

Appendix H.

Section 504 Self-Evaluation for People with Disabilities

COMMISSION ON DISABILITY, TOWN OF ARLINGTON

20 ACADEMY STREET, SUITE 203, ARLINGTON, MA 02476-6436 (781) 316-3431



February 25, 2003

To Whom It May Concern:

This is a statement attesting to the fact that the Town of Arlington's employment practices are in compliance with the Americans with Disability Act (ADA).

The Town of Arlington's employment activities prohibit discrimination against any qualified individual with a disability. The following employment activities are in full compliance with the employment standards of the ADA.

- Job application and recruiting procedures
- Employee compensation and fringe benefits
- Hiring and discharge
- Job assignment
- Advancement
- Conditions and privileges of employment
- Personnel actions
- Medical exams/questionnaires

The Town of Arlington does modify its hiring process and employment practices so that discrimination does not occur when a disabled person applies for a job or is hired. The Town takes very seriously all ADA requirements to remove any barriers that would deny disabled people from full and equal participation in employment.

Sincerely,

A handwritten signature in cursive script that reads "John Jones".

Jack Jones
ADA Coordinator



TOWN OF ARLINGTON

The contents of this handbook have been prepared to provide both new and present Town employees with current and useful information regarding their employment. It is hoped that this publication will be a useful reference regarding the rights, privileges, and responsibilities of a career in Town service.

As employees of the Town of Arlington, we are constantly being challenged to provide the citizens with the highest quality of services possible. Each one of us has an important role in the efficient operation of Town government. Whether an employee of four days or forty years, we must renew our pledge every working day to serve as well as we can.

If you have any questions please feel free to contact me, or any of the staff in the Personnel/Payroll Department. We are here to assist you with any matter relating to your employment.

With best wishes,

Caryn E. Cove
Director of Personnel

AMERICANS WITH DISABILITY ACT

The Americans with Disabilities Act (ADA) grants civil rights protection to individuals with disabilities by guaranteeing equal opportunity for individuals with disabilities in the areas of: employment, public accommodations, transportation, state and local government services and telecommunications. In employment, the ADA states that employers may not discriminate against an individual with a disability in hiring or promotion, if the person is otherwise qualified for the job. Employees who have particular questions about the ADA may contact the Personnel Office at extension #3121 or the ADA Coordinator at the Community Access Office, extension #3431.

**ARLINGTON COMMISSION ON DISABILITY
MEETING MINUTES
FEBRUARY 19, 2003**

Members Present: Alan McClennen, Jr., Joe Giurleo, Barbara Cutler, and Barbara Jones

Members Absent: Lin Baker, Louis Krodel, Tom Boudreau

Staff Present: Jack Jones

Guest Present Patsy Kraemer

Meeting Minutes of November 20, 2002 and December 18, 2002:

Tabled until the March 2003 Meeting.

Arlington Open Space and Recreation Plan:

Patsy said that playground improvements are fully compliant with ADA requirements. Patsy requested input from the Disability Commission regarding future playground or fieldwork upgrades. Patsy said an accessible walkway at the reservoir was constructed to help disabled children enter the water safely.

Alan said that Reeds Brooke upon completion would meet all ADA requirements. Reeds Brooke will include softball and a little league diamond and two soccer fields. Alan said that the next large field improvement will be at Robbins Farm.

Disability Commission Members received copies of the Town's Open Space Plan that was prepared by John Jalbert, Director of Recreation.

United Methodist Calvary Church:

Jack said that Bob Baker, Project Manager United Methodist Calvary Church, sent the Commission a letter expressing appreciation for the Commissions support during the process of designing and building the elevator at the Church. Bob said in his letter that for the first time in a long time several church members were able to meet in the second floor social hall.

AAB Compliance Issues at Peirce School:

Jack said he was concerned that the contractor working at the Peirce School would receive the final payment before adjusting the slope of the walkway on the Park Ave. Ext. side of the building. Alan said he would mention this concern to Nancy Galkowski, Acting Town Manager/Member of The Town's Permanent Building Committee.

Other Business:

Jack said the Acting Town Manager received a complaint regarding the location of the accessible parking space located on Alton Street at Broadway Plaza. The Commission agreed that this space should be moved to a more visible location on the monument side of the Broadway Plaza parking area.

Regional Commission on Disabilities Meeting:

Jack said the Massachusetts Office on Disability would conduct a regional meeting at the Arlington Town Hall Auditorium on June 11, 2003 from 1:00 to 4:00. Jack said that Myra Berloff, Acting Director of the Massachusetts Office on Disability and Joni Mullane, Assistant Unit Coordinator for Community Services would attend this meeting.

Community Development Update:

Alan said that a Special Town Meeting would be held on May 5, 2002 to discuss plans for development of the former Symmes Hospital property. Alan said the Redevelopment Board would develop land use controls. Alan said that all plans have 50% open space, medical usage, positive revenue schemes, and affordable housing.

Legislative Update:

Barbara C. said that a legislature reception at the State House would be held on March 12, 2003 from 10:30 – 1:00 P.M. The Commission agreed to be listed as a co-sponsor of this event. Barbara said that this event is an opportunity to obtain information regarding legislative, budget and policy priorities.

Adjournment:

The meeting adjourned at 5:35 P.M.

**Commission on Disability
(from the Town of Arlington 2001 Annual Report)**

In its eighth year of service, the Arlington Commission on Disability has continued to work closely with Arlington officials, residents, public and private agencies, and others to insure that people with physical, sensory, cognitive, and other disabilities have equal access to Town facilities, services, and programs. The commission consists of nine commissioners, all volunteers. As mandated by state law, the majority of commissioners have a physical, cognitive, or sensory disability. One of the commissioners lives with, and cares for, a family member with a disability. One member of the commission is an appointed official of Arlington and one member is a provider of services to persons with disabilities. This mandate brings an intimate and informed understanding of disabilities to the commissions agenda and ultimate decisions. Coordination and implementation of the commission's agenda and goals continues to be handled by Jack Jones of the Arlington Office of Housing and Disability Programs. Cooperation between the commission and this office is effective and efficient. The commission continues to occupy office and meeting space in the Senior Center building at 20 Academy St.

In 2001, the commission continued to focus on, and monitor, a number of ongoing, important access issues. The commission continues to work with the School Department regarding access issues, both in existing school facilities and in schools slated to be renovated or rebuilt. The commission also continued to work with local business to remove architectural barriers that would deny individuals with disabilities equality of opportunity, full participation, and economic self-sufficiency. Educating the community, in general, regarding disabilities is an ongoing agenda item of the commission.

During 2001, the commission, in cooperation with the Arlington Police Department and Arlington Fire Department, conducted a town-wide voluntary survey of individuals with disabilities for use by the Community Safety Dispatchers in dispatching emergency services. The type of disability indicated by each resident that participated in the survey will appear on the dispatchers display when a 911 call originates from that residence. This provides useful information to the responding public safety department. The commission also published its third annual newsletter in order to provide information about projects of the commission and disability laws. The commission participated in Town Day for the purpose of acquainting the public with its role, and disseminating information about the Americans with Disabilities Act and accessible Town programs and facilities. Coordination and sharing of information and ideas between the Arlington Commission on Disability and commissions from neighboring cities and towns is ongoing. Resolution of citizens concerns and complaints are managed, as needed, by the Arlington Disability Office in concert with the commission. Follow-up is done through the Disability Office using available municipal offices and information.

The 2002 agenda for the commission will continue to revolve around the very clear parameters of the American with Disabilities Act, with special attention being paid to improving the accessibility of Arlington walkways and Town owned buildings. The commission will host a conference on curb ramp training in conjunction with the Massachusetts Office on Disability, and the Massachusetts Architectural Access Board. The commission will continue to monitor progress being made by the Arlington School Department regarding school facilities and school programs. Arlington residents interested in serving on the commission should notify the Town Manager in writing of their interest. The commission meets on the third Wednesday of each month at 4 p.m. in the conference room of the Housing and Disability Program Office located at 20 Academy St., Arlington (the Senior Center Building). Meetings are open to the public and citizens are invited to attend in order to observe or voice their concerns.

TOWN OF ARLINGTON

AMERICANS WITH DISABILITIES ACT

GRIEVANCE PROCEDURES

AMERICANS WITH DISABILITIES ACT

GRIEVANCE PROCEDURE

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Section 1 PURPOSE

The following process is established and shall be followed for the settlement of complaints and grievances arising out of an allegation of discrimination or a request for an accommodation under the Americans with Disabilities Act of 1990. This is a Town policy applicable to both citizens and employees of the Town and does not preclude the right of the individual to file a complaint at either the state or federal level.

All complaints or grievances are initiated at Step I unless the subject matter of the grievance is clearly beyond the control of the Department Head, in which instance, a complaint may take the form of a grievance at Step II.

The parties agree, subject to applicable law, that every employee or grievant may freely institute legitimate complaints or grievances without threats, reprisals or harassment by the employer or Town Official.

Likewise, the parties agree, subject to applicable law, that Town Officials may freely execute the duties of their office without threats, reprisal or harassment by a citizen or an employee by the misuse of this process or any other means.

The results and findings of all complaints and grievances completed at Steps I, II, III, and IV shall be reduced to writing and submitted to the Board of Selectmen and the ADA Coordinator for the record. In addition, all Step V results and findings shall be reduced to writing and submitted to the ADA Coordinator for filing.

Section 2 DEFINITIONS

1 - "Aggrieved Party"/"Complainant"/"Grievant"- is a citizen, group of citizens, employees or group of employees or other interested party or parties.

2 - "Complaint" - is the informal (unwritten) expression of dissatisfaction to a Department Head by an aggrieved party concerning either a situation or the outcome of a solution to a situation under the jurisdiction of said Department Head.

3 - "Grievance"- is the formal expression of dissatisfaction to a Department Head by an aggrieved party concerning a situation or the outcome of a solution to a situation under the jurisdiction of said Department Head. The grievance shall be presented in writing, outlining the specific allegation(s) of violation(s) of or non-conformance with the Americans with Disabilities Act of 1990 regulations. A grievance shall contain the following information:

- a - The full name and address of the party or parties submitting the grievance.
- b - Identification of the Town Agency or Department involved.
- c - A complete statement of the facts concerning the grievance.
- d - Specific references to the A.D.A. regulations alleged to have been violated or not in conformance.
- e - A statement of specific remedial action sought; and
- f - A request for a grievance meeting, if desired.

Section 3 COMPLAINT PROCESS

STEP I Department Head Appeal Level

1. **Initial Filing** - The complainant shall notify the Department Head where and/or when the alleged incident occurred or the situation exists. Notification must be within fifteen (15) workdays of the date upon which the complainant could have reasonably been aware of the occurrence of the matter which gave rise to the complaint.

The complaint shall be discussed informally by the aggrieved party and the said Department Head within five (5) workdays of the Initial Filing of said complaint.

2. **Notice of Decision** - The Department Head shall notify the aggrieved party of his/her decision in writing within (5) workdays after discussion of the complaint.

Section 4 GRIEVANCE PROCESS

STEP II ADA Coordinator Appeal Level

1. **Filing** - If no satisfactory solution or settlement is reached between the parties at STEP I, such complaint shall be reduced to writing in the form outlined in Definition 3 above and, as such, the complaint becomes a grievance.

The grievance shall be submitted for action by the aggrieved party to the A.D.A. Coordinator within five (5) workdays after the receipt of the Departmental decision, otherwise the matter shall be considered closed.

2. **Grievance Meeting** - The aggrieved party may request a Step II grievance meeting to pursue resolution of the grievance. The request must be in writing and must accompany the Departmental decision as outlined in Section 2-3 above.

3. **Notice of Meeting** - If a STEP II grievance meeting is requested, the A.D.A. Coordinator shall schedule and hold such meeting within ten (10) workdays from receipt of the grievance, unless a

STEP II ADA Coordinator Appeal Level (cont)

3. **Notice of Meeting** (cont) satisfactory solution can be agreed upon prior to that time.

All interested parties so deemed by the A.D.A. Coordinator shall be notified in writing of the time and place of the STEP II grievance meeting.

4. **Postponement** - If either party is unable to schedule or attend the STEP II grievance within the ten (10) workday period, either may, upon written notice to the other party, postpone the grievance meeting for a period not to exceed an additional ten (10) workdays.

5. **Notice of Decision** - Within five (5) workdays following the STEP II grievance meeting, the A.D.A. Coordinator shall notify the aggrieved parties of the decision in writing.

6. **Accelerated Decision** - If no STEP II grievance meeting is requested, the A.D.A. Coordinator shall notify the aggrieved party of the decision in writing within ten (10) workdays after the receipt of the STEP II grievance.

STEP III Self-Evaluation Team Appeal Level

1. **Filing** - If no satisfactory solution or settlement is reached between the parties at the ADA Coordinator Appeal Level, the aggrieved party may submit such grievance to the Self-Evaluation Team within five (5) workdays after the receipt of the STEP II decision, otherwise the matter shall be considered closed.

2. **Grievance Meeting** - The aggrieved party may request a Step III grievance meeting to pursue resolution of the grievance. The request must be in writing and must accompany the ADA Coordinator's decision as outlined in Section 2-3 above.

3. **Notice of Meeting** - If a STEP III grievance meeting is requested, the Self-Evaluation Team shall schedule and hold such meeting within ten (10) workdays from receipt of the

STEP III Self-Evaluation Team Appeal Level (cont)

3. **Notice of Meeting** (cont) grievance, unless a satisfactory solution can be agreed upon prior to that time.

All interested parties so deemed by the Self-Evaluation Team shall be notified in writing of the time and place of the STEP III grievance meeting.

4. **Postponement** - If either party is unable to schedule or attend the STEP III grievance meeting within the ten (10) workday period, either may, upon written notice to the other party, postpone the Step III grievance meeting for a period not to exceed an additional ten (10) workdays.

5. **Notice of Decision** - Within five (5) workdays following the STEP III grievance meeting, the Self-Evaluation Team shall notify the aggrieved parties of the decision in writing.

6. **Accelerated Decision** - If no STEP III grievance meeting is requested, the Self-Evaluation Team shall notify the aggrieved party of the decision in writing within ten (10) workdays after the receipt of the STEP III grievance.

STEP IV Town Manager Appeal Level

1. **Filing** - If no satisfactory solution or settlement is reached between the parties at the Self-Evaluation Team Appeal Level, the aggrieved party may submit the grievance to the Town Manager or designated representative for action within five (5) workdays after the receipt of the STEP III decision, otherwise the matter shall be considered closed.

2. **Grievance Meeting** - The aggrieved party may request a Step IV grievance meeting to pursue resolution of the grievance. The request must be in writing and must accompany the Self-Evaluation Team's decision as outlined in Section 2-3 above.

3. **Notice of Meeting** - If a STEP IV grievance meeting is requested, the Town Manager or designated representative shall schedule and hold such meeting

STEP IV Town Manager Appeal Level (cont)

3. **Notice of Meeting** (cont) within ten (10) workdays from receipt of the grievance, unless a satisfactory solution can be agreed upon prior to that time.

4. **Postponement** - If either party is unable to schedule or attend the STEP IV grievance meeting within the (10) workday period, either may, upon written notice to the other party, postpone the Step IV grievance meeting for a period not to exceed an additional ten (10) workdays.

5. **Notice of Decision** - Within five (5) workdays following the STEP IV grievance meeting, the Town Manager or designated representative shall notify the aggrieved party of the decision in writing.

6. **Accelerated Decision** - If no STEP IV grievance meeting is requested, the Town Manager or a designated representative shall notify the aggrieved party of the decision in writing within ten (10) workdays following the receipt of the STEP IV grievance.

STEP V Board of Selectmen Appeal Level

1. **Filing** - If no satisfactory solution or settlement is reached between the parties at the Town Manager Appeal Level, the aggrieved party may submit the grievance to the Board of Selectmen for action within five (5) workdays after receipt of the STEP IV decision, otherwise the matter shall be considered closed.

2. **Grievance Meeting** - The aggrieved party may request a Step V grievance meeting to pursue resolution of the grievance. The request must be in writing and must accompany the Town Manager's decision as outlined in Section 2-3 above.

3. **Notice of Meeting** - If a STEP V grievance meeting is requested, the Board of Selectmen shall schedule and hold such closed meeting within ten (10) workdays from receipt of the grievance, unless a satisfactory solution can be agreed upon prior to that time.

STEP V Board of Selectmen Appeal Level (Cont)

4. **Postponement** (cont) - If either party is unable to schedule or attend the STEP V grievance meeting within the ten (10) workday period, either may, upon written notice to the other party, postpone the Step V grievance meeting for a period not to exceed an additional ten (10) workdays.

5. **Notice of Decision** - Within ten (10) workdays following the STEP V grievance meeting, the Board of Selectmen shall notify the aggrieved party of their decision in writing.

6. **Accelerated Decision** - If no STEP V grievance meeting is requested, the Board of Selectmen shall notify the aggrieved party of their decision in writing within ten (10) workdays following the receipt of the STEP V grievance.

7. **Finality of Decision** - The decision of the Board of Selectmen is final and binding. No further internal appeal process shall be considered.

TOWN OF ARLINGTON MASSACHUSETTS

OPEN SPACE PLAN/SECTION 504 SELF EVALUATION

A Study of Access to Open Space and to Recreation Programs for People with Disabilities
Town Administrative Responsibilities, Program Accessibility/Transition Plan, and Employment
Practices

March, 1996

Summary of Findings

With the completion of this self-evaluation, the Town of Arlington is substantially in compliance with Section 504 of the National Rehabilitation Act in regard to properties under the jurisdiction of the Park and Recreation Commission and the Conservation Commission, their sites, programs and policies. Improvements can be made in the area of notice of non-discrimination in all town policies, which would also effect these two commissions.

Background

Federal Regulations providing for people with disabilities: the Americans with Disabilities Act (ADA), and Section 504 of the Rehabilitation Act of 1973 (Section 504)

This Section 504 Self-Evaluation document has been prepared as a companion document to the Town of Arlington Open Space and Recreation Plan, 1996-2001. Its parts mirror those required of a town-wide section 504 evaluation. Although the requirement to prepare a Self Evaluation is for only those programs, services, and lands under the jurisdiction of the Park and Recreation Commission and the Conservation Commission, the discussion below often refers to town policy. This is because the town policy on access includes these organizations. A brief explanation of the two chief laws that apply to access concerns appears below, for the reader who is not familiar with these requirements. Section 504 predates the Americans with Disabilities Act (ADA) which is more sweeping in its requirements.

Section 504 Self Evaluation - A "Section 504" evaluation refers to the National Rehabilitation Act of 1973, public law 93-112, as amended, and the Department of the Interior Regulations 43 CFR 17, Subpart B. All communities are required to conduct a self-evaluation on all their facilities and programs. In addition, all

federally-assisted park and recreation programs must comply with the act. Since many communities, including Arlington, receive federal funds for these types of programs and activities, the programs and activities must comply with this law. The Department of the Interior has issued guidelines and regulations.

Americans with Disabilities Act - According to a booklet entitled "The Americans with Disabilities Act Questions and Answers" published by the U.S. Equal Employment Opportunity Commission and the U.S. Department of Justice, Civil Rights Division, the following is the purpose of ADA legislation:

The Americans with Disabilities Act gives civil rights protections to individuals with disabilities similar to those provided to individuals on the basis of race, color, sex, national origin, age, and religion. It guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, State and local government services, and telecommunications.

In general, the ADA is more far-reaching than Section 504. However, Section 504 applies specifically to properties improved with federal moneys, and thus applies to many open space projects. The Town of Arlington strives to meet both standards. The Town of Arlington has an ADA Coordinator who is also responsible for implementation of Section 504 standards.

Introduction

Purpose of the Section 504 Self-Evaluation

The purpose of this evaluation is to meet the requirements of Section 504. All communities in Massachusetts that prepare open space plans are required to conduct a Section 504 Self - Assessment. The State Division of Conservation Services mandates this as part of the Open Space planning process. The Division of Conservation Services is an arm of the Executive Office of Environmental Affairs, and grants, on a competitive basis, various state and federal funds, on a partial reimbursement basis, to communities in Massachusetts. Without a Self-Evaluation as a part of the Open Space plan, the community is not eligible to receive these funds.

People with Disabilities and the Open Space and Recreation Plan

As part of preparing the overall Open Space Plan, the town has been responsive to the needs of people with disabilities. The Open Space plan, has, as one of its key goals, accessibility for people with disabilities. This applies to all open space both "active" and "passive". "Active" sites would include, for example, parks with playing fields; "passive" sites would include, wooded areas or shoreline. An example of this orientation is contained in Goal B of the "Five Year Action Plan." This is found in Section 9 of the plan. There are four main goals of the plan, A, B, C, & D. Goal B is to "Increase public use and awareness of Arlington's open space through increased public access and stewardship." Objective B-1 is to "Ensure access to all open space for all demographic groups." Under this objective, there are half a dozen actions, all of which relate to providing access to people with disabilities. These are:

- *Formalize and publicize the town policy of creating access for people with disabilities at every developed, redeveloped, or improved site*
- *Develop and coordinate a uniform signage system (to guide and inform) at all major open space sites*
- *Publish (in the Arlington Advocate newspaper and other media) information on means of transportation to open space sites.*

- Investigate opportunities for increased parking at open space sites -- both regular and handicapped, particularly at the Mystic Lakes
- Increase the elderly's use of open spaces by providing more benches at sites such as the Minuteman Bikeway, Menotomy Rocks Park, Reservoir Path, and Arlington Center.
- Develop a plan for people with disabilities for all open space sites (e.g., ensure handicap parking at or near site entrances)

The Town of Arlington's Approach to the Needs of People with Disabilities

Progressive Approach - The Open Space Plan reflect the progressive policies of the Town of Arlington in regard to meeting the needs of people with disabilities. Other town offices and groups that have concerns with this segment of the population include: The Arlington Commission on Disability, established in 1993 (Attachment A), The Affirmative Action Advisory Committee (Attachment B); the Office of Fair Housing (Attachment C), and the Diversity Task Group of Vision 2020¹, (Attachment D).

The town of Arlington completed a self-evaluation report under Section 504 of the Rehabilitation Act in 1984.

Recent Accomplishments

Recent accomplishments in the realm of access include a *Town Hall renovation for accessibility* for the disabled at a cost of approximately one million dollars.

Auditory crossing signals have been installed at numerous street crossings along Massachusetts Avenue, the principal thoroughfare in town. A *Curb Cut Study* was conducted for every curb cut on Massachusetts Avenue, from the town line in the east at the Cambridge city boundary to the town line in the west at the town of Lexington. The study showed which curb cuts need improvements to make them usable for people in wheelchairs. Funds have been appropriated to install the curb cuts.

¹Vision 2020 is a broadly based, planning partnership of townspeople, town leadership and town staff. It has nine (9) Task Groups.

SECTION 504 SELF-EVALUATION

Introduction

This self-evaluation was prepared in accordance with the guidelines included in the *Open Space Planners Workbook* published by the state Division of Conservation Services, Executive Office of Environmental Affairs. It was prepared by the Department of Planning and Community Development in consultation with the Town's ADA Coordinator, the Director of Personnel, and members of the Commission on Disabilities.

The self-evaluation has three parts. They are:

- Part I. Administrative Responsibilities
- Part II. Program Accessibility
- Part III. Employment Practices

Recommendations for remedying minor shortcomings for Part I concerning notification requirements, are noted at the beginning of each section in a shaded and framed textbox. Part II contains a transition plan, which is a capital improvements plan that will remedy access shortcomings for parks and playgrounds. No shortcomings were noted in Part III.

Section 504 Self Evaluation

Part I. Administrative Responsibilities

Findings and Recommendations: Examination of the requirements for this section. Administrative Responsibilities, shows that the town is in substantial compliance, except for #3, "Public Notice of Non-Discrimination". The town needs to take more steps to serve notice of its non-discrimination policy, although it appears in the Affirmative Action Plan, notice should be more widespread. One method of doing this is to publish the notice ADA/ABOEIA on all town letterhead, not just the personnel department's. The town also provides substantial assistance to people with disabilities in terms of technology and physical access. This needs to be publicized so that more people are aware of this assistance, and expanded upon so that meeting notices reach people with disabilities more readily. Cable Television coverage has greatly increased the opportunity for people with disabilities to become informed of the affairs of town government. This medium could be used more extensively. A telephone call-in number, with recorded voice notices that would be audible for people with visual impairments would be another way to reach all to this segment of the population, and would also be useful for people without this disability. Another method for accomplishing these aims is to use language such as that used in Community Development Block Grant notices (CDBG) for all significant public meetings (see Attachment #1-4). Another method is to routinely translate important notices, including job notices, into accessible format. Also, wiring should be installed for the TDD system in the ADA Coordinator's Office. It is expected that this will be completed by July 1 of this year. With this technology, along with the other technology already in place, communication among parties will be enhanced. The town should also look to the future: new technology and methods of communication (such as the Internet and the world wide web) should be investigated as they become integrated into town government communication systems.

1.) Designation of 504 Coordinator.

Mr. Jack Jones is the Town of Arlington's Americans with Disabilities Act (ADA) Coordinator. As part of his duties, Mr. Jones also serves as the town's Section 504 Coordinator. [per 43 CFR 17.206(a)]. Mr. Jones is also in charge of the Department of Planning and Community Development's Housing Rehabilitation and Weatherization Program. Mr. Jones was appointed in October of 1995 by the Town Manager as the ADA Coordinator. He took over his duties from the previous incumbent, Mrs. Jeanne Madden. Mrs. Madden was the Town's Director of the Council on Aging, but left in September of 1995 to take employment elsewhere. Attached, as Attachment # I-1, is the letter from the Town Manager appointing Mr. Jones.

Commission on Disabilities

The Town of Arlington has a Commission on Disabilities. This commission was established in 1992. Offices have been established for the Commission in the Central School Building, also known as 20 Academy Street. This building is located in the "Civic Block" of Arlington, near the town hall and library. Also, these offices are part of the Housing Rehabilitation and Weatherization suite of offices. Thus, the ADA Coordinator is located close to the Commission's headquarters.

The entire building was made handicapped-accessible in 1985, as part of a two million dollar (\$2,000,000) renovation project. It is leased out by the Arlington Redevelopment Board and has various private and public offices. Thus, the commission is located proximate to the ADA Coordinator, is centrally located to town services, and has a stable base of operations. It is also located in the same building as the Council on Aging and the Senior Center, which serve a significant population of people with disabilities.

Alan McClennen, Jr., who is the Director of the Department of Planning and Community Development, is also a member of the Commission on Disabilities. This further enhances the communication between a key department at Town Hall and the Commission on Disabilities.

2. Grievance Procedures

ADA Grievance Procedures were issued to all Department Heads in September of 1995. They had been in draft development since February of 1994. The Grievance Procedure is attached as Attachment # 1-2. The procedure, a five page document, has four sections: 1.) Purpose, 2.) Definitions, 3.) Complaint Process, and 4.) Grievance Process. The Grievance Process has four steps: ADA Coordinator Appeal Level, Self-Evaluation Team Appeal Level, Town Manager Appeal Level, and Board of Selectmen Appeal Level.

Comprehensive Nature of the Grievance Procedure -This grievance procedure is comprehensive. It is universal, in that it is in force for all departments and all programs of the town. Therefore, it governs the activities of the Park and Recreation Commission and the Conservation Commission. It is intended to govern any situation that may arise in the town, that might result in a grievance. The language in the procedure is such that it can be used in any department, including all those that relate to open space and recreation. These additional departments are: the Arlington Public Schools, (for athletics); the Recreation Division of the Human Resources Department, (for recreation programs); the Park and Recreation Commission, (for policy matters for lands and buildings under their control and for upgrades of parks to the highest degree of handicapped accessibility); and the Department of Public Works (for maintenance). The Department of Public Works is responsible for public land within the Properties and Natural Resources division. They maintain grounds not maintained by the other departments mentioned above, including cemeteries. The Conservation Commission also owns land in town, none of which at the present time has paved paths and none is physically programmed especially for handicapped accessibility. For further discussion of accessibility of various town holdings, please see Part II of this self-evaluation.

3. Public Notification Requirements

Public Notice of Nondiscrimination- Public notice is to be given to employees and the general public that the Town does not discriminate on the basis of disability. In Arlington, this has been partially satisfied in through the Affirmative Action Plan.
The following statement is taken from the first page of the Affirmative Action Plan.

Provision of Municipal Services: It is the policy of the Town of Arlington to provide municipal services, including access to all municipal facilities, without regard to race, color, religion, national origin, sex, age, or disability.

In order to further comply with ADA and Section 504, the town stands ready to translate any public notices into appropriate format to ensure communication with, and the provision of opportunity for, people with disabilities.

Of note is the fact that local cable television outlet, which operates under a license from the town, broadcasts Selectmen's meetings, and sponsors other public affairs programming. In addition, appearing weekly are programs during which the local newspaper is read aloud. Public notices of upcoming meetings are published in the local newspaper. This provides one avenue of access to governmental affairs for local people who are visually impaired.

Recommendations: The Town should incorporate notice of non-discrimination into more of its publications and notices. This notice should be put on more than one department's letterhead. The Personnel Department should consult with the ADA Coordinator to translate recruitment materials and publications into a form, such as large print, simple language, and auditory format, for the visually impaired and for the hearing disabled. The Town government as a whole, should take steps so that, in the future, as more technology becomes available, every public notice is translated into non-print and other forms as a routine policy matter. A TDD telecommunications line should be installed in the ADA Coordinator's suite of offices.

Personnel Department

In all of its employment ads, recruitment materials, and employment postings, the Town of Arlington is advertised as an AA/ADA/EOE employer. This serves as notice of non-discrimination. This means that the Town adheres to standards for Affirmative Action, for the Americans with Disabilities Act, and for the Equal Opportunity Employer law. This notice is also used on the Personnel Department's letterhead. The Director of Personnel is also the Affirmative Action Officer for the Town. The Director's letterhead also has this notice clearly visible. An Equal Opportunity/Affirmative Action statement appears prominently at the beginning of the Employee Handbook.

The Personnel Department stands ready to read aloud, record on audiotape, any employment advertisement upon request, or take any other reasonable action to accommodate people with disabilities, including those with visual and learning impairments.² Printing notices in large type, in simple language, or whatever reasonable method is appropriate will be utilized, upon request.

For further information on personnel policies and practices, please see Part III of this report, "Employment Practices", as well as the appendices for Part III.

Training on Nondiscrimination- Periodically, training is held to educate department heads and others on applicable AA/ADA/EOE legal requirements. The Affirmative Action Plan has a section on training. See Attachment #II-3b. In June of 1992, the Affirmative Action Advisory Committee held training

² telephone conversation with Patricia Libby, personnel director, on March 13, 1996.

sessions entitled "Bringing Down Barriers" on the Americans with Disabilities Act. A half day session was held, and a manual was distributed. See also discussion in Part III, and also Attachments #I-3b, training opportunities in general, and #III -8 "Bringing Down Barriers" materials.

Participation of Individuals with Disabilities or Organizations Representing the Disabled Community

The Self Evaluation that was prepared for the Open Space and Recreation Plan included help from the Town of Arlington Commission on Disabilities. From the inception of the Open Space Planning process, the ADA Coordinator received all mailing materials and meeting notices, and was invited to participate in the group, attending key meetings. Also, Mr. Tom Boudreau, a state certified Community Access Monitor, who is a member of the Commission on Disabilities, is a member of the Open Space Plan Committee. He has assisted in the preparation of Part II of this self-evaluation, Program Accessibility. In addition, a training session was held for committee members and volunteers on how to evaluate sites for accessibility in the spring of 1995. (insert more specifics here).

5. Technological Aids for the Hearing and Vision Impaired

In addition to having an active ADA Coordinator, supporting a Commission on Disabilities, establishing a Grievance Procedure, providing various forms of public notice of non-discrimination, holding training, participating on projects with people with disabilities, the town also employs the latest communication technology to aid people with disabilities. These methods make it possible for people with disabilities to communicate with their government, the rest of the community, and each other. This information is included here to demonstrate the Town's commitment to use all means possible to enable this segment of the population to participate in local government. The ADA Coordinator is responsible for the technology listed below.

Technological Aids for the Hearing Impaired

A.) Loop Induction System

The Town Hall auditorium, where large public meetings are held, including Town Meeting, is equipped with a loop system for the hearing impaired. People who have hearing impairments can use portable hearing devices so that people who speak at the meeting can be audible.

B.) TDD - Telecommunications for the Deaf

The town's 911 emergency telephone line is equipped so that people with language disabilities can communicate with emergency personnel. In addition, when the ADA Coordinator was also the Director of the Council on Aging, a TDD line was installed in that office space. Since then, the location of the coordinator has changed to a different part of the building. The telephone wiring is not currently suited to operation of this telephone line. This is a problem that will be remedied by July 1 of 1996.

³ telephone conversation with Jack Jones, ADA Coordinator on April 2, 1996.

C.) Sign Language Interpreters

At any public meeting, the town will, with advance notice, will provide sign language interpreters.

Technological Aids - Vision Impaired

The town has addressed this need by the following:

A.) Braille and Large Type

Documents can be transferred into Braille format by request. The town would bring the document to the Massachusetts Association for the Blind, and have their Braille Translations Department transfer the text. In addition, anytime large type is needed, documents will be printed in large typeface.

B.) "Talking Computer"

The Commission on Disabilities has recently acquired software for a "talking computer". This is located in their offices at the Central School Building. Installed and operational is an electronic scanner that will be used in conjunction with specialized software. On March 14, 1996, the scanner and the computer with the new software was demonstrated to town employees and officials. This software translates computer text into spoken words that the vision-impaired will be able to hear. This will make communication much easier.

Part II. Program Accessibility

CONCLUSIONS:

The Town is in compliance with this section of the 504 Evaluation. An evaluation of each site under the jurisdiction of either the Park and Recreation Commission or the Conservation Commission was conducted. The evaluation showed that either sites have been improved, will be improved through the capital improvements process, or that they are not required to be improved.

Introduction

Requirements

This section of the study looks at properties held by the Conservation Commission and the Park and Recreation Commission. It looks at programs and services offered by the Recreation Division of the Human Resources Department. The Conservation Commission does not run programs or provide services at its sites. This study also evaluates buildings, recreation facilities and equipment. Arlington has no lessees or concessionaires to which this section would apply. The land on Mt. Gilboa, which is owned by the Conservation Commission, has a residence. It is rented out, and is not open to the general public. Thus, it is not required to be accessible. However, if, the future, there becomes a compliance problem, it will be addressed. The only other building evaluated for this study is the Veterans Memorial Skating Rink. It is located in a complex of playing fields and playgrounds on Summer Street in the western part of the town. The building is currently handicapped accessible. The restroom facilities are being made accessible to people with disabilities this spring and summer, with Community Development Block Grant funding. The Recreation Division of the Human Resources Department has offices at the Veteran's Memorial Skating rink. These are handicapped accessible.

Conservation Commission - The Conservation Commission holds all regular meetings in an accessible meeting room at Town Hall. The Commission maintains an office in a part of Town Hall that is not accessible, however, this space is mainly used for record storage, and is not open on a regular basis to the general public. The part time administrator and Commission members are willing to meet in the accessible portions of Town Hall with anyone who requires this kind of accessibility for services. In addition, if the Commission runs programs in the future, it will make reasonable accommodation for people of all abilities.⁴

⁴ telephone conversation with Susan Brent, Chairwoman of the Conservation Commission, March 22, 1996.

Programs and Services

Recreation Division

Recreation Programs and Services

Inclusivity of Programs - It is the policy of the Recreation Division of the Town Department of Human Resources to be inclusive in all its programming. In fact, in every seasonal recreation program brochure are included the following words:

People of all abilities are encouraged to participate in programs and activities offered by the Recreation Department. Every effort is made to provide appropriate services to allow participation. Please call the Recreation Department for more details.

See also Attachment #II-1.

In addition, financial assistance is available for participants, and programs are offered to non-residents. Thus, not only are the Recreation Division's programs based on non-discrimination, they are also inclusive in nature.

Special Needs Activities - Adults with special needs have their own club, sponsored by the Recreation Division. It is called the "Gang" and meets for weekly bowling, monthly trips, dances, and sports. A schedule is published with further information during each quarter of the year. Membership, at a nominal cost, is offered in the Special Olympics Swim Team. Lessons are offered for all ages in preparation for this team. The Recreation Division uses indoor swimming facilities at the Arlington Boys and Girls Club. In addition the Recreation Division has a van that is accessible.

Recreation Facilities

Access to recreation facilities is a situation covered under the printed policy, previously mentioned above. If a facility is not currently accessible to people with disabilities, and the program that takes place there can be moved to another location, as a reasonable accommodation, this accommodation will be made.

Accessible Facilities not listed on the Inventory

Arlington has more accessible facilities than are listed in this self evaluation. A listing of facilities under the jurisdiction of the Park and Recreation Commission and the Conservation Commission appears in the matrix on the following pages. Some accessible facilities are not listed on the inventory, because they are not under the jurisdiction of either of these entities. The *MinuteMan Bikeway* is an outstanding example of an accessible facility not listed in the matrix. It is regional bikeway that is eleven miles long. It starts in Arlington, near the border of Cambridge and the Alewife public subway terminus, and passes through Lexington and ends approximately one mile into Bedford. Almost four miles of its length are in Arlington. The MinuteMan Bikeway is mentioned in this report because it is a valuable regional asset. It is accessible for the disabled, and is suitable for wheeled vehicles in good weather, including wheelchairs as well as bicycles, skateboards, and baby strollers. In addition, from time to time, special events are held on the trail for people with disabilities in which the town participates.

Facility Inventory and Transition Plan

Introduction - A community must evaluate each relevant site individually. A transition plan is required for sites that need structural changes to become accessible for people with disabilities. The Site Evaluation Matrix that follows lists each site individually, and contains the transition plan. The transition plan is based upon the capital improvements program for parks and playgrounds. *It is Town practice that whenever substantial capital improvements are made, part of the work budget is for upgrading to current accessibility standards.* In recent years the town has renovated both the Town Hall and The Robbins Memorial Library. Both of these are completely handicapped accessible. The Town takes a systematic approach to capital improvements. It has a five-year capital improvements cycle. Departments and other town entities submit budgets for review by the Town Manager and for approval by the Finance Committee. The Capital Improvements Program approved in January of 1996 is the basis for the information shown in the matrix. Please note that the capital budget is a flexible planning tool. Some of the figures are subject to change in upcoming fiscal year planning cycles, as adjustments are made by the Departments and Commissions. For example, although Hibbert St. playground is not listed on the current plan, it will be submitted next year for inclusion in the year 2002. Of note is the fact that, in each year, moneys are requested by the Park and Recreation Commission for a planning feasibility study to organize that year's work. Fifty five thousand dollars has been requested for this purpose in the years 1997-2001. This amount is not included in the matrix, but is important because it shows an organized methodology for planning capital improvements.

Methodology - All of Conservation and Park and Recreation holdings were evaluated using three criteria. These criteria are:

- 1.) Sites that have been upgraded to current standards of accessibility
- 2.) Sites that are scheduled and budgeted to be upgraded to current standards of accessibility
- 3.) Sites that are not scheduled to be improved

These sites are not currently upgraded and are not currently in a capital improvements program for upgrading.

Note: 1.) All of the sites fit into one of these three categories. To make it easier for the reader to relate this information to the other parts of the Open Space Plan, the sites listed in the matrix are keyed to the larger matrix that is contained in Section 4 of the Plan. 2.) There are two Park and Recreation Commission properties on the inventory list that are not scheduled for capital expenditure: a.) *Hibbert St. Playground* - slated for upgrading in the year 2002. This request will be submitted next year, and b.) *Crusher Lot*, adjacent to Otoson Middle School - this lot is similar to Conservation Commission holdings in that it has no formal pathways. Thus, it is not required to be upgraded. In addition, the Park and Recreation Commission is responsible for the Parallel St. Playground, although this is owned by the Metropolitan District Commission (MDC). The play equipment at this site is accessible.

Summary of the Matrix

There are 22 sites in the Park and Recreation and Conservation Commission matrix. Of these, 2 have been upgraded to current standards of accessibility. There are 18 sites that will be upgraded as part of the capital budgeting process, some with town funds and some with Community Development Block Grant (federal) funds. There are two sites that have some elements already upgraded that will have other elements upgraded. No Conservation Commission sites have been upgraded or are planned to be upgraded. This is because they are not upgraded at the present time, there are no paved paths, off-street parking, restroom facilities, etc.

Total number of Park and Recreation Commission properties: 19

Total number of Conservation Commission properties : 8

School Properties (and former school properties)

There are a number of properties associated with the public school system that are not listed on the Matrix. They are listed on the chart below, "Capital Improvement Schedule School Campuses, 1996-2000". These properties, including "recycled" former school properties will be improved to provide either first-time access to people with disabilities, or improved in the quality and extent of handicapped facilities. For example, some playgrounds have handicapped-accessible equipment, but need more work done on the pathways that lead to the equipment to make their accessibility more complete. All these properties are owned by the town; they are either under the jurisdiction of the School Committee, the Arlington Redevelopment Board (ARB), or the Park and Recreation Commission. In most cases the Park and Recreation Commission is responsible for maintenance. The Park and Recreation Commission has requested funds for general upgrading for the play areas listed on the chart, below. These will be upgraded to ADA/Section 504 standards during the capital improvements cycle, and are a part of the approved Capital Budget for the years 1997-2001.

Capital Improvement Schedule School Campuses

School	Recreational Facility	Amount and Year
Stratton School	Greeley Field (School Dept./Park & Rec.)	\$100,000 in the year 2000
Hardy School	Play surface (School Dept.)	25,000 in the year 2000
Dallin School	Florence Field (School Dept./Park & Rec.) Play equipment upgraded in 1994	75,000 in the year 1997
Cutter School	Playground (ARB-condos)	50,000 in the year 1999
Locke School	Playground (ARB-condos)	25,000 in the year 1998
Crosby School	Playground (ARB/Park & Rec.) (leased building)*	\$75,000 in the year 1998
TOTAL		\$350,000

Notes: *equipment at the Crosby Playground is handicapped accessible. The Park and Recreation Commission is responsible for the Parmenter Playground (leased building); it will be improved as a part of the capital plan for \$100,000 in FY 1997. The Ottoson Middle School, not on the list above, is slated for improvement in 1996-1997.

SITE EVALUATION MATRIX

TRANSITION PLAN

NAME of property (popularly used name)	LOCATION Street Address & Cross Streets for Identification	Open Space Plan reference number (Inventory matrix)	Conservation Commission Owner & Responsible Party	Park & Recreation Commission Owner & Responsible Party	Improved To Standard Category A Improved to standard (Date/Fundsource)	Capital Budget Category B Capital Budget Scheduled to be Improved (cost estimate)	Not Require Category C Unimproved (give reason)
1.) Reservoir Field	Lowell Street	Page 5-21, Item #6 also Page 5-22, Item #18 (Hurd's Field)				Yes, Reservoir Beach for handicapped accessibility in 1996, \$15,000 (CDBG)* Hurd Field in Capital Budget in 2001, \$50,000 Yes, Field in 1996 Capital Budget \$100,000 (change from Jan. '96 budget) Yes, Field in 1998, Capital Budget \$50,000 Yes, Study funded by CDBG in the amount of \$25,000 will be completed in 1996 - 1997	
2.) Spy Pond Park & Field	Pond Lane, Wellington St.	Page 5-21, Item #9			Yes, Playground completed in 1993		
3.) Summer St. Complex Playground & Fields	Summer St., Ryder St.	Page 5-22, Item #11					
4.) Meadow Brook Park	Medford, Mystic, Mystic Valley Parkway	Page 5-22, Item #16					
5.) Menotomy Rocks Park & Playground	Jason St., Spring St.	Page 5-21, Item #3			People with mobility Impairments are allowed to drive in to the playground area; other are not. Road is unpaved.	Yes, \$48,000 in Capital Budget for playground equipment (Request to be made in F.Y.'97)	Unimproved are: formal paths, has steep slopes
6.) Turkey Hill	Washington St., Brand St., Mayble St., Dodge St.	Page 5-22, Item #12	some land	most land- water tower is MWRA**		Yes, \$100,000 Capital Budget in 2000	Unimproved are: formal paths, has steep slopes
7.) Robbins Farm Playground and Field	Eastern Ave.	Page 5-22, Item #13					
8.) Mt. Gilboa	Westminster, Crescent Hill Ave., Crescent Ave.	Page 5-22, Item #14					Unimproved are: formal paths, ver

of property (popularly used name)	Street Address & Cross Streets for Identification	Open Space Plan reference number (Inventory matrix)	Conservation Commission Owner & Responsible Party	Park & Recreation Commission Owner & Responsible Party	Improved To Standard Category A Improved to standard (Date/Fundsource)	Capital Budget Category B Capital Budget Scheduled to be Improved (cost estimate)	Not Required Category C Unimproved (give reason)
9.) Thorndike Field	Thorndike St.	Page 5-22, Item #15			Yes, Capital Budget, 1997, \$50,000	Crusher, vacant unimproved area paved areas	
10.) Crusher Lot at the Ottoson Middle School	Gray, Oakland, Appleton, Acton & Quincy Sts.	Page 5-21, Item #10			Yes, Ottoson Field, Capital Budget, \$50,000 In 1999		
11.) North Union St. Playground, Field & Wading Pool	North Union St. adj. to the Thompson School	Page 5-22, Item #17			Yes, CDBO In 1996, \$75,000		
12.) Poets Corner - Playground and Field	Wollaston, Kipling, Shelly, Keats	Page 5-23, Item #24		Yes, Playground CDBO funds In 1994	Yes, Capital Budget Poets Corner Field 2000, \$50,000		
13.) Bishop School Playground & Field	Columbia, Crosby, Sorensen Sts.	Page 5-22, Item #19		Playground made accessible in 1995, funded by the Bishop School PTO	Yes, Capital Budget for Field for \$50,000 In 1998		
14.) Buzzell Field	Summer near Mystic and Mill Sts.	Page 5-23, Item #24			Yes, Capital Budget, \$100,000 In 1996 for playground; request to be made for field for \$75,000 to be used in 1999		
15.) Magnolia St. Playground	Magnolia St.	Page 5-23, Item #25		Playground in 1995	Yes, CDBO \$20,000		
16.) Window - On - The - Mystic	Mystic St. (near Winchester Townline)	Page 5-23, Item #27				Unimproved at parking area, n parking on Mys, no formal path slopes to water	
17.) Wellington Park Playground	Grove St.	Page 5-23, Item #28			Yes, Capital Budget, \$15,000 In 1999		
18.) Veteran's Memorial Skating Rink (MDC)	Summer St.	Page 5-24, Item #33	* In part	Yes, Rink is accessible for the disabled	Yes, 1996, CDBO, \$20,000 for restroom access		

SITE EVALUATION MATRIX

TRANSITION PLAN

NAME of property (popularly used name)	LOCATION Street Address & Cross Streets for Identification	Open Space Plan reference number (inventory matrix)	Conservation Commission Owner & Responsible Party	Park & Recreation Commission Owner & Responsible Party	Improved To Standard Category A Improved to standard (Date/Fundsource)	Capital Budget Category B Capital Budget Scheduled to be Improved (cost estimate)	Not Require Category C Unimproved (give reason)
19.) Park Circle Water Tower Park (lower is M.W.R.A, park is town)	Park Circle, Park Ave.	Page 5 - 24, Item # 34	•	•	Yes		
20.) Forest St. Conservation Land	Forest St.	Page 5 - 25, Item # 41	•				unimproved conservation lan.
21.) Teel St./Waldo Playground	Teel St.	Page 5 - 25, Item # 40		•		Yes, Capital Budget, \$50,000 In 2001	unimproved conservation lan.
22.) Ridge St. Conservation Land	Ridge St.	Page 5 - 25, Item # 44	•				unimproved conservation lan.
23.) Woodside Lane Conservation Land	Woodside Lane	Page 5 - 25, Item # 45	•				unimproved conservation lan.
24.) Hibbert St. Playground	Hibbert St.	Page 5 - 25, Item # 46		•		Yes, Capital Budget Request for \$25,000 for the year 2002, to be submitted in 1997	unimproved conservation lan.
25.) Brattle St. - U - Shaped Conservation Commission	Brattle St.	Page 5 - 25, Item # 47	•				unimproved conservation lan.
26.) Cutter School Playground	Appleton St. Davis Rd.	Page 5 - 26, Item # 48		•		Yes, Capital Budget, in the year 1999 \$75,000	
27.) Monument Park	Broadway & Mass. Ave. downtown Art. Ctr.	Page 5 - 26, Item # 49		•	Yes, at the time of the Broadway Plaza creation in 1977		

*CDBG - Community Development Block Grant Program - federal funds
 **MWRA - Massachusetts Water Resources Authority

Part III

Findings: The town is in compliance with this section of the Self-Evaluation.

Regarding people with auditory needs, a reasonable accommodation is made by request. The Personnel Department will read aloud materials, or put these materials on audio tape. Also, since the town now has the "talking computer" installed in the office of the Commission on Disabilities, this technology can be used by various departments. Since this is a new acquisition, it is expected that more training and use will occur in the future.

Recommendations have been made by the Personnel Director that should be followed up on. One is for the insertion of a clause in union contracts that notices the nondiscrimination policies of the town and the responsibilities of all employees to comply with this policy. The other is the recommendation that language be inserted in the training section of the Employee Handbook that expands the definition of non-discrimination to people with disabilities, from the groups mentioned - minorities and women. The spirit of non-discrimination is followed, it is not yet printed in this handbook. Regarding the number of persons with disabilities in the town's employ, the town relies on self-disclosure by employees on this subject. The Personnel Department has no record of any employees who have

OFFICE OF THE TOWN MANAGER

Donald R. Marquis
Town Manager



730 Massachusetts Avenue
Telephone 646-1000

Town of Arlington
MASSACHUSETTS 02174

September 14, 1995

Mr. John Jones
Director of Rehabilitation and Weatherization
c/o Menotomy Weatherization
20 Academy Street
Arlington, Massachusetts 02174

Dear Mr. Jones:

Effective immediately, I am hereby appointing you the ADA Coordinator for the Town of Arlington.

It is my understanding that you, in collaboration with the other staff in your office, will aptly service the Town and citizens in compliance with the Americans with Disabilities Act (ADA).

Thank you very much for taking on this important assignment.

Very truly yours,

A handwritten signature in dark ink, appearing to read "Donald R. Marquis", written over a horizontal line.

Donald R. Marquis
Town Manager

DRM:mc

Attach. I-1 -504 Coord.

TOWN OF ARLINGTON

BRINGING DOWN BARRIERS:
A MANUAL ON DISABILITIES ISSUES
For Appointing Authorities, Department Heads,
Division Heads, and Other Supervisors

June 1992

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INTRODUCTION

A. ATTITUDINAL BARRIERS

B. LEGAL REQUIREMENTS

- B-1 Federal & State Laws and Regulations
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C. EMPLOYMENT

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Town's Affirmative Action Office

THIS MANUAL WAS PRODUCED BY
TOWN OF ARLINGTON AFFIRMATIVE ACTION COMMITTEE
WHICH IS SUPPORTED BY COMMUNITY DEVELOPMENT BLOCK GRANT FUNDS

NOTE: THIS MANUAL WAS USED FOR A HALF DAY SUPERVISORY AND MANAGEMENT TRAINING SESSION ON ADA

June 1992

To All Town Appointing Authorities, Department Heads,
and Other Supervisors:

The Affirmative Action Advisory Committee is pleased to present *BRINGING DOWN BARRIERS*, a manual on disabilities issues, prepared especially for you. We believe you will find this information valuable for several reasons:

- The Town, as an employer, as a local government, and as a recipient of federal funds, is subject to federal and state legislation banning discrimination in employment and in the provision of services and programs, on the basis of disability.
- There are now 13 million disabled persons of working age in the United States. The Department of Labor projects that, in the coming decades, increasing numbers of people with disabilities will enter the workforce.
- It is possible that one or more of the employees now in your department have some sort of disability (which may be invisible). The adoption of a new federal law has increased individuals' awareness of their rights. People who never asked for accommodation before may feel empowered to request assistance now.
- On any day, at any time, a current Town employee could become permanently or temporarily disabled and therefore come under the protection of the non-discrimination laws.

For all these reasons, it is essential that you know your legal obligations and learn when and how to make reasonable accommodations. This manual is designed to get you started.

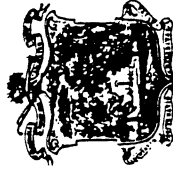
We urge you to read through this manual now and to retain it for future reference. If you have questions about anything in the manual, or if you would like additional material, please call on the Town's Affirmative Action Officer.

Sincerely,

James A. Webster, Chair
Affirmative Action Advisory Committee

Arlington COMMISSION ON DISABILITY

*Promoting Accessibility
Through Awareness*



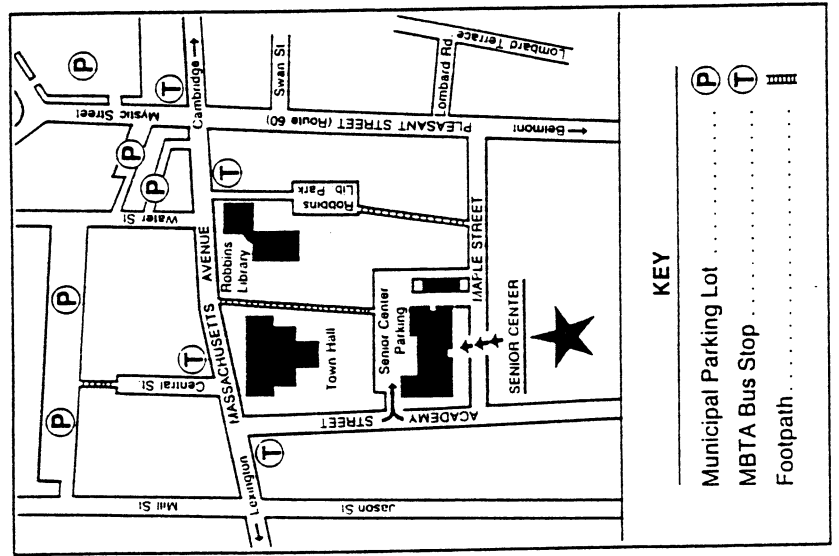
27 Maple Street
Arlington, MA 02174-4967
617-646-1000 x 4720 voice
617-648-8130 tty/tdd
617-641-5422 Fax



Location: The Commission on Disability is on the ground floor of the Senior Center behind Town Hall. Please enter on Maple Street.

Parking: See map for location of on-street and municipal parking. Parking is by permit only in the Senior Center parking lot.

Public Transportation: MBTA buses stop within one block of the Senior Center on Massachusetts Avenue and on Pleasant Street near Maple Street.



Arlington Commission on Disability
27 Maple Street
Arlington, MA 02174-4967

If you need access assistance please contact the office staff.

Arlington's Vision 2020 is a broadly based, easily accessible partnership of townspeople, town leadership and employees.

With an appreciation of Arlington's past, it is dedicated to ensuring that issues which are important to Arlington's future, both long and short term, are studied, acted upon and resolved through a timely process which is collaborative and fact-based, and whenever possible, creative and strategic.

Vision 2020 Task Groups

- Community & Citizen Service Task Group
- Diversity Task Group
- Education Task Group
- Environmental Task Group
- Culture & Recreation Task Group
- Communication Task Group
- Fiscal Resources Task Group
- Governance Task Group
- Business Task Group

For information or to join Vision 2020 Task Groups, contact:

Vision 2020
Robbins Memorial Town Hall
730 Mass Ave • Arlington, MA 02174
or call Jane Howard at 648-1936

The **DIVERSITY TASK GROUP** welcomes everyone interested in working to promote and support diversity in Arlington.

For more information or to join the **DIVERSITY TASK GROUP**, contact either of the co-chairs:

Emily Sample Miriam Stein
643-9005 648-0255

or, complete the form below

Attachment D Diversity Task Group of Vision 2020	to: more information ate in the DIVERSITY TASK GROUP

	Diversity Task Group am Stein ak Knoll igton, MA 02174

**DIVERSITY
TASK GROUP**



*We value the diversity
of our population.*

*Our Town's mix of
ethnic, religious and cultural
backgrounds, as well as
economic and personal
circumstances, enriches us all.*

*We will be known for the
warm welcome and respect
we extend to all.*

*... from the Goals for the Town of Arlington By-Law,
Town Meeting, 1993*



**A PROUD PAST
A FOCUSED FUTURE**

WORK OF THE DIVERSITY TASK GROUP

- ❖ Promoted the establishment of the Arlington Human Rights Commission
 - ❖ Collaborated on a religious diversity workshop for Arlington Public School teachers
 - ❖ Co-sponsored a "Diversity in the Schools" forum
 - ❖ Created a Diversity Calendar which appears weekly in *The Arlington Advocate*
 - ❖ Conducted diversity training for Task Group members
- ❖
- ❖ Continuing to develop the Profiles in Diversity public education project
 - ❖ Maintaining on-going discussions with Arlington School Department administrators re: diversity issues in the schools
 - ❖ Monitoring and promoting Affirmative Action hiring in the Town and school workforce
 - ❖ Addressing the availability of a diverse spectrum of books and materials in Arlington libraries and bookstores
 - ❖ Offering mutual support at monthly meetings and social gatherings

WHO WE ARE

The **DIVERSITY TASK GROUP** is composed of a variety of people who volunteer their time to promote and support diversity in Arlington. We define diversity as broadly and as inclusively as possible, to include race, color, religious views, national origin, gender, age, citizenship, ancestry, family/marital status, sexual orientation, ability/disability, source of income, military status.



GOALS OF THE DIVERSITY TASK GROUP

We want Arlington to be known for its warmth to all who choose to live, work, or simply be in the Town. We seek to:

- ❖ Create an atmosphere of acceptance in the community
- ❖ Influence Arlington institutions and groups to respect and incorporate diversity in practice as well as in policy
- ❖ Inform people who live or work in Arlington about issues related to diversity
- ❖ Increase the diversity of the Town and school workforce

