main facility of the Lincoln Library (227 South 7th Street) is a fully ADA accessible library for the City of Springfield. All public programming activities are currently and will continue to be conducted at this location. Our Lincoln Library Board has undertaken a strategic planning process to determine our long-term strategy for library facilities. As that strategy is implemented and branch libraries are relocated, a primary consideration will be to guarantee full accessibility for persons with disabilities.

***Parks: ADA Improvement Park Areas around Lake Springfield - Currently, the department is planning on budgeting for ADA repairs/upgrades for FY16 (calendar year 2015).

****Center Park: A groundbreaking was November 25, 2014 for a new accessible playground. The Grand Opening of the Bounties of Nature Playground was March 26, 2015.

ADA repairs will be made as allowable with the budget the department is given for FY16.

The department continues to research available grants and applies for these grants as they become available.

**CITY OF SPRINGFIELD
ADA OBSTACLE REMOVAL PROCEDURE**

Purpose

The purpose of the procedure is the elimination of the physical obstacles in the City's facilities that limit the accessibility of its programs or activities to persons with disabilities.

Procedure

The City of Springfield will prepare a list of obstacles in City facilities and on City property. The list shall be maintained on a regular basis. The City's fiscal year starts on March 1st. The department coordinator will inform the department budget analyst of those obstacles that will be submitted for the budget. The obstacles should be presented by the 1st of August in order to be considered for the budget. The City ADA Coordinator will prepare and monitor the list. The Coordinator may pass any obstacle (budgetary, non-budgetary, critical, or non-critical) to the responsible Department for correction when deemed appropriate.

Public Works, Police Department, Fire Department, Community Services, OBM, and CWLP, will provide a coordinator to coordinate the activities with the ADA Coordinator. Other departments are encouraged to submit coordinators. These coordinators will provide the following functions:

1. Report to the City ADA Coordinator any known obstacles.
2. Receive the non-budgetary and budgetary obstacle list from the City ADA coordinator -
3. When possible have non-budgetary obstacles eliminated and report them to the City coordinator.
4. Submit budgetary obstacles to the budget process.
5. Report to the City ADA coordinator list of obstacles on the approved budget
6. Report to the City ADA coordinator the budgeted obstacles that have been

eliminated. The report activities are to be reported on standardized forms.

Employees should report any obstacle to their department coordinator. Employees in departments without a department coordinator and the general public should report all obstacles to the Citywide Coordinator.

**POLICY AND PROCEDURE FOR COMMUNICATION WITH PEOPLE
WHO ARE DEAF AND HARD OF HEARING**

I. POLICY FOR THE POLICE DEPARTMENT

It the policy of the City of Springfield to insure that steps are taken to provide for effective communication for persons that are deaf and hard of hearing.

II. PROCEDURES

- A. When a Springfield responding police officer comes in contact with a person who is deaf or hard of hearing, that person must determine if he/she is capable of providing effective communications with the deaf or hard of hearing person to resolve the issue.
- B. Several techniques or process can be used to effectively communicate with a person who is deaf or hard of hearing.

- 1. Use of hand written notes.
- 2. Use of typewritten notes or text.
- 3. Use of sign language.
- 4. Use of an approved interpreter.

C. Contacting the Interpreter

If the technique or process that most effectively communicates with the deaf or hard of hearing person is the use of an approved interpreter, the following procedure will be used:

- 1. The responding police officer will contact his supervisor and advise the supervisor of the need for an interpreter so that effective communications with the deaf or hard of hearing person will occur.
- 2. The responding police officer or supervisor will contact Sangamon County Combined Dispatch (SCCDS) and ask SCCDS to contact an approved interpreter for a deaf or hard of hearing person.
- 3. Upon arrival at the scene of the interpreter, the responding police officer will brief the interpreter on the situation, and the message/information that needs to be relayed to the person who is deaf or hard of hearing.

4. When the person who is deaf or hard of hearing requires immediate hospitalization, it is the ambulance driver who "Will notify the hospital emergency room of the need for an interpreter; the hospital will then contact an interpreter.

D. Payment Responsibility

When the use of an interpreter is requested by the responding police officer in order to provide for effective communications, the Police Department will be responsible for the cost.

Note 1: It is anticipated that Office of Community Relations shall be allocated future funds to pay the interpreter.

Note 2: When the person who is deaf or hard of hearing is sent to the hospital by ambulance, the hospital will be responsible for payment to the interpreter.

Upon the conclusion of the interpreter's service, the responding police officer will complete a requisition form to commence the process to compensate the interpreter.

- a. The requisition form will contain at a minimum
 - 1) Name, Address, City, State, Zip Code, Phone number of the interpreter.
 - 2) The name of the requesting police officer and supervisor
 - 3) The date, time, location, file number of the call for police service
 - 4) Approximate cost of the services rendered.
 - 5) An invoice or bill from the interpreter (if provided)
 - 6) A copy of the police report will be attached to the requisition form.
 - b. The completed requisition form will be forwarded for processing through the proper chain of command.
- E. (Sangamon County Combined Dispatch Services (SCCD) Procedures
1. SCCD personnel will maintain an up to date roster of approved interpreters for persons who are deaf or hard of hearing.
 2. This roster can be obtained from the web site www.idhhc.state.il.us .

EXHIBIT F

CITY OF SPRINGFIELD REASONABLE ACCOMMODATION REQUEST PROCEDURES

I. POLICY

It is the policy of the City of Springfield to inform employees and applicants of the right to reasonable accommodations and to provide such accommodations in the most cost-effective manner available unless it would impose an "undue hardship".

II. PURPOSE

The purpose of the policy is to ensure that requests for reasonable accommodations are considered in a timely manner and in a way that is consistent with the Americans with Disabilities Act.

III. DEFINITIONS

"Qualified Individual with a Disability" - an individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the job that such individual holds or desires.

"Reasonable Accommodation" - any modification or adjustment to a job or the work environment that will enable a qualified applicant or employee with a disability to participate in the application process or perform essential functions of the job.

"Undue Hardship" - an action requiring significant difficulty or expense.

IV. PROCEDURES

- A. An employee must request any and all reasonable accommodations on a "*Request for Reasonable Accommodation Form*". This form can be obtained from the employee's immediate supervisor or the Office of Human Resources. The employee is responsible for adequately responding to all questions on the form. Once completed, the form, along with any medical documentation supporting the request, shall be submitted to the employee's immediate supervisor.
- B. The immediate supervisor shall:
 1. Grant the request if able to do so without obtaining further authorization. The immediate supervisor shall then indicate on the "*Request for*

Reasonable Accommodation Form” that the accommodation has been made and forward the completed form to the ADA Coordinator; OR

2. Make a recommendation to the Division Head regarding the request within five (5) working days of receipt of the completed “*Request for Reasonable Accommodation Form*” and forward the request directly to the Division Head.
- C. The Division Head shall make a recommendation regarding the request within five (5) working days of receipt of the “*Request for Reasonable Accommodation Form*” and shall forward the request directly to the Director.
- D. The Director will make the final decision regarding the request within five (5) working days of receipt of the “*Request for Reasonable Accommodation Form*”. A copy of the Director's decision shall be given to the Division Head, immediate Supervisor and ADA Coordinator. The immediate Supervisor shall be responsible for providing the employee with a copy of the response within five (5) working days of receipt of the Director's decision. If the recommendation is to grant the request, the immediate supervisor shall be responsible for the implementation of the request.
- E. All reviewers shall consider each request based on the following criteria:
- The relationship between the accommodation and essential functions of the job;
 - Necessity;
 - Cost effectiveness;
 - Undue hardship; and
 - Compatibility with existing equipment (where applicable).

V. UNDUE HARDSHIP

Reasonable accommodations do not have to be granted if they impose an undue hardship. However, consideration must be given to whether another accommodation exists that would not result in an undue hardship. Factors to be considered in determining whether a reasonable accommodation request poses an undue hardship include:

- the nature and cost of the accommodation;
- the overall financial resources of the facility , number of employees at such facility and the effect on expenses and resources;
- the overall financial resources and size of the employer, including the number of employees and the number, type and location of its facilities;

- the type of operation including composition, structure and functions of the workforce, geographic separateness and administrative or fiscal interrelationship;
- the impact of the accommodation on business operations.

VI. APPEAL OF DECISION

If the employee wishes to appeal the Director's decision, the employee must file an appeal with the City's ADA Coordinator within ten (10) working days of notification of the decision. The request shall include the reasons for the request for reconsideration and, if appropriate, alternative suggestions for a reasonable accommodation. A decision shall be made and the employee notified within ten (10) working days of receipt of the appeal. The decision of the ADA Coordinator constitutes the final administrative action.

VII. EXTENSION OF TIME LIMITS

The time limitations provided in Section IV may be extended if circumstances warrant; e.g., absence of a person needed to make the determination, addition information required, etc. The individual requesting the reasonable accommodation shall be notified if an extension is required and shall be given the date of the extended deadline.

VIII. MEDICAL VERIFICATION

At anytime during the review process, medical documentation may be required to assess the accommodation request. It will be the responsibility of the employee/applicant to provide this information. The medical report(s) must include documentation supporting the need for the specific requested accommodation.

IX. JOB APPLICANTS

This policy shall also apply to applicants for positions with the City of Springfield. Applicants who are requesting a reasonable accommodation to perform the essential functions of the job will also be required to complete the "*Request for Reasonable Accommodation Form*". Applicants may request the "*Request for Reasonable Accommodation Form*" from the Office of Human Resources.

EXHIBIT G
COMPLAINT FORM

Employee (E)
Non-employee/citizen(NE)

file number date opened date closed
complainant notified of findings

last name first name

address city zip

phone number

date of birth sex: M/F

filed with: ADA coordinator other(specify)

location/place where incident/situation occurred applicable city

department involved

EXHIBIT H

Emergency Evacuation Plan for People with Disabilities:

1. Some people with disabilities may not want assistance.
In such cases, the fire warden should alert the fire department to their last known location.
2. For those who do want assistance, below are some suggestions:
 - a) People who are unable to walk - If located on an upper floor, the employee may be assisted to a stairwell landing to await evacuation or further instructions by fire department personnel. It is important that the co-worker or “buddy” who is assigned to the person with the disability stay with the person until the emergency is over or insure that the person with the disability is provided with a walkie-talkie, and, is capable of using it.
 - b) People who can walk with assistance: These employees may not be able to travel to a safe area quickly. A co-worker or “buddy” may be designated to assist and accompany the person in descending the stairs in the event additional help is needed, or the individuals may choose to wait in a stairwell for fire department personnel to assist them. It is important to inform the fire department personnel of this decision. Someone should be assigned to stay with this person until the emergency is over, or, insure that the person with the disability is provided with a walkie-talkie and is capable of using it.
 - c) Visual Impairment: Those individuals with poor vision or no vision may not realize the extent or location of an emergency, and may walk into unexpected objects in paths of escape. An employee with a visual impairment can proceed down the stairs with minimal assistance from a sighted coworker. The individual may prefer to hold on to the sighted person’s elbow and walk a half-step behind. Someone should follow behind to protect the employee from being pushed down in the event of crowding. It is best if someone remains with the employee until the emergency is terminated.
 - d) Deaf or Hard-of-Hearing: Deaf and hard-of-hearing individuals may not be able to distinguish audible warning alarms or respond to voice communications. They may be able to see a visual alarm; if so, they should be able to evacuate with the other employees. If there is no visual alarm nearby, personal notification in the form of sign or hand gestures will be necessary. It is especially important that the floor warden check in

restrooms, copy rooms, and kitchens in case an alarm may not be seen from that area. To get the attention of deaf or hard-of-hearing employees, flick the room light switch on and off to convey the need to communicate.

Evacuation Procedure for People with Disabilities:

1. The floor warden must know the whereabouts of every person with a disability who is in the work area and know who that person is.
2. Each floor warden shall designate an assistant and an alternative to assist the person with the disability to the secure stairwell.
3. Before leaving the person with the disability and the co-worker/buddy in the area of refuge, the floor warden shall give the person(s) a walkie-talkie set.
4. If the person with disability is capable of operating the walkie-talkie, the co-worker/buddy may choose to proceed out the building to the assigned meeting area.
5. The floor warden shall keep the other walkie-talkie for communication with the person(s) in the area of refuge.
6. The safety supervisor and the floor warden shall descend the stairwell making sure all the doors in the stairwell are closed.
7. The floor warden shall exit the building and shall notify the fire personnel where the persons with disabilities are located in the areas of refuge.