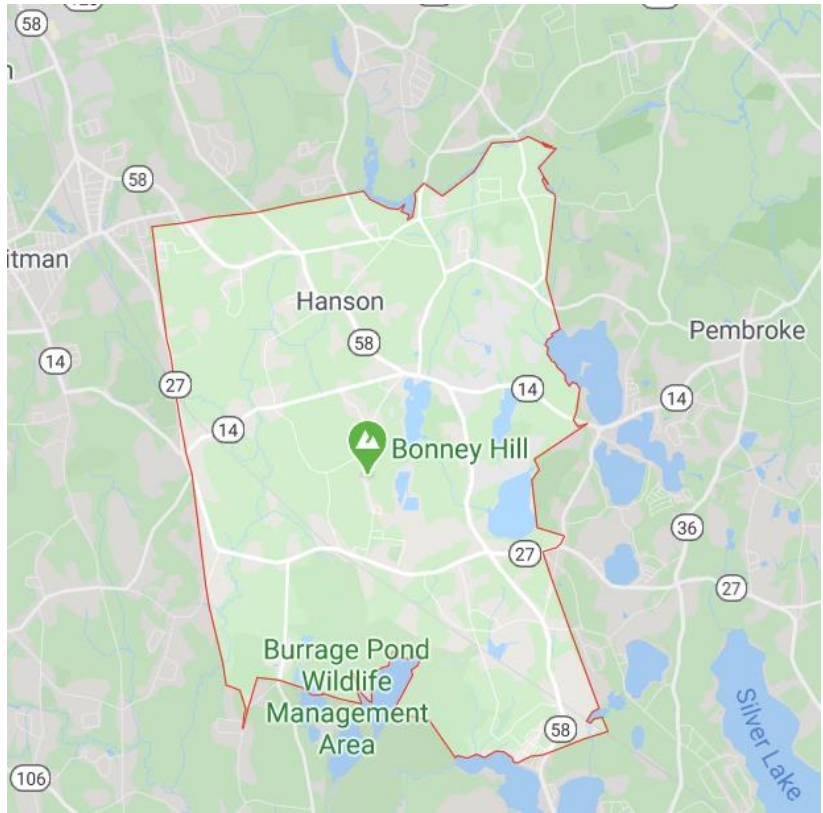


# HANSON, MA

## ADA/504 SELF-EVALUATION & TRANSITION PLAN



**ARCHITECTURE  
+ ACCESSIBILITY**  
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KMACCESS.COM  
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October 20, 2020

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## SECTION 1: EXECUTIVE SUMMARY

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The Town of Hanson has retained KMA, LLC to assist in the development of an Americans with Disabilities Act (ADA) Self-Evaluation & Transition Plan (SETP). The Town is making progress in ensuring its programs and services are accessible; it has developed a grievance policy, has appointed an ADA Coordinator, has a public notice of ADA compliance, and has created a Disability Commission. Its facilities, policies, and programs are becoming more accessible.

The Self-Evaluation process did identify some areas where improvement could be made in the delivery of accessible programs and services. Recommendations to address these areas include:

- Ensure the ADA Coordinator has received appropriate training and provide their name/ contact information on Town documents/ the Town website.
- Develop town-wide protocols for providing materials in alternate formats, providing auxiliary aids/services, and evaluating requests for reasonable accommodations.
- Develop enhanced communication regarding requesting modifications, accommodations, alternative formats, auxiliary aids and services and architectural accessibility on the Town's website, social media, print materials, and in buildings and announcements.
- Develop and disseminate protocols to ensure meetings (including Boards and Commissions), hearings, workshops, and conferences conform with the guidelines for accessible meetings.
- Provide ADA training for appropriate staff.
- Develop a Service Animal policy.
- Redesign the website to fully conform with Section 508 of the Rehabilitation Act and W3C-WAI's WCAG 2.0.
- Ensure that the Emergency Preparedness Plan specifically addresses the unique needs of individuals with disabilities.
- Review all Town documents for stigmatizing language (i.e. the use of the word "handicapped").
- Perform a more comprehensive review of the Town's employment practices for accessibility requirements. Ensure any accessibility policies that are currently being developed or have already been implemented are included in the Employee Manual.
- Provide alternative means of contacting Town employees (i.e. email or TTY number).
- Engage in targeted architectural barrier removal at facilities. KMA has identified the following facilities as the highest priority for barrier removal:
  - Senior Center & Library
  - Town Hall
  - Fire Station

- Hanson Middle School
- Food Pantry
- Police Station
- Nathaniel Thomas Mill

This Self-Evaluation & Transition Plan will assist the Town in its ongoing effort to ensure equitable access for all its citizens. Recommendations contained in Section 4 reflect the regulatory obligations established in 28 CFR Part 35 as well as public input.

## SECTION 2: REGULATORY CONTEXT

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The Town of Hanson is an inland town on the south shore in Plymouth County. It shares a border with Rockland and Hanover to the north, Pembroke to the east, Halifax to the south, East Bridgewater to the west, and Whitman to the northwest. It is located approximately 9 miles east of Brockton, 13 miles south of Quincy, and 18 miles southeast of Boston. Its territory is traversed by three highways: Route 58, Route 27, and Route 14. The estimated population of Hanson is approximately 11,000.

Like all municipalities, the Town has a regulatory obligation to ensure that it does not discriminate against individuals with disabilities in the provision of municipal programs and services. The Americans with Disabilities Act (ADA) does not necessarily require that all the Town's facilities be fully accessible. Rather it requires that all the Town's programs and services, "when viewed in their entirety", be accessible. The Town is required to perform a Self-Evaluation to determine what barriers exist to their programs and services, and to develop and implement a plan to remove those barriers.

The ADA defines individuals with disabilities as those who fall into one of the following three categories:

- Individuals who have a physical or mental impairment that substantially limits one or more major life activities;
- Individuals with a record of such an impairment; and
- Individuals regarded as having such an impairment.

The broad prohibition against disability-based discrimination requires that all Town programs and services be accessible to individuals with disabilities. The ADA requires a public entity to take five administrative action steps:

- Designate an employee responsible for carrying out compliance activities.
- Provide notice to the public of its rights and protections under the ADA and how the entity complies with those obligations.
- Establish a grievance procedure.

- Conduct a Self-Evaluation, a comprehensive review of policies and procedures.
- Develop an ADA Transition Plan.

Thus, the Town must assess specific services, policies, and practices, and address the removal of physical barriers and/or the revision of policies and procedures, to ensure compliance with the applicable ADA and Section 504 regulations, and with all provisions of the Massachusetts Code of Regulations (521 CMR). Massachusetts State law further requires that the Town apply the more stringent of the above standards to achieve accessibility.

## APPLICABLE REGULATIONS

There are four federal and state requirements for architectural barrier removal from existing buildings and in alterations to existing buildings. These are:

- PL101-336: 1990 Americans with Disabilities Act (ADA). This is the federal civil rights statute whose first purpose is:  
 “...To provide a clear and comprehensive national mandate for the elimination of discrimination against individuals with disabilities.” (42 USC 12101. Sec.2(b))
- 28 CFR Part 35, Title II: Nondiscrimination on the Basis of Disability in State and Local Government Services (as amended by the final rule published on September 15, 2010). These are the U.S. Department of Justice’s regulations implementing the ADA, as required in 42 USC 12101, Sec.204(a).
- 29 USC 794: Section 504 of the 1973 Rehabilitation Act (504)
- 521 CMR: The Rules and Regulations of the Massachusetts Architectural Access Board (1977, 1987, 1990, 1992, 1996, 1998, 2006)

## ADA AND 504 BARRIER REMOVAL REQUIREMENTS

There are two requirements under Title II of the ADA that require a public entity such as the Town to remove existing barriers to bring an end to and to prevent discrimination against a person or people with disabilities. These two requirements are:

1. Program Access: This requires that individuals with disabilities be provided an equally effective opportunity to participate in or benefit from a public entity’s programs and services. The ADA requires that public entities provide physical and communication access to each program service or activity. The Town must identify and correct policies and practices that have the effect of discriminating against individuals with disabilities.
2. Alterations: Any alterations that are performed must conform to the 2010 ADA Standards.<sup>1</sup> Alterations may trigger an obligation to perform additional barrier removal outside the planned scope of work. The ADA accessible path of travel requirement states: “When alterations are made to a primary function area that affect the usability of that area, alterations to provide an accessible path of travel to the altered area must also

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<sup>1</sup> And 521 CMR: *The Rules and Regulations of the Massachusetts Architectural Access Board (MAAB).*

be made unless the cost is disproportionate.” Further, the Town is required to maintain its existing facilities to ensure continued, unfettered, and uninterrupted access to persons with disabilities.

## PROGRAM ACCESS

The Town’s fundamental obligation is to ensure that individuals with disabilities are afforded an equally effective opportunity to participate in, or benefit from, all its programs and services, subject only to the limitations of fundamental alteration and/or undue burden. Therefore, the Town must implement policy changes, if necessary, so that persons with disabilities can have full access. Further, the Town must continue to make changes to prevent discrimination and continually work to increase accessibility.

The ADA’s Section 202 Discrimination states:

“... no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity.”

The ADA’s Section 204 required that the U.S. Department of Justice (DOJ) promulgate implementing regulations by 26 July 1991, one year after enactment of the legislation. These regulations are 28 CFR 28, published on July 26, 1991.

28 CFR 35.149 states:

“... no otherwise qualified individual with a disability shall, because a public entity’s facilities are inaccessible to or unusable by individuals with disabilities, be excluded from participation in, or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity.”

28 CFR 35.150 states:

“A public entity shall operate each service, program, or activity so that the service, program, or activity, when viewed in its entirety, is readily accessible to and usable by individuals with disabilities.”

This statutory and regulatory language above describes what is known as “program access” – a situation in which all programs are readily accessible to, and usable by, qualified persons with disabilities. In addition, qualified students with disabilities must be provided with equal services in as integrated a setting as possible, and the setting that is most appropriate to encourage interaction among all users. The determination of what is an equal and integrated setting is made on a case-by-case basis. What is appropriate for one person with a specific impairment may not be useful or appropriate for another person with the same impairment.

Failure to provide “program access” is an illegal act of discrimination under Title II of the ADA. The Town must identify and correct policies and practices that have the effect of discriminating against individuals with disabilities. The law provides public entities with some flexibility in how this standard can be met. Both structural and nonstructural methods of providing “program access” can be used.

## METHODS OF PROVIDING PROGRAM ACCESS

28 CFR 35.150 details the methods that a public entity such as the Town may use to provide program access. These include:

- Reassignment of services to accessible buildings;
- Delivery of services at alternate accessible sites;
- Alteration of existing facilities and construction of new facilities; or
- Any other methods that result in making its services, programs, or activities readily accessible to and usable by individuals with disabilities.

From an architectural standpoint, this requirement does not mean that every building must be accessible. However, every program must be accessible. When choosing a method of providing program access, the Town is required to give priority to the one which results in the most integrated setting possible and is most appropriate to encourage interaction among all users.

## LIMITATIONS ON OBLIGATION TO PROVIDE PROGRAM ACCESS

The ADA's regulations specify certain clear limitations on a public entity's obligation to provide program access. An entity is not required to perform an action that poses an undue financial or administrative burden or constitutes a fundamental alteration. The decision that compliance would result in such alteration or burdens must be made by the head of the public entity or his or her designee and must be accompanied by a written statement of the reasons for reaching that conclusion. The threshold for an action constituting an undue burden is a high one for state and local government entities. If it is determined that barrier removal will result in such an alteration or burdens, the Town must still, "take any other action that would not result in such an alteration or such burdens but would nevertheless ensure that individuals with disabilities receive the benefits or services provided by the public entity."

## SCHEDULE FOR PROGRAM ACCESS COMPLIANCE

Both 504 and Title II of the ADA presume that people with disabilities will be using the programs and services of public entities. In anticipation, they both mandate proactive steps to prevent discrimination by removing existing barriers. They do not permit public entities to wait until a person with a disability arrives before beginning to make accommodations. 504 and Title II mandate proactive barrier removal so that when a student with a disability arrives at school, the programs and services are substantially accessible. Minor accommodations may be needed, but the significant assessment and barrier removal should be complete.

## SECTION 3: PROJECT METHODOLOGY

The Town of Hanson retained the services of KMA to perform an accessibility assessment of its programs, services, and facilities. To date, KMA has performed the following tasks:

1. A virtual kick-off meeting and training was held with representatives from town departments on April 22, 2020 to discuss project goals and methodology. At the meeting, KMA introduced the broad non-discrimination provisions of the ADA and the ADA Self-Evaluation process, and subsequently distributed three surveys for the Town to complete:
  - a. Administrative Survey addressing Town-wide policies and procedures
  - b. Department Surveys
  - c. Employment Survey
2. KMA completed program access audits of 16 Town buildings, athletic fields, playgrounds, recreation facilities, and polling locations. A draft of the exterior audit findings was submitted to the Town on April 1, 2020. KMA also assisted the Town in completing the OSRP Checklists using the draft audit report. Audit findings are included in the Appendix of this report.
3. An online accessibility survey was created to gather public input.
4. A review of the completed surveys, other policy documents received from the Town, and the Town’s website was performed. [See Section 5]
5. KMA developed a draft ADA Self Evaluation & Transition Plan to be reviewed by the Town and posted on the Town’s website to solicit public review and input. The draft report was developed to summarize the ADA Title II requirements and KMA’s primary findings and recommendations. It was submitted to the Town on August 7, 2020.
6. KMA incorporated the comments to the DRAFT Report into a Final Report that was to the Town of Hanson on 10.20.2020.

## SECTION 4: FINDINGS & RECOMMENDATIONS

### A. PROGRAMS, SERVICES, and OPERATIONS

Based on the information from the Town’s website, completed survey responses, and discussions with staff, KMA finds that the Town has made progress in meeting its ADA obligations not to discriminate based on disability. Following are specific findings and recommendations.

According to the town’s website, Hanson provides municipal programs and services through the following departments:

Animal Control Officer	Appeals Board	Board of Assessors
Board of Health/ Health Agent	Board of Selectmen/ Administration	Building Department
Conservation Commission	Council on Elder Affairs/ Senior Center	Fire Department



Hazardous Waste Coordinator	Highway Department	Library
Planning Department/ Board	Police Department	Recreation Department
Stormwater Management	Town Accountant	Town Administrator
Town Clerk	Transfer Station	Treasurer/ Collector
Veteran's Agent	Water Department	

KMA reviewed the worksheets submitted by the following departments:

Board of Assessors	Building Department	Conservation Commission
Council on Elder Affairs/ Senior Center	Fire Department	Library
Planning Department/ Board	Police Department	Recreation Department
Town Administrator	Town Clerk	Treasurer/ Collector
Veteran's Agent		

Animal Control Officer

According to the Town's website, the Animal Control Officer provides dog licensing services to the residents of Hanson. The Animal Control Officer did not submit responses to the SETP Department Survey.

Appeals Board

According to the Town's website, the Appeals Board is a five-member department that reviews Zoning Board violations. They are located in Town Hall on the second floor. The Appeals Board did not submit responses to the SETP Department Survey.

Board of Assessors

The Board of Assessors values property, inspects property, tracks deed for legal ownership, commits real estate and motor vehicle commitments for billing, and processes MVE and Property abatements. They provide plans, deeds copies, legal references for property, a certified abutters list, and maps to the residents of Hanson. The Board of Assessors is located in Town Hall. According to the SETP Department Survey responses, the Board has received training in the Town's policy of nondiscrimination, their outreach methods include information on how to request auxiliary aids/services and/or materials in alternate formats, and they have resources to provide print materials in alternate formats in a timely manner. However, the survey responses also indicate that the Board is not aware of the Town's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, how to provide outreach in a manner that is fully accessible, or an emergency response plan that addresses the needs of individuals with disabilities.

Board of Health/ Health Agent

According to the Town's website, the Board of Health/ Health Agent provide an array of typical health related services to the residents of Hanson, including regulations for tobacco, wells and body art, information on Town trash/ composting, and information on local health services. They

are located in Town Hall on the second floor. The Board of Health/ Health Agent did not submit responses to the SETP Department Survey.

#### Board of Selectmen/ Administration

According to the Town's website, the Board of Selectmen/ Administration issues warrants for town meetings, initiates legislative policy, oversees Town budgets, and provides information on public records. They adopt town administrative policies, appoint members of various official boards and commissions, hold public hearings on town issues, and enforce town bylaws and regulations. They are located in Town Hall on the first floor. The Board of Selectmen/ Administration did not submit responses to the SETP Department Survey.

#### Building Department

The Building Department accepts, reviews and issues building permits, electrical permits, and plumbing/gas permits. They inspect for compliance with applicable codes. They also aid the public and contractors and enforce zoning. They issue Certificates of Occupancy. Their services are located out of Town Hall and within properties throughout Town. Survey responses indicate that the Building Department personnel have received training in the Town's policy of nondiscrimination and effective communication with people with disabilities. However, they are not aware of the Town's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, of how to provide outreach in a manner that is accessible, or of an emergency preparedness plan that addresses the needs of people with disabilities.

#### Conservation Commission

The Conservation Commission has two main functions: (1) to acquire and manage open space for conservation purposes (Chap 40, Sect. 8C); and (2) to administer and enforce the Wetlands Protection Act (Chap 131, Sect 40) and the Hanson Wetlands Protection By-law (Sect 13, Para 5) to protect the Town's water resources. The Commission manages certain (but not all) open space parcels as passive recreation venues, with information kiosks, trails, and trail maps. Thomas Mill is also under the care and custody of the Commission and is managed by the Thomas Mill Committee. The Commission approves Orders and Permits to allow work within Wetlands Protection Act/Wetlands Protection By-law jurisdiction. The Conservation Commission has many passive recreation venues throughout the Town, such as Smitty's Bog, Marcus Urann Boat Landing, Veterans Memorial Town Forest, Smith-Nawazelski Conservation Area, Rocky Run Conservation Area, Webster-Billings Conservation Area, and the Indian Crossway Conservation Area. They note that they have received direction from State and regional workshops have provided guidance for proactively planning future accessibility improvements. Survey responses indicate that Conservation Commission personnel have not received training in the Town's policy of nondiscrimination and they are not aware nor have they received training in the Town's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, providing outreach in a manner that is accessible or an accessible emergency preparedness plan.

### Council on Elder Affairs/ Senior Center

The Council on Elder Affairs/ Senior Center provides referrals, Medicare health insurance counselling, fuel assistance, a broad array of programs for seniors to partake in as well as a supportive day care program. Their programs and services include referral sources for home healthcare, SNAP (formally known as food stamps), Medicare health insurance counselling, fuel assistance and various social, educational, and exercise programs. They also have a congregate meal site and provide meals on wheels. The Senior Center is located at 132 Maquan Street. Survey responses indicate that while the Council on Elder Affairs/ Senior Center personnel have received training in the Town's policy of nondiscrimination, they are not aware of the Town's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, providing outreach in a manner that is accessible, or an accessible emergency preparedness plan.

### Fire Department

The Fire Department provides fire, rescue, and EMS services to the residents of Hanson. They also provide permits, billing, and meetings. The fire station is located at 505 Liberty Street. Survey responses indicate that public alarm room is not accessible due to the steps. Additionally, there is no elevator to the employee living quarters on the second floor. We received two SETP Department Surveys from the Hanson Fire Department. Responses relative to personnel training in the Town's policy of nondiscrimination, the Town's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, providing outreach in a manner that is accessible, or an accessible emergency preparedness plan varied. Generally, both survey responses indicated that the Fire Department needs more information on the Town's accessibility policies and how to work with individuals with disabilities.

### Hazardous Waste Coordinator

According to the Town's website, the Hazardous Waste Coordinator oversees the disposal of hazardous waste in the Town of Hanson. The Hazardous Waste Coordinator did not submit responses to the SETP Department Survey.

### Highway Department

According to the Town's website, the Highway Department oversees the public roadways in Town. Their services include stormwater management, snow removal, and paving projects. They are located at 797 Indian Head Street. The Highway Department did not submit responses to the SETP Department Survey.

### Library

The Library provides materials, programming, and other services to help meet the educational, recreational, and cultural needs of residents. They offer a wide variety of services including: programs for children, teens, and adults, some lead by staff and others by outside performers; faxing, copying, printing; access to computers and wi-fi; discounted museum passes; help with technology, job searching, accessing the Internet, etc.; early literacy; meeting rooms; volunteer opportunities; reference/ research assistance in-person, via phone, and via email; display cases;

print and digital materials for borrowing. Most of their programs/ services are provided at the Library, located at 132 Maquan Street. However, some programs have taken place in other venues including Camp Kiwanee, Meadowbrook Restaurant, and Carousel Family Fun Center in Whitman, MA. Survey responses identify a few accessibility barriers. They note that the computer rooms are very small, programming rooms can often get crowded, and some shelving is too high so someone in a wheelchair, for example, might have difficulty. Additionally, they note that the quality of the phone lines is very poor so someone with a hearing impairment may have extra difficulty hearing. The Library has a print enlarger device available as well as some braille books and a staff member that can fingerspell and knows a few basic words of American Sign Language. Survey responses indicate that Library personnel have not received training in the Town's policy of nondiscrimination and they are not aware nor have they received training in the Town's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, providing outreach in a manner that is accessible or an accessible emergency preparedness plan.

### Planning

The Planning Department plans for growth of the Town and over sees subdivision control law. They permit Subdivisions and approve Approval Not Required Plans. They also provide site plan approval for solar farms and adult retirement communities. Their services have traditionally taken place at the Town Hall, in the second-floor meeting room. Survey responses indicate that it may be difficult for the hearing impaired or the visually impaired to participate in their meetings. While survey responses indicate that Planning Department personnel have received training in the Town's policy of nondiscrimination, they are not aware nor have they received training in the Town's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, providing outreach in a manner that is accessible or an accessible emergency preparedness plan.

### Police Department

The Police Department provides typical police functions and emergency services to the residents of Hanson. Some of the services they offer include firearm licensing, ice cream vendor licensing, solicitor permits, safety assurance calls, kid's programs, and senior programs. The Police Station is located at 775 Main Street and was built in 2007. Survey responses indicate that Police personnel have received training in the Town's nondiscrimination policy, how to effectively communicate with individuals with disabilities (including using the MA Relay Service), and how to request auxiliary aids/ services. However, survey responses also indicate that Police Department personnel are not aware nor have they received training in the Town's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, providing outreach in a manner that is accessible or an accessible emergency preparedness plan.

### Recreation Department

The Recreation Department oversees the campgrounds, lodge, and Cranberry Cove area at Camp Kiwanee. They offer a wedding venue, an event space, camping, some recreational programming,

swimming, swim lessons, and kayak rentals to the residents of Hanson. Their programs are offered primarily at Camp Kiwanee in the lodge, in the campground, and at the beach area. Survey responses indicate that certain trails and the beach create accessibility barriers. Additionally, none of the cabins are accessible for individuals with disabilities. Survey responses indicate that Recreation Department personnel have received training in the Town's nondiscrimination policy and how to effectively communicate with individuals with disabilities. Additionally, their means of outreach include a statement of nondiscrimination and resources are available to produce them in alternative formats. However, survey responses also indicate that Recreation Department personnel are not aware nor have they received training in the Town's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, outreach does not include information on auxiliary aids/ services, they do not have access to the appropriate auxiliary aids/ services if requested, or they are not aware of an accessible emergency preparedness plan.

### Stormwater Management

According to the Town's website, the Stormwater Management Department is actively taking part in preventing and controlling stormwater runoff. They work closely with the DPW and other departments in Town. The Stormwater Management Department did not submit responses to the SETP Department Survey.

### Town Accountant

According to the Town's website, the Town Accountant maintains the financial records of the Town. They are located on the first floor of Town Hall. The Town Accountant did not submit responses to the SETP Department Survey.

### Town Administrator

The Town Administrator is responsible for the administration of Town Departments and anything required of the Board of Selectmen. Their services include any Board of Selectmen required licenses and permits, Town HR functions, and public meetings or input regarding Selectmen-related issues. Their office is located on the second floor at Town Hall and the Selectmen public meetings are held in the first-floor meeting room at Town Hall. Survey responses indicate that the Town Administrator has the resources available to request documents in alternative formats in a timely manner. However, survey responses also indicate that the Town Administrator has not received training in the Town's policy of nondiscrimination and they are not aware nor have they received training in the Town's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, providing outreach in a manner that is accessible, or an accessible emergency preparedness plan.

### Town Clerk

The Town Clerk oversees all the Town's clerical activities, including record keeping, voter registration, and elections. They provide vital statistics, voter registrations, elections, notarization, historical research, oath administration, marriage intentions, meeting postings, and general assistance to the residents of Hanson. The Town Clerk office is located at Town Hall and elections and town meetings are held at the Hanson Middle School. Survey responses indicate that the

Town has an accessible ballot marking machine for elections. Survey responses also indicate that the Town Clerk has received training in the Town's nondiscrimination policy, and they are aware or have they received training in the Town's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, and communicating with people with disabilities. The Town Clerk has not received training in the Massachusetts Relay Service, their print materials do not include a statement of non-discrimination, they do not have the resources available to request a reasonable modification or auxiliary aid/ service in a timely manner, and they are not aware of an emergency preparedness plan that addresses the needs of individuals with disabilities.

#### Transfer Station

According to the Town's website, the Transfer Station oversees all trash, recycling, and composting in Hanson. The Transfer Station is located at 201 Franklin Street, Route 27. The Transfer Station did not submit responses to the SETP Department Survey.

#### Treasurer/ Collector

The Hanson Treasurer/ Collector is responsible for tax bill collection, banking transactions, payroll, and employee benefits processing. They are located on the first floor of Town Hall. Survey responses indicate an accessible desk is provided outside the payment window. Survey responses indicate that Treasurer/ Collector personnel have not received training in the Town's policy of nondiscrimination and they are not aware nor have they received training in the Town's policies/ procedures for responding to reasonable accommodation or auxiliary aid requests, communicating with people with disabilities, providing outreach in a manner that is accessible or an accessible emergency preparedness plan.

#### Veteran's Agent

The Hanson Veteran's Agent assists veterans in their application for any veteran benefits that they may be eligible for through the federal, state, or local government. They provide MA G.L. Chapter 115 veteran benefits, assistance in property tax abatements, Welcome Home Bonuses, state annuities, VA service-connected disability compensation, and non-service-connected pension claims to the residents of Hanson. The Veteran's Office is located in Town Hall. While survey responses indicate that the Veteran's Agent has received training in the Town's policy of nondiscrimination and the Town's policies for responding to reasonable accommodations, they are not aware nor have they received training in the Town's policies/ procedures for responding to auxiliary aid requests, communicating with people with disabilities, providing outreach in a manner that is accessible or an accessible emergency preparedness plan.

#### Water Department

According to the Town's website, the Water Department oversees and maintains the Town's water supply. They are located at 1073 West Washington Street. The Water Department did not submit responses to the SETP Department Survey.

**Finding 1: ADA Coordinator.** The Town has appointed the Town Administrator to fulfill the responsibility of an ADA Coordinator. The ADA Coordinator's name and contact information is not listed on the Town's website. KMA did receive a the "2019 ADA Coordinator Designation Form" for review. However, it has not been updated to reflect the Town's current Town Administrator and provides limited information on the requirements of the position.

**Recommendation 1:**

- The ADA Coordinator's name and contact information should be listed on the Town's website.
- The ADA Coordinator should complete the ADA training offered by the National Association of ADA Coordinators: <https://www.adacoordinator.org/page/Training>

**Finding 2: Grievance Policy & Procedure.** The Town has adopted a Grievance Policy and Procedure to resolve disability related complaints (see Appendix).

**Recommendation 2:**

- The name and contact information of the current ADA Coordinator should be provided.
- The Grievance Policy should be posted in conspicuous locations in all Town buildings and distributed to all department heads.
- The Grievance Policy should be posted on the Town's website.

**Finding 3: Surcharges.** Department Surveys indicated that surcharges for accessibility features are not imposed. However, the Administration Survey was not completed by the Town to confirm this.

**Recommendation 3:** Ensure that the Town does not impose surcharges to recover the cost of accommodations, effective communications services, or accessibility features. If a request with an exorbitant cost is made, KMA recommends seeking legal counsel to ensure the Town is meeting the request in a manner that coincides with the intent of a reasonable accommodation. Generally, the request should be met unless undue hardship can be proven, or the request is unreasonable.

**Finding 4: Meetings at Accessible Locations.** The Administration Survey was not completed. It is unclear whether procedures have been established to ensure meetings, hearings, workshops, and conferences are held in accessible locations.

**Recommendation 4:** The Town should develop written protocols for accessible meetings and distribute to all departments, boards, and commissions. Helpful documents on how to write such protocols can be found on the mass.gov website. See: <https://blog.mass.gov/mod/access/5-ways-to-improve-event-accessibility/> and <https://www.mass.gov/files/documents/2016/07/uy/planning-for-accessible-events.pdf>

**Finding 5: Licensing/ Certification:** The Administration Survey was not completed. It is unclear whether Town licenses or certifications (liquor, restaurant, etc.) have had the application process thoroughly reviewed to ensure qualified persons with disabilities are not screened out.

**Recommendation 5:** Provide department training to ensure all Town licenses/ certifications provide equal access to persons with disabilities.

**Finding 6: Service Animal Policy.** The Town does not have a written policy regarding service animals in municipal facilities.

**Recommendation 6:** Develop a written Service Animal policy and post it in Town facilities and on the website.

**Finding 7: Public Notice.** The Town has a Public Notice of ADA Compliance (see sample in Appendix). Information on where the Notice is posted was not provided.

**Recommendation 7:**

- Ensure the Notice is visibly posted in public spaces of municipal facilities, in publications and digital media, including:
  - a. Building entrances/lobbies, bulletin boards and gathering places.
  - b. Home page of the Town’s website and other pages where information about disability services, public events and facility accessibility is displayed.
  - c. Employee handbooks and manuals.
  - d. Event posters, flyers, program brochures and announcements.
- Ensure the ADA Coordinator’s name and contact information are listed in the notice.
- Ensure the Notice states that the Town has grievance procedure.

**Finding 8: Staff Training on Town’s Policy of Nondiscrimination.** Some of the Department Survey responses indicate that departments have not received training on the Town’s policy of nondiscrimination.

**Recommendation 8:** Ensure all departments receive training on the Town’s policy of nondiscrimination.

**Findings 9: Reasonable Modifications of Policies.** Town staff will accommodate requests for modifications according to the ADA policy, but lack criteria for determining whether requests are “reasonable.” Additionally, responses to the department self-evaluation surveys indicate that all personnel do not have a clear understanding of the Town’s ADA policy.

**Recommendation 9:** Develop and provide guidance on requests for reasonable modifications for all Town departments and new hires to ensure that everyone is aware of how to appropriately respond to requests. This policy should include criteria for determining whether a modification would fundamentally alter the nature of the program or a protocol, and it should ensure that all requests are reviewed by the Town Administrator. Some examples of how to develop this guidance can be found on the eeoc.gov website. See: <https://www.eeoc.gov/policy/docs/accommodation.html>



**Finding 10: Auxiliary Aids and Services.** Responses to the surveys indicate the need to establish the capacity across all Town departments to provide auxiliary aids and services, then to disseminate information about their availability.

**Recommendation 10:**

- Assess the needs of the community for auxiliary aids and services. Based on the assessment, establish the appropriate vendors and contractual agreements so that aids and services can be provided in a timely manner, for example:
  - TTY or telephone relay service
  - ASL interpreters
  - Assistive listening systems
- Ensure the appropriate departments understand their obligations to inform the public regarding the availability of Auxiliary Aids for persons who are deaf or hard of hearing and people who are blind or have limited sight.
- Establish department-wide guidance regarding the specific Town communications requiring notice of the availability of Auxiliary Aids (e.g. meeting announcements, events, conferences, etc.). See: <https://nationaldisabilitynavigator.org/ndnrc-materials/disability-guide/auxiliary-aids-and-services/>

**Finding 11: Alternative formats.** Where Town documents are provided, notification is not provided indicating documents can be requested in alternative formats. For examples, see the meeting warrant documents at <https://www.hanson-ma.gov/home/news/posted-special-town-meeting-and-annual-town-meeting-warrants>.

**Recommendation 11:** Assess the needs of the community for alternative formats. Based on the assessment, establish the appropriate vendors or protocols so that documents in alternative formats can be provided in a timely manner, for example: taped texts, audio recordings, Braille materials and large print materials. Include notification regarding the availability of alternative formats on the Town website.

**Finding 12: Contact Information.** Where phone numbers are provided as a means of contacting the municipality, an alternative means of communication (e.g. TTY number or email) is not consistently provided. For example: <https://www.hanson-ma.gov/contacts-directory>

**Recommendation 12.** Where telephone numbers are provided as a means of contact also include email addresses or link to the MA Relay Service. Include alternate means of communication on all directories, pamphlets, brochures, etc. This can include email addresses or numbers of telephone relay numbers.

**Finding 13: Training.** Submitted department worksheets indicated a need for training of front-line Town personnel in several aspects of accessible program delivery.

**Recommendation 13.** Provide training to appropriate personnel in the following:

- The Town's nondiscrimination policy.
- How to respond to telephone calls made through Video Relay Services and

Telecommunication Relay Services so that the calls are responded to in the same manner as other telephone calls.

- How to respond to requests for reasonable modifications, auxiliary aids and services and documents in alternative formats.

**Findings 14: Title III Entities Using Town Facilities.** The Town's Policy on Reservation and Use of Town Facilities does not include information on the obligation of the Title III Entity (i.e. sports leagues, theater groups, fundraisers) to facilitate the participation of persons with disabilities. For example, see: [https://www.hanson-ma.gov/sites/g/files/vyhlif3231/f/uploads/nathaniel\\_thomas\\_mill\\_application\\_of\\_use\\_form.pdf](https://www.hanson-ma.gov/sites/g/files/vyhlif3231/f/uploads/nathaniel_thomas_mill_application_of_use_form.pdf)

**Recommendation 14:** Develop language to be included in Town rental agreements that ensure Title III entities of their obligations to facilitate the participation of persons with disabilities.

**Findings 15: Use of Contractors.** The Administration Survey was not completed. It is unclear whether additional steps are necessary to ensure Town contractors are fully aware of the obligations under the ADA.

**Recommendation 15:** Develop language to be included in Town contracts that alerts contractors of their obligations to facilitate the participation of persons with disabilities in programs and activities the contractor operates on behalf of Hanson. The Town should also develop materials for contractors explaining the Title II obligations they inherit when contracting with the Town.

**Finding 16: Transportation.** The Administration Survey was not completed, and it is unclear whether the Town currently provides or contracts for transportation services.

**Recommendation 16:** KMA requires more information on whether the Town provides any transportation services.

**Finding 17: Documents & Publication.** Town documents/ announcements appear to use stigmatizing language (e.g. "handicapped"). For example, [https://www.hanson-ma.gov/sites/g/files/vyhlif3231/f/uploads/hanson\\_employment\\_application\\_revised\\_12-30-19.pdf](https://www.hanson-ma.gov/sites/g/files/vyhlif3231/f/uploads/hanson_employment_application_revised_12-30-19.pdf)

**Recommendation 17:** Ensure the Town's policy on nondiscrimination includes information on patronizing or stigmatizing language and/or images. "People-first" or "person-first" language is a way of describing disability that involves putting the word "person" or "people" before the word "disability" or the name of a disability, rather than placing the disability first and using it as an adjective. Some examples of people-first language might include saying "person with a disability", "woman with cerebral palsy", and "man with an intellectual disability". The purpose of people-first language is to promote the idea that someone's disability label is just a disability label, not the defining characteristic of the entire individual. Many guides on disability language and etiquette may likely emphasize using person-first language, except, perhaps, when discussing certain disability cultural groups that explicitly describe themselves with disability-first language. Thus, while it is generally a safe bet to use people-first language, there are members of certain disability groups in the US who prefer *not* to use it, such as the

American Deaf community and a number of Autistic people/ Autistics. The basic reason behind members of these groups' dislike for the application of people-first language to themselves is that they consider their disabilities to be inseparable parts of who they are. Using person-first language, some also argue, makes the disability into something negative, which can and should be separated from the person.

**Finding 18: Website.** The Town's website and websites run by Town Departments do not fully conform with Section 508 technical design accessibility standards, and there is little information on the websites regarding access to programs and services for people with disabilities. Additionally, the website lacks the Town's Grievance Policy, the Public Notice of ADA Compliance, the Service Animal Policy, and information on the Disability Commission. The ADA Coordinator page lacks the name of the coordinator or an email address. Most pages do not include an email address or a TTY where phone numbers are listed.

**Recommendation 18:**

- As the Town budget and schedule allows, redesign the website to fully conform with Section 508 of the Rehabilitation Act and W3C-WAI's WCAG 2.0. This should also include independent websites run by Town departments.
- Include an accessibility page that includes more information regarding access to programs and services for people with disabilities. Information on the accessibility of facilities, information on the Town's accessibility policies (nondiscrimination, service animal, grievance procedure), communication materials, and the process for requesting accommodations or auxiliary aids/services would be helpful.
- Include how to request an accommodation in all meeting announcements posted to the Town's website.
- Where telephone numbers are provided as a means of contact also include email addresses, TTY, or link to the MA Relay Service.

**Finding 19: Emergency Preparedness.** A formal emergency preparedness plan was not provided for review.

**Recommendation 19:**

- Ensure a formal emergency preparedness plan is developed that includes:
  - Training for first responders in effective communication with people with disabilities.
  - Provisions to ensure that equal access to safe egress is provided for any visitor, member of the community or employee, including additional assistance if required to effectively evacuate and/or shelter them during an emergency.
  - Protocols and signage for such issues as:
    - Fire exits signage and maneuvering space;
    - Safe wait areas;
    - Evacuation Maps;

- Locations of fire exits and safe wait areas serving each municipal space; and
- Public and employee orientation to the Town’s emergency evacuation procedures.

**Finding 20: Employment.** The Employment Survey was not submitted and therefore it is unclear whether the Town’s employment practices have been reviewed to ensure people with disabilities are not discriminated against.

**Recommendation 20:**

- Review all of the employment policies/ procedures to ensure they do not discriminate against individuals with disabilities. KMA recommends updating the personnel manual to reflect the findings of the review.
- Ensure all staff who conduct interviews have received ADA training.
- Develop formal policies/procedures relative to requests for reasonable accommodations.
- Ensure the Town’s Personnel Manual will be available in alternate formats and will include information on how to request reasonable modifications.
- Develop a procedure for responding to requests for a reasonable accommodation by an applicant or employee. KMA recommends including a copy of the Grievance Procedure in the Personnel Manual and on the Town’s employment web page.

**Finding 21: Disability Commission.** The Town submitted documentation regarding the creation of a Disability Commission. However, information on the Commission and its role are not noted on the Town’s website.

**Recommendation 21.** Provide a web page with information on the Disability Commission that includes how to get involved and their role in Town.

**STRUCTURAL**

KMA audited the following buildings:

Fire Station	Senior Center & Library
Food Pantry	Sports Building
Hanson Middle School	Nathaniel Thomas Mill
Highway Department Building	Town Hall
Police Station	Water Department

KMA audited the following exterior areas:

Botieri Field	Girls Softball Field
Camp Kiwanee	Hancock Street Playground
Cranberry Cove	Memorial Field

The Town has made progress removing structural barriers to programs in its facilities. Below is a table identifying the principal architectural barriers identified, recommended mitigations, and a draft implementation schedule. The information below is ordered chronologically by priority. For example, in the Buildings section the Senior Center & Library is listed first as it appears to be a highly visible and highly trafficked building. The issues listed in the Principal Barriers section for the Senior Center & Library are also listed with the highest priority items at the top.

**Finding 1: Buildings.**

Building	Principal Barrier(s)	Recommendation(s)	Schedule
Senior Center & Library	The outdoor accessible route has cross slopes >2%.	Due to the high traffic of the Senior Center & Library and the aging population it serves, KMA recommends mitigating all the barriers identified in the audit report.  KMA recommends prioritizing the exterior parking and accessible routes due to their high visibility.  In the more immediate future:  <ul style="list-style-type: none"> <li>• Replace the door thresholds</li> <li>• Designate the toilet rooms as unisex and modify at least one of each type (single user vs. multiuser) to be fully accessible. Disseminate information on the accessible toilet rooms to the public and employees.</li> <li>• Modify the Library service counter.</li> <li>• Develop a policy to have employees assist residents with the use of the kitchen in the Senior Center to be utilized until a renovation occurs. Ensure the information on the policy is disseminated to employees and the public.</li> <li>• Provide accessible work surfaces/ seating areas.</li> </ul>	2 Years
	Door thresholds are too tall.		1 Year
	Accessible elements in the Senior Center toilet rooms are not mounted in the correct locations and/ or missing.		6 Months
	One Senior Center toilet room sink lacks the required knee clearance for a forward approach.		
	One Senior Center toilet room is obstructed by furniture.		
	The service counter at the library is too high.		
	The Senior Center kitchen lacks accessible elements and an accessible layout.		
	Accessible work surfaces/ seating areas are not provided.		

Town Hall	<p>Accessible parking has slopes &gt;2%, lacks signage, and is not always located on the shortest accessible route to the accessible entrance.</p> <p>Curb ramps have changes in level &gt;1/4" and slopes &gt;8.3%.</p> <p>Inaccessible entrances lack directional signage.</p> <p>One of the entry ramps has slopes &gt;8.3% and lacks the required handrail extensions.</p> <p>Accessible elements in the toilet rooms are not mounted in the correct locations and/ or missing.</p> <p>The transaction counters are mounted too high.</p> <p>The drinking fountain is not on an accessible route, due to the alcove, and a drinking fountain for standing users is not provided.</p>	<p>Due to the high traffic of Town Hall, KMA recommends mitigating all the barriers identified in the audit report.</p> <p>KMA recommends prioritizing the exterior parking and accessible routes due to their high visibility.</p> <p>In the more immediate future:</p> <ul style="list-style-type: none"> <li>• Install directional signage</li> <li>• Designate the toilet rooms as unisex and modify at least one per floor to be fully accessible. Disseminate information on the accessible toilet rooms to the public and employees. Note: an employee at Town Hall has expressed concerns with this proposed solution.</li> <li>• Modify the service counters</li> <li>• Provide paper cups adjacent to the drinking fountain so that it can be utilized by standing users.</li> </ul>	<p>2 Years</p> <p>1 Year</p> <p>6 Months</p>
Fire Station	<p>Accessible parking is not provided.</p> <p>The walkway to the main entrance is &lt;36" wide.</p>	<p>Since the mitigations noted in the Fire Station audit report for the areas accessed by the public are relatively small, KMA recommends mitigating them in the more immediate future.</p>	<p>2 Years</p>
Hanson Middle School	<p>Van accessible parking is not provided.</p> <p>The accessible parking spaces have slopes &gt;2% and the signage is mounted too low.</p> <p>The curb ramp from the accessible parking has running slopes &gt;8.3%.</p> <p>The route from the accessible parking has changes in level &gt;1/4".</p> <p>The auditorium lacks accessible seating, removable arm rests, and shoulder alignment.</p> <p>Accessible elements in the multiuser</p>	<p>Due to the high traffic at Hanson Middle for voting/ Town meetings and the fact that this building also serves the student population of the Town, KMA recommends mitigating all the barriers identified in the audit report.</p> <p>KMA recommends prioritizing the exterior parking and the exterior accessible route due to their high visibility.</p> <p>In the more immediate future, address the areas used for Town Meetings:</p>	<p>3 Years</p> <p>2 Years</p> <p>1 Year</p>

	<p>toilet rooms are not mounted in the correct locations.</p> <p>The accessible stalls in the multiuser toilet rooms have slopes &gt;2%.</p> <p>The accessible stall doors in the multiuser toilet rooms are not self-closing.</p> <p>Sink pipes in the women's multiuser toilet room are not insulated.</p> <p>Accessible seating is not provided at the gym bleachers.</p>	<ul style="list-style-type: none"> <li>• Modify the toilet rooms used for Town events. Ensure the information on the accessible toilet rooms are disseminated to employees and the public.</li> <li>• Develop a policy to provide the minimum number of required accessible seats in the auditorium and the gym until physical barrier removal can occur. Disseminate information on the policy to the public and employees.</li> </ul>	
Food Pantry	<p>Accessible parking is not provided.</p> <p>The ramp has running slopes &gt;8.3%.</p> <p>Accessible elements in the toilet rooms are not mounted in the correct locations.</p> <p>Door hardware at the toilet rooms requires tight grasping to operate.</p>	<p>Due to the high traffic at the Food Pantry, KMA recommends mitigating all the barriers identified in the audit report.</p> <p>In the more immediate future, develop a policy to provide an accessible food pantry program (i.e. deliver to cars) until the physical barrier removal can occur. Disseminate information on the policy to the public and employees.</p>	<p>4 Years</p> <p>6 Months</p>
Police Station	<p>A fully accessible jail cell or communal holding area not provided.</p>	<p>Because the public may need to access jail cells and/ or the communal holding area, providing at least one fully accessible jail cell and communal holding area is essential. Ensure information on the assignment of the accessible jail cell to different categories of detainees is properly disseminated to staff.</p>	<p>4 Years</p>
Nathaniel Thomas Mill	<p>Accessible parking is not provided, and the surface of the parking area is not stable, firm, and slip resistant.</p> <p>An accessible route is not provided due to the gravel surface and the steps.</p> <p>The entry threshold is too tall.</p>	<p>Due to an existing practice for renting out the Nathaniel Thomas Mill building, KMA recommends mitigating all the barriers identified in the audit report.</p>	<p>4 Years</p>

Sports Facility	<p>Van accessible parking is not provided.</p> <p>The accessible parking has slopes &gt;2%.</p> <p>Inaccessible entrances lack directional signage.</p> <p>The ramp lacks edge protection.</p> <p>The entry threshold is too tall.</p> <p>Door hardware requires tight grasping and twisting of the wrist to operate.</p> <p>One door lacks the required minimum 32" clear width.</p> <p>The toilet room lacks accessible elements and the footprint for an accessible bathroom.</p>	<p>Due to the moderate traffic at the Sports Facility, KMA recommends mitigating all the barriers in the public areas identified in the audit report.</p> <p>KMA recommends prioritizing the exterior parking and accessible routes due to their high visibility.</p> <p>In the more immediate future:</p> <ul style="list-style-type: none"> <li>• Install directional signage</li> <li>• Replace the door hardware</li> <li>• Designate an alternative accessible meeting area for the multipurpose room. Ensure all programs offered in the multipurpose room are capable of being provided in this space. If an alternative location is used, information on its location and the process for requesting its use must be disseminated.</li> </ul>	<p>5 Years</p>           <p>1 Year</p>
Water Department	<p>Van accessible parking is not provided.</p> <p>Accessible parking has slopes &gt;2% and the sign is mounted too low.</p> <p>The entry ramp has running slopes &gt;8.3%.</p> <p>The door lacks the required minimum 32" clear width.</p> <p>Door hardware requires tight grasping and twisting of the wrist to operate.</p> <p>The break room sink is mounted too high.</p>	<p>Due to the relatively low traffic of this building and limited public access, KMA recommends mitigating barriers identified in the audit report as part of routine maintenance, planned alterations or in response to a specific request and as Town budget permits.</p>	<p>5 Years</p>



Highway Building	<p>Accessible parking is not provided.</p> <p>There is a 6" step at the entry door.</p> <p>Accessible elements in the Men's toilet room are not mounted in the correct locations and/or missing.</p> <p>Door hardware at the toilet rooms requires tight grasping and twisting of the wrist to operate.</p> <p>The accessible routes to the toilet rooms are obstructed by furniture.</p> <p>The sink in the Men's toilet room lacks the required knee/toe clearance for a forward approach.</p> <p>The women's toilet room lacks the required footprint and accessible elements for an accessible bathroom.</p> <p>The kitchen lacks accessible elements and an accessible layout.</p>	<p>Due to the relatively low traffic of this building and limited public access, KMA recommends mitigating barriers identified in the audit report as part of routine maintenance, planned alterations, or in response to a specific request and as Town budget permits.</p>	5 Years
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**Finding 2: Athletic Facilities.** KMA did not observe any fully accessible athletic facilities in the Town of Hanson. KMA reviewed the Girls Softball Field, Botieri Field, and Memorial Field. Athletic facilities lack accessible routes, accessible parking, and accessible seating.

**Recommendation 2A:** Due to the intensive use of the Hanson athletic facilities, KMA recommends providing accessible athletic facilities within the next 5 years. At least one of each type of athletic facility (e.g. baseball field, tennis court, basketball court, track etc.) should be made accessible, with priority going to those with the highest use. Associated press boxes and/ or concession stands, should also be modified either through physical architectural barrier removal or by implementing a policy change.

**Recommendation 2B:** Prior to the next season opening, at least one bathroom serving each athletic facility should be designated as unisex and made fully accessible. This can be achieved by providing an accessible portable toilet at each location where bathrooms are provided. Ensure the accessible portable toilet is located on an accessible route.

**Finding 3: Play Areas.** KMA did not observe any fully accessible play areas in the Town of Hanson. KMA reviewed the Hancock Street playground but did not observe any play structures/ areas at this site. KMA has been informed that there are some potential adjacent parking areas being explored by the Town.

**Recommendation 3:** Provide at least one fully accessible playground within the next five

years with priority going to the one with the highest use. Ensure any modifications to existing play areas are done in compliance with the 2010 ADA Standards. Information regarding the accessible playgrounds should be disseminated to residents and available on the Town website. For information on accessible play area requirements please see: <https://www.access-board.gov/attachments/article/1369/play-guide.pdf>

**Finding 4: Trails.** KMA did not observe any fully accessible trails in the Town of Hanson. KMA reviewed the trail at Cranberry Cove, which lacks accessible parking spaces and an accessible route to the trailhead.

**Recommendation 4:** Since this is the only trail operated by the Town, KMA recommends providing accessible parking and an accessible route to it within the next five years.

**Finding 5: Camps.** KMA observed two camps in the Town of Hanson: Camp Kiwanee and Cranberry Cove. They lack accessible parking, accessible routes, and accessible toilet rooms. Camp Kiwanee is also used for wedding and other public events, but the event spaces and the bridal cottage are not accessible.

**Recommendation 5:** KMA recommends mitigating all the barriers identified in the audit report within the next five years at Cranberry Cove and Camp Kiwanee. Priority should go to the areas available to rent by the public.

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## SECTION 5: SUMMARY OF PUBLIC SURVEY RESPONSES

KMA developed an online public comment survey to get input from citizens of the Town of Hanson regarding their ideas and concerns about the accessibility of the Town programs and facilities. The survey was made up of five questions that ranged from asking about the ease of use of Town facilities/buildings to whether residents understand where to go to request an accommodation. The survey was distributed on the Town's email, website, and social media pages. KMA received 17 online responses. The focus of the responses was on the physical/structural accessibility of the Town. The principal issues raised in the survey responses include:

1. Comments to the survey acknowledge a general need for the Town to make accessibility improvements.
2. Camp Kiwanee is brought up several times for its inaccessible features.
3. A majority of the respondents do not know how to request Town materials in an alternate format or how to request an accommodation.
4. Hanson playgrounds are not accessible.
5. Town events are noted as being difficult for residents with disabilities to attend.
6. Residents have had difficulty getting information on a Town service, program, or event. Inconsistent methods of outreach are noted several times.

### Survey Responses:

1. **Question: Are there Town buildings/facilities (building structures, parks, playgrounds, trails, docks, recycling centers, etc.) that you have had difficulty using?**

Responses: 4 yes/ 13 no

Comments:

- Yes going to vote too long of a walk for the elderly.
- I do not personally but I do not feel the playground at IH is easily accessible for all.
- Failing sidewalk ramps, access to some area like Camp Kiwanee. I like to fish and it would be nice if we had a dock that went out into the water a bit at Town Hall. Sometimes I'm able to use the docks at Camp Kiwanee.
- The buildings over the years and playgrounds have been updated to be accessible . The boat ramp at Indian Head Pond is barely accessible for fishing, trails, etc. due to the TERRIBLE condition of the road going in. In over 10 years I have never seen it this bad. The trees coming off the main road need to be cut back so they do not scratch vehicles and the road is just horrible. It throws you around so much that someone in a wheelchair car cannot go down any longer.
- Camp Kiwanee needs a better entrance for wheelchair users.

**2. Question: Have you ever had difficulty getting information about a Town program, service, or event?**

Responses: 5 yes/ 12 no

Comments:

- Hanson Selectmen and executive officials do not have official social media accounts except police and fire departments. Selectmen and planning board officials, in particular, use personal social media accounts to disseminate official Town information. For instance a planning board member used a personal social media account to post this survey information. Only residents that join unofficial social media groups, like Hanson connect, can see this information. The town needs official social media accounts.
- Would be helpful if the town had a social media page strictly for disseminating information.
- The Town needs to decide if their going to use the newspaper or facebook. sometimes it's on the sign in front of town hall. pick one or all...maybe have a PR person at Town Hall
- Hard to find info on what the town has, example- cranberry cove. Took us three years for someone to mention it wasn't private and was for all residents. Also the barrage, and kids sports/activities. When there is a parade it's unclear where we can view it and where to park.
- The town website could be easier to navigate. If you have questions and need to contact someone, most of the time their email is missing, which I would think is tougher for hard of hearing individuals.

**3. Question: Do you know how to request Town materials in alternate formats (for example, large print or Braille)?**

Responses: 6 yes/ 11 no

**4. Question: Do you know how to request an accommodation (for example, ASL interpreters or assistive listening systems) for Town services and events?**

Responses: 6 yes/ 11 no

**5. Question: Any other comments about accessibility?**

Comments:

- Thank you for evaluating accessibility throughout the town.
- The Town needs official social media accounts and Town officials need to stop using their person accounts for official information.
- New to the town. The only event I went to was on the town hall green. I had a walker but it was difficult to maneuver. But, all small town fairs have the same setup.

- Open the town back up.
- For such a small Town this is going to be a big undertaking. We have many Seniors in Town that would love to have more places to go out and enjoy nature. I heard there is going to be a park where the hospital was, that's a nice idea.
- None
- None at this time.

## **SECTION 6: SUMMARY OF DRAFT REPORT RESPONSES**

KMA submitted a DRAFT SETP report to the Town of Hanson on 08.07.2020. The DRAFT report was submitted to Town Departments for review. KMA received the following in response to our DRAFT Report:

- Email Comments from Timothy White, Veteran's Service Officer, 08.17.2020
- Email Comments from Jeanne Sullivan, Treasurer/ Collector, 08.25.2020
- Email Comments from Lee Gamache, Assessor/ Appraiser, 08.25.2020
- Email Comments from Michael Miksch, Police Department, 09.03.2020 & 09.17.2020

KMA made several updates to the reports based on the clarifications provided in these responses. For example, we updated the information in the playground findings to reflect additional information we received about potential adjacent parking areas. Additionally, KMA went back to review the Police Station's accessible jail cell and parking signage modifications. We have updated the reports to reflect the findings of the subsequent site visit and email conversations with the Town.

# APPENDIX

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HANSON GRIEVANCE POLICY

SAMPLE PUBLIC NOTICE OF ADA COMPLIANCE

SAMPLE EVENT LANGUAGE

FUNDING RESOURCES

SURVEY FORMS

Administration

Departments

Employment

Public

COMPLETED SURVEYS

DEPARTMENT SURVEY RESPONSE TABLE

ACCESS AUDIT REPORTS

# HANSON GRIEVANCE POLICY

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## Town of Hanson

HANSON, MASSACHUSETTS 02341

### AMERICANS WITH DISABILITIES ACT COMMITTEE

#### GRIEVANCE PROCEDURE

The following Grievance Procedure was established by the Americans With Disabilities Act Committee to meet the requirements of the American With Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs and benefits by the Town of Hanson.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, and telephone number. Reasonable accommodations, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities who are unable to submit a written complaint.

The complaint should be submitted by the grievor and/or his/her designee as soon as possible but no later than sixty (60) days after the alleged violation to the department head in authority, and to the ADA Coordinator stating where the violations are alleged to have occurred.

Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the complainant meeting, the ADA Coordinator will respond in writing, and whereas appropriate, in a format accessible to the complainant, such as audiotape. The response will explain the position of the Town of Hanson and offer options for substantive resolutions of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator within fifteen (15) calendar days after receipt of the response to the Board of Selectmen or their designee.

Within fifteen (15) calendar days after receipt of the appeal, the Board of Selectmen or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after this meeting with the Board of Selectmen or their designee will respond in writing, and whereas appropriate, in a format accessible to the complainant, such as audiotape, with a final resolution to the complaint.

Upon completion of the Grievance Procedure, all records in connection with the grievance shall be delivered to and maintained by the ADA Coordinator.

# SAMPLE PUBLIC NOTICE OF ADA COMPLIANCE

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## Long

### Americans with Disabilities Act

(Name of Public Entity) does not discriminate on the basis of disability in its services, programs, or activities.

Employment: (Name of Public Entity) does not discriminate on the basis of disability in its hiring or employment practices and complies with the ADA title I employment regulations.

Effective Communication: (Name of Public Entity) will, upon request, provide auxiliary aids and services leading to effective communication for people with disabilities, including qualified sign language interpreters, assistive listening devices, documents in Braille, and other ways of making communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: (Name of Public Entity) will make reasonable modifications to policies and procedures to ensure that people with disabilities have an equal opportunity to enjoy programs, services, and activities. For example, people with service animals are welcomed in (Name of Public Entity) offices, even where pets and other animals are prohibited.

Requests: To request an auxiliary aid or service for effective communication, or a modification of policies or procedures contact (ADA Coordinator name and contact information) as soon as possible, preferably XX days before the activity or event.

Complaints: Send complaints to (ADA Coordinator name and contact information).

## Short

### Americans with Disabilities Act

The (Name of Public Entity) does not discriminate on the basis of disability in its programs, services, activities and employment practices.

If you need auxiliary aids and services for effective communication (such as a sign language interpreter, an assistive listening device or print material in digital format) or reasonable modification to programs, services or activities contact the ADA Coordinator as soon as possible, preferably XX days before the activity or event.

A grievance procedure is available to resolve complaints.

Upon request, this notice is available in alternative formats such as large print or Braille.

(ADA Coordinator name and contact information)



## SAMPLE EVENT LANGUAGE

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For additional information or to request accommodations to participate in this meeting (event) contact (###) ###-#### or MA Relay 711 or email [AppropriatePerson@address.org](mailto:AppropriatePerson@address.org). Meeting materials in alternate formats can be made available upon request. Notification 72 hours prior to the meeting will allow the Town to make reasonable arrangements to ensure accessibility to this meeting. Note, the (meeting location) is an accessible facility.

## FUNDING RESOURCES

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### Municipal Americans with Disability Act (ADA) Improvement grant

The Massachusetts Office of Disability (MOD) offers a project grant, the [Municipal Americans with Disability Act \(ADA\) Improvement grant](#), for cities and municipalities that have an SETP in place; this grant can be used for the removal of architectural barriers or barriers to communication.

Project examples include but are not limited to increasing both physical access and programmatic access through the addition of features such as: ramps, elevators, power lifts and Limited Use/Limited Application (LULAs), signage, communication access devices, curb cuts, and/or any other features that are designed to improve architectural access/or programmatic access.

Note: Municipalities must be members, or willing to become members, of the State's [Community Compact Cabinet](#) (CCC) to apply for project grants. Municipalities that have selected the "[Public Accessibility Best Practice](#)" option will increase their grant score. By selecting the "Public Accessibility Best practice" option, municipalities commit to completing an Americans with Disabilities Act (ADA) Self-Evaluation and Develop a Transition Plan or to strive for the [Universal Participation](#) (UP) designation from the Mass Cultural Council, which aims to increase accessibility at cultural facilities.

Grant [application](#) (online) opens in August and closes in October. Grants are awarded or denied in December.

### Community Development Block Grant (CDBG)

Community Block Grants are available to municipalities with fewer than 50,000 residents who do not receive Community Development Block Grant (CDBG) funds directly from the federal Department of Housing and Urban Development (HUD). Communities can apply for funds to cover a variety of projects that include the removal of architectural barriers to allow access by persons with disabilities. A community that applies for an architectural barrier removal grant must complete a grant application that delineates a SETP or a Memo of Understanding that is co-signed by the Department of Housing and Development and the Department of Justice. The community must also state that it will complete an SETP within five years of the signing.

Grant [application](#) (online) opens in December and closes in March. Applicants must register with the State of Massachusetts CDBG Grant Management System.

[CDBG Technical Assistance Guide for Architectural Barrier Removal](#)

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# SURVEY FORMS

## A. ADMINISTRATION

### Town of Hanson MA

### ADA Self Evaluation & Transition Plan: Administration Survey

Name of Individual filling out this form:

Position:

Phone:

Email:

Policy/Procedure	Yes	No	N/A	Comments
<b>A. GENERAL PROCEDURES</b>				
1. Has an employee been appointed to coordinate the public entity's ADA obligations - ADA Coordinator? (Required if 50 or more employees.)				Name and title
a. ADA Coordinator has received ADA training.				Please provide date of last training
2. A Grievance Policy and Procedure has been adopted to resolve disability related complaints? The policy includes the name and contact information of the employee responsible for receiving and processing discrimination complaints.				Please attach
a. The Grievance Policy is posted in conspicuous locations in all Town buildings.				Name and contact info
b. The Grievance Policy has been distributed to all department heads, boards, and commissions.				
3. Surcharges are not imposed to recover the cost of accommodations, effective communications services or accessibility features.				

4. Procedures are established to assure meetings (including Boards and Commissions), hearings, workshops, and conferences, are held in accessible locations.				Please describe
5. List any licenses or certifications issued by the Town (liquor, restaurant, etc.) and indicate whether the application process has been reviewed to ensure that qualified persons with disabilities are not screened out:				
a.				
b.				
c.				
d.				
<b>B. NOTIFICATION</b>				
2. Public Notice of ADA compliance has been developed and is visibly posted in public spaces of municipal facilities, in publications and digital media including:				Please attach
a. Building entrances/lobbies, bulletin boards and gathering places				
b. Home page of the Town's website and other pages where information about disability services, public events and facility accessibility is displayed				
c. Employee handbooks and manuals				
d. Event posters, flyers, program brochures and announcements				
e. Program announcements (in abbreviated form)				
3. Appropriate staff have received training regarding:				Please describe how this is accomplished.

a. the Town's policy of nondiscrimination,				
b. how to respond to requests for reasonable modifications,				
c. their roles and responsibilities in providing auxiliary communication aids and services,				
d. the available resources for providing auxiliary aids and services,				
e. effective communication with people with disabilities.				
f. Use of the Massachusetts Relay Service to make and receive calls.				
<b>C. REASONABLE MODIFICATIONS OF POLICIES</b>				
1. The Town has a process for responding to requests for modifications to policies or practices if the modification is necessary for a person with a disability to participate?				
a. The process includes criteria for determining whether a modification would fundamentally alter the nature of the program.				
<b>D. SERVICE ANIMALS</b>				
1. The Town has a written policy regarding service animals in municipal facilities.				Please attach
<b>E. USE OF CONTRACTORS</b>				
1. The Town has included language in its contracts to ensure that contractors are aware of their obligations to facilitate the participation of persons with disabilities in programs and activities the contractor operates on behalf of the Town.				Please attach sample language



2. The Town has developed a procedure to disseminate information about ADA requirements to contractors.				Please describe how this is accomplished.
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**F. TRANSPORTATION**

1. The Town provides or contracts for transportation services. (If the answer is no, skip the rest of this section)				
2. The Town or contractor has procedures for responding to requests from persons with disabilities to provide schedule and route materials in a timely manner in an accessible form.				
3. The Town or contractors have procedures to provide information with no delay nor additional cost to persons with disabilities. _				
4. The Town or contractor provides training and testing to assure employees are fully qualified to serve passengers with disabilities. _				
5. The Town or contractor has a policy that requires regular and frequent checks of lifts, as well as other access-related equipment or vehicles.				

**G. COMMUNICATIONS**

1. There is a policy requiring and implementing procedures for making Auxiliary Aids and Services available to persons who are deaf or hard of hearing and people who are blind or have limited sight.				
a. All program announcements include information about how to request an auxiliary aid or service.				

<p>b. Sound amplification and assistive listening systems are available and maintained in assembly/meeting spaces and performance areas.</p>				
<p>c. The Town has a procedure to ensure that qualified interpreters are provided in an expeditious manner when requested in advance at meetings, hearings, interviews, conferences or public appearances by Town officials. _</p>				
<p>2. The Town has the resources necessary to provide materials in alternative (to traditional print) formats including large print, audio and/or scanned material for use with screen readers,</p>				<p>Please describe how this is accomplished.</p>
<p>3. Where phone numbers are provided as a means of contacting the municipality, an alternative means of communication (e.g. TTY number or email) is also provided.</p>				
<p>a. TDD numbers or telephone relay numbers been added to all The Town directories, pamphlets, brochures, letterhead, etc. _</p>				

H. DOCUMENTS AND PUBLICATION				
1. The Town has reviewed public documents to eliminate patronizing or stigmatizing language and images.				
I. WEBSITE				
2. Is there a policy regarding the accessibility of the Town's webpages, that is, in compliance with the W3C Web Content Accessibility Guidelines (WCAG) 2.0 or Section 508 Standards?				
3. Are the staff and contractors who are responsible for webpage and content development aware of the policy and knowledgeable about these standards?				
4. Has the website been tested for compliance with either of these standards?				
a. If yes, have people with disabilities who use screen reading software and other assistive technology participated in the evaluation?				
J. EMERGENCY EVACUATION				
1. Municipal alerts and emergency warnings are sent in multiple formats?				
2. Emergency evacuation procedures from buildings address the needs of individuals with disabilities_				Please attach a copy of the section of your emergency preparedness plan that addresses individuals with disabilities
3. Emergency personnel are trained in effective communication with people with disabilities.				

If you have any questions, please contact: Katie Denis, [kdenis@kmaccess.com](mailto:kdenis@kmaccess.com)



## B. DEPARTMENT

Note: this survey was also made available online

### Town of Hanson MA

### ADA Self Evaluation & Transition Plan: Department Survey

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Department Name:

Department Contact Person:

Phone:

Email:

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1. Please provide a brief description of your department:
2. Please provide a list of the programs/ services your department provides to residents of the Town (licensing, permits, youth soccer, notarization, etc.).
3. Please provide a list of the locations where the programs/ services noted in Question 3 are located.
4. What, if any, do you think may be barriers (architectural, operational, etc.) for individuals with disabilities to access your programs/services?
5. Have you ever received feedback that one of your programs was difficult to access by an individual(s) with a disability? If yes, please describe:
6. Do you charge any user fees related to providing accessibility to you programs? If yes, please describe:
7. Do you offer any separate services, programs or activities for people with disabilities? If yes, please describe:

Note: if there is insufficient space for your response, please add additional sheets.

Service/ Program	Yes	No	N/A	Comment
8. Have department personnel received training in: <ul style="list-style-type: none"> <li>a. the Town's policy of nondiscrimination,</li> <li>b. protocols for responding to requests for reasonable modifications,</li> <li>c. providing auxiliary communication aids and services,</li> <li>d. available resources for providing auxiliary aids and services,</li> <li>e. effective communication with people with disabilities.</li> <li>f. Use of the Massachusetts Relay Service to make and receive calls.</li> </ul>				
9. What methods of outreach do you use to communicate with the people who live in Town and visitors (emails, social media, brochures, print materials, letters, etc.)?				
10. Do your methods of outreach (see #7) alert recipients on how to request auxiliary aids/services and/or materials in alternate formats?				
11. Do materials or literature about your programs and services include a notice about non-discrimination?				
12. If requested, do you have the resources necessary to provide print materials in alternate formats in a timely manner?				
13. If they are requested, do you have access to appropriate auxiliary aids and services (ASL interpreters, assistive listening systems, etc.)?				
14. Does the emergency preparedness plan for your facilities address the needs of individuals with disabilities?				If yes, please describe.

If you have any questions, please contact: Katie Denis, [kdenis@kmaccess.com](mailto:kdenis@kmaccess.com)

C. EMPLOYMENT

Town of Hanson MA  
 ADA Self Evaluation & Transition Plan: Employment Survey

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Name of Individual filling out this form:

Position:

Phone:

Email:

EMPLOYMENT				
Policy/ Procedure	Yes	No	N/A	Comments
1. The Town has reviewed the following areas to assure that it does not discriminate against persons with disabilities:				Where possible, please attach examples of forms.
• Recruitment advertising				
• Application form.				
• Job descriptions to distinguish between essential functions and marginal functions				
• Leaves of absence, sick leave, or any other leave				
• Medical examinations				
• Protocol is in place to ensure personnel files are managed so that information identifying disability is contained in a separate file.				
• Training programs, both in-house and outside opportunities				
• Performance evaluation forms				
2. Staff who conduct interviews have received ADA training.				



3. Policies/procedures relative to requests for reasonable accommodations have been developed.				
a. Policies/procedures have been communicated to all department heads				
4. The Town's Personnel Manual is available in alternate formats.				
5. The Town's Personnel Manual contains:				
• a Statement of Nondiscrimination or Equal Opportunity				
• Instructions regarding filing a grievance				
• Instructions regarding requesting a reasonable accommodation.				
6. The Town has a procedure for responding to requests for a reasonable accommodation by an applicant or employee. _				

If you have any questions, please contact: Katie Denis, [kdenis@kmaccess.com](mailto:kdenis@kmaccess.com)

## D. PUBLIC

Note: this survey was also made available online

### Town of Hanson MA ADA Self Evaluation & Transition Plan: Public Survey

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To ensure all Town programs and services are accessible to residents and visitors who have disabilities, the Town has retained KMA to perform an assessment and develop a strategic accessibility plan. Public input is essential. We would like to hear your ideas and concerns regarding the accessibility of Town programs and facilities. Below are 5 questions:

1. Are there Town buildings/facilities (building structures, parks, playgrounds, trails, docks, recycling centers, etc.) that you have had difficulty using? If yes, please describe.
2. Have you ever had difficulty getting information about a Town program, service or event? If yes, please describe.
3. Do you know how to request Town materials in alternate formats (for example, large print or Braille)?
4. Do you know how to request an accommodation (for example, ASL interpreters or assistive listening systems) for Town services and events?
5. Any other comments about accessibility?

Note: if there is insufficient space for your response, please add additional sheets.

# DEPARTMENT SURVEY RESPONSE TABLE

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KMA developed this table based on the Department responses to the survey. See attached *Hanson Department Survey Response Table* document.

## ACCESS AUDIT REPORTS

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The audit reports have been completed in accordance with the ASTM Standard Guide for Property Condition Assessments: Baseline Property Condition Assessment Process. KMA's audits were not comprehensive. In some cases, a representative sample of certain areas and elements (such as thresholds or other common-use spaces) were audited, and recommendations were developed based on observed patterns of compliance.

For each instance of non-compliance, the Report provides standard recommendation for barrier mitigation. Because the audit does not account for structural and other factors that may have a significant impact on the feasibility of standard mitigation strategies, it is assumed that further design study will be performed to determine a specific approach to mitigation. In most cases, there will be additional, alternative approaches for mitigation from the standard mitigation presented in the report. Construction costs for standard mitigations, including unit costs, are estimated costs provided for budget planning purposes only and do not represent actual construction costs. Factors that will influence actual construction costs include the specific approach to mitigation contemplated, structural and other factors not identified during the audit, and the local market.

See attached:

*Hanson SETP\_Buildings\_10.20.2020*

*Hanson SETP\_Exterior Areas\_10.20.2020*

## COMPLETED SURVEYS

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The following surveys were not completed and/ or submitted to KMA for review:

*Hanson Administration Survey*

*Hanson Employment Survey*

All other survey responses are reflected in the *Hanson Department Survey Response Table* document or Section 5 of the report.



# HANSON EXTERIOR FACILITY AUDITS

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KMA audited following exterior facilities:

<b>Play Areas/ Athletic Facilities:</b>
Hancock Street Playground & Park
Girls Softball Field
Botieri Field
Memorial Field
<b>Other Facilities:</b>
Camp Kiwanee
Cranberry Cove




## HANCOCK STREET PLAYGROUND & PARK

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AUDITED ON: MARCH 27, 2020



The site is a basketball court and baseball field located at the intersection of Hancock Street and Union Park Street. A playground was not observed at this site. The only available parking is along the public streets. There are no accessible routes provided within the site.

HANCOCK STREET PLAYGROUND & PARK				
#	Barrier Statement	Photo	Proposed Mitigation	Cost
1.	<p><b>Accessible Route</b></p> <p>The fields are not located on an accessible route.</p>		<p>Provide an accessible route. Additional study required.</p> <p>Unit Cost: \$5,000</p> <p>Quantity: 1</p>	\$5,000
<b>TOTAL FOR HANCOCK STREET PLAYGROUND &amp; PARK:</b>				<b>\$5,000</b>



## GIRLS SOFTBALL FIELD

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*AUDITED ON: MARCH 27, 2020*



The site consists of an open green space and softball field located on Main Street, adjacent to the Thomas School. KMA did not observe any designated accessible parking spaces serving the field. There is an unpaved parking area in front of the green space. There is no accessible route to the softball field.

GIRLS SOFTBALL FIELD				
#	Barrier Statement	Photo	Proposed Mitigation	Cost
2.	<p><b>Accessible Parking</b></p> <p>The parking surface is not stable, firm, and slip resistant.</p> <p>Designated accessible parking is not provided.</p>		<p>Pave and stripe a portion of the parking lot to add accessible parking spaces (including at least one van space), as well as the associated access aisles.</p> <p>Unit Cost: \$1,500 per space or aisle</p> <p>Est. Quantity: 2 (1 space + 1 aisle)</p>	\$3,000
3.	<p><b>Accessible Route</b></p> <p>The field and bleachers are not located on an accessible route.</p> <p>A wheelchair space is not provided at the bleachers.</p>	 	<p>Provide an accessible route. Additional study required.</p> <p>Unit Cost: \$5,000</p> <p>Quantity: 1</p> <p>Provide an accessible space on an accessible route next to the bleachers.</p> <p>Unit Cost: \$25/SF</p> <p>Est. Quantity: 20 SF</p>	\$5,500
<b>TOTAL FOR GIRLS SOFTBALL FIELD:</b>				<b>\$8,500</b>




## MEMORIAL FIELD

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AUDITED ON: MARCH 27, 2020



The site consists of an unpaved parking lot, a placard, and a baseball field along Robinson Street. One designated accessible parking space is provided. No accessible routes from the parking are provided.

MEMORIAL FIELD				
#	Barrier Statement	Photo	Proposed Mitigation	Cost
4.	<p><b>Accessible Parking</b></p> <p>The designated accessible parking provided lacks striping, and a stable, firm and slip resistant surface.</p> <p>The signs are mounted &lt;60" AFF to the bottom of the sign.</p>		<p>Pave and stripe a portion of the parking lot to add accessible parking spaces (including at least one van space), as well as the associated access aisles. Unit Cost: \$1,500 per space or aisle Est. Quantity: 2 (1 space + 1 aisle)</p> <p>Reinstall the sign at 60" AFF minimum, measured to the bottom of the sign, including a van accessible sign. Unit Cost: \$100 ea. Quantity: 1</p>	\$3,100
5.	<p><b>Accessible Route</b></p> <p>The route to the placard has a step &gt;1/4", @ 4", and has running slopes &gt;5%, @ up to 8.9%.</p> <p>The baseball field, the bleachers, and the placard walkway are not located on an accessible route.</p> <p>A wheelchair space is not provided at the bleachers.</p>	 	<p>Rebuild/regrade the walkway to the placard. Unit Cost: \$25/SF Est. Quantity: 50 SF</p> <p>Provide an accessible route. Additional study required. Unit Cost: \$5,000 Quantity: 1</p> <p>Provide an accessible space on an accessible route next to the bleachers. Unit Cost: \$25/SF Est. Quantity: 20 SF</p>	\$6,750
<b>TOTAL FOR MEMORIAL FIELD:</b>				<b>\$9,850</b>

## CRANBERRY COVE

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*AUDITED ON: MARCH 27, 2020 & JUNE 9, 2020*



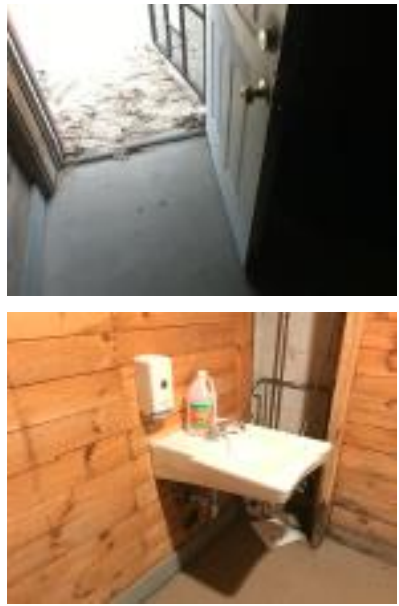
The site consists of an unpaved parking lot and a trailhead along Camp Kiwanee Road. There are two designated accessible parking spaces provided.



**CRANBERRY COVE**

#	Barrier Statement	Photo	Proposed Mitigation	Cost
6.	<p><b>Accessible Parking</b></p> <p>The designated accessible parking provided lacks striping, a stable, firm and slip resistant surface.</p> <p>The signs are mounted &lt;60" AFF to the bottom of the sign, @ 21" AFF.</p>		<p>Pave and stripe a portion of the parking lot to add accessible parking spaces (including at least one van space), as well as the associated access aisles.</p> <p>Unit Cost: \$1,500 per space or aisle Quantity: 3 (2 spaces + 1 aisle)</p> <p>Reinstall the signs at 60" min. AFF, measured to the bottom of the sign, including a van accessible sign.</p> <p>Unit Cost: \$100 ea. Quantity: 2</p>	\$4,700
7.	<p><b>Accessible Route</b></p> <p>The trail is not located on an accessible route.</p>		<p>Provide an accessible route. Additional study required.</p> <p>Unit Cost: \$5,000 Quantity: 1</p>	\$5,000

<p>8.</p>	<p><b>Public Toilet Room</b></p> <p>The door has a vertical change in level &gt;1/4" AFF.</p> <p>The door hardware requires tight grasping, pinching, or twisting of the wrist to operate.</p> <p>The door maneuvering clearance is &lt;18" on the latch pull side for a forward approach.</p> <p>The grab bars are not mounted 33"-36" AFF, @ 37" AFF.</p> <p>The side grab bar extends &lt;54" from the rear wall, @ 48".</p> <p>The toilet centerline is not 16-18" from the side wall, @ 18.5".</p> <p>The mirror is &gt;40" AFF measured to the bottom of the reflective surface, @ 49" AFF.</p> <p>The sink has pipes that are not insulated.</p> <p>The toilet paper dispenser is not located 7"-9" from the front of the toilet, @ 13".</p> <p>The floor has a change in level &gt;1/2", due to the grate.</p>		<p>Build a ramp. Unit Cost: \$5,000 ea. Quantity: 1</p> <p>Replace the door hardware with lever type. Unit Cost: \$300 ea. Quantity: 1</p> <p>Install an automatic door opener. Unit Cost: \$2,500 ea. Quantity: 1</p> <p>Lower the grab bars. Unit Cost: \$50 ea. Quantity: 2</p> <p>Install a 42" min. side grab bar, located 12" from the interior corner of the wall. Unit Cost: \$50 ea. Quantity: 1</p> <p>Reposition the toilet. Unit Cost: \$1,500 ea. Quantity: 1</p> <p>Lower the mirror. Unit Cost: \$50 ea. Quantity: 1</p> <p>Insulate the pipes. Unit Cost: \$50 ea. Quantity: 1</p> <p>Relocate the toilet paper dispenser. Unit Cost: \$50 ea. Quantity: 1</p> <p>Regrade the floor surface. Unit Cost: \$25/SF Quantity: 5 SF</p>	<p>\$9,725</p>
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<p>9.</p>	<p><b>Employee Toilet Room</b></p> <p>There is no tactile/Braille signage mounted on the latch side of the door.</p> <p>The door hardware requires tight grasping, pinching, or twisting of the wrist to operate.</p> <p>The door maneuvering clearance is &lt;18” on the latch pull side for a forward approach.</p> <p>The sink has pipes that are not insulated.</p>		<p>Install tactile/Braille signage on the latch side of the door. Coordinate with location and height requirements. Unit Cost: \$100 ea. Quantity: 2</p> <p>Replace the door hardware with lever type. Unit Cost: \$300 ea. Quantity: 1</p> <p>Install an automatic door opener. Unit Cost: \$2,500 ea. Quantity: 1</p> <p>Insulate the pipes. Unit Cost: \$50 ea. Quantity: 1</p>	<p>\$3,050</p>
<p><b>TOTAL FOR CRANBERRY COVE:</b></p>				<p><b>\$22,475</b></p>

## CAMP KIWANEE




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AUDITED ON: MARCH 27, 2020



The site consists of various camping lodges located at the end of Camp Kiwanee Road. No designated accessible parking spaces are provided. No accessible route from the parking area to the cabins is provided.

## CAMP KIWANEE

#	Barrier Statement	Photo	Proposed Mitigation	Cost
10.	<p><b>Accessible Parking</b></p> <p>The parking surface is not stable, firm, and slip resistant.</p> <p>The sign is mounted &lt;60" AFF to the bottom of the sign, @ 53".</p>		<p>Pave and stripe a portion of the parking lot to add accessible parking spaces (including at least one van space), as well as the associated access aisles.</p> <p>Unit Cost: \$1,500 per space or aisle Est. Quantity: 2 (1 space + 1 aisle)</p> <p>Reinstall the signs at 60" min. AFF, measured to the bottom of the sign, including a van accessible sign.</p> <p>Unit Cost: \$100 ea. Quantity: 1</p>	\$3,100
11.	<p><b>Accessible Route</b></p> <p>The ramp is &lt;36" wide, @ 30".</p> <p>The ramp has running slopes &gt;8.3%, @ 14.8%.</p> <p>The ramp lacks the required handrail extensions.</p>		<p>Rebuild the ramp.</p> <p>Unit Cost: \$15,000 ea. Quantity: 1</p>	\$15,000
12.	<p><b>Entry Door</b></p> <p>The threshold is &gt;1/4" AFF and lacks a 1:2 bevel.</p>		<p>Replace the threshold.</p> <p>Unit Cost: \$250 ea. Quantity: 1</p>	\$250

<p>13.</p>	<p><b>Toilet Rooms (2)</b></p> <p>The mirrors are &gt;40" AFF measured to the bottom of the reflective surface, @ 45"-48" AFF.</p> <p>The toilet centerlines are not 16"-18" from the side wall, @ 19".</p> <p>The toilet paper dispensers are not located 7"-9" from the front of the toilet, @ 12".</p> <p>The toilets lack a rear grab bar.</p> <p>The side grab bars extend &lt;54" from the rear wall, @ 52.5".</p> <p>The coat hooks are mounted &gt;48" AFF.</p>		<p>Lower the mirror. Unit Cost: \$50 ea. Quantity: 2</p> <p>Reposition the toilet. Unit Cost: \$1,500 ea. Quantity: 2</p> <p>Relocate the toilet paper dispenser. Unit Cost: \$50 ea. Quantity: 2</p> <p>Install a 36" min. rear grab bar, located 6" from the interior corner of the wall. Unit Cost: \$50 ea. Quantity: 2</p> <p>Install a 42" min. side grab bar, located 12" from the interior corner of the wall. Unit Cost: \$50 ea. Quantity: 2</p> <p>Install a coat hook mounted no higher than 48" AFF. Unit Cost: \$50 ea. Quantity: 2</p>	<p>\$3,500</p>
<p>14.</p>	<p><b>Event Space</b></p> <p>An accessible route is not provided to the stage due to stairs.</p>		<p>Provide an accessible route to the stage. Additional study required. Unit Cost: \$1,000 Quantity: 1</p>	<p>\$1,000</p>

15.	<p><b>Outdoor Deck</b></p> <p>The door provides &lt;32" clear width. The threshold is &gt;1/2" AFF.</p>		<p>Enlarge the door opening and install a new door. Unit Cost: \$5,000 ea. Quantity: 1</p> <p>Replace the threshold. Unit Cost: \$250 ea. Quantity: 1</p>	\$5,250
16.	<p><b>Interior Door</b></p> <p>The door provides &lt;32" clear width, @ 31". The threshold lacks a 1:2 bevel.</p>		<p>Enlarge the door opening and install a new door. Unit Cost: \$5,000 ea. Quantity: 1</p> <p>Replace the threshold. Unit Cost: \$250 ea. Quantity: 1</p>	\$5,250
17.	<p><b>Cabins</b></p> <p>The cabins and toilet rooms are not located on an accessible route, and at least one cabin is not accessible.</p>		<p>Provide an accessible route and at least one accessible cabin. Additional study required. Unit Cost: \$5,000 Est. Quantity: 2</p>	\$10,000
18.	<p><b>Toilet Rooms</b></p> <p>KMA was not able to access the toilet rooms.</p>		NA	NA

<p>19.</p>	<p><b>Bridal Cottage</b></p> <p>The cottage is not located on an accessible route.</p> <p>The entrance door, bedroom door, and the toilet room door provide &lt;32" clear width, @ 29".</p> <p>The threshold is &gt;1/4" AFF and lacks a 1:2 bevel.</p> <p>The bathing room lacks the required footprint and accessible elements.</p>		<p>Provide an accessible route. Additional study required. Unit Cost: \$5,000 Quantity: 1</p> <p>Enlarge the door opening and install a new door. Unit Cost: \$5,000 ea. Quantity: 3</p> <p>Replace the threshold. Unit Cost: \$250 ea. Quantity: 1</p> <p>Provide an accessible bathing room. Additional study required. Unit Cost: \$5,000 ea. Quantity: 1</p>	<p>\$25,250</p>
<p><b>TOTAL FOR CAMP KIWANEE:</b></p>				<p><b>\$68,600</b></p>



## BOTIERI FIELDS


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AUDITED ON: MARCH 27, 2020



The site consists of three sports fields and a parking lot on Indian Head Street. Designated accessible parking spaces are provided. There are no accessible routes to the fields.

## BOTIERI FIELDS

#	Barrier Statement	Photo	Proposed Mitigation	Cost
20.	<p><b>Accessible Parking</b></p> <p>The designated accessible parking spaces and their associated access aisles have slopes &gt;2%, @ up to 7.3%.</p> <p>The width of the access aisles is &lt;60" wide, @ 24".</p> <p>The bottom edge of the sign is mounted &lt;60" AFF, @ 45" AFF.</p>		<p>Regrade and restripe the existing parking spaces lot to add accessible parking spaces (including at least one van space), as well as their associated signs and access aisles. Unit Cost: \$1,500 per space or aisle Est. Quantity: 5 (3 spaces + 2 aisles)</p> <p>Reinstall the signs at 60" min. AFF, measured to the bottom of the sign, including a van accessible sign. Unit Cost: \$100 ea. Quantity: 3</p>	\$7,800
21.	<p><b>Accessible Route</b></p> <p>The fields, the bleachers, and the service window are not located on an accessible route.</p> <p>A wheelchair space is not provided at the bleachers.</p> <p><i>KMA was not able to audit the other structures on site.</i></p>	 	<p>Provide an accessible route. Additional study required. Unit Cost: \$10,000 Quantity: 1</p> <p>Provide an accessible space on an accessible route next to the bleachers. Unit Cost: \$25/SF Quantity: 60 SF (3 fields)</p>	\$11,500

22.	<p><b>Service Window</b></p> <p>The service window and the counter are &gt;36" AFF, @ up to 43" AFF.</p>		<p>Lower the service window counter to 36" AFF maximum. Unit Cost: \$3,000 Quantity: 1</p>	\$3,000
<b>TOTAL FOR BOTIERI FIELDS:</b>				<b>\$22,300</b>

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## HANSON BUILDING AUDITS

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*KMA audited the following buildings:*

Fire Station
Food Pantry
Hanson Middle School
Highway Department Building
Police Station
Senior Center & Library
Sports Building
Nathaniel Thomas Mill
Town Hall
Water Department

## FIRE STATION


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AUDITED ON: MAY 04, 2020



The Fire Station is located at 505 Liberty Street. The site consists of a single building with surface parking. Accessible parking is not provided.

# FIRE STATION

#	<i>Barrier Statement</i>	<i>Photo</i>	<i>Proposed Mitigation</i>	<i>Cost</i>
1.	<b>Accessible Parking for Main Entrance</b> Designated accessible parking is not provided.		Restripe a portion of the parking lot to add accessible parking spaces (including at least one van space), as well as their associated signs and access aisles. Unit Cost: \$300 ea. Quantity: 2 (1 space + 1 aisle)	\$600
2.	<b>Accessible Route to Main Entrance</b> The walkway is <36" wide, @ 35".		Widen the walkway. Additional study required. Unit Cost: \$1,000 ea. Quantity: 1	\$1,000

<b>TOTAL FOR FIRE STATION:</b>	<b>\$1,600</b>
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## FOOD PANTRY


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AUDITED ON: MAY 04, 2020




The Food Pantry is located at 228 High Street. The site consists of a single building with surface parking. The facility contains a food pantry area, a waiting room and two single-user toilet rooms which are available for public use. Accessible parking is not provided.

## FOOD PANTRY

#	Barrier Statement	Photo	Proposed Mitigation	Cost
1.	<p><b>Accessible Parking</b></p> <p>Designated accessible parking is not provided.</p>	<p>No Image</p>	<p>Pave and stripe a portion of the parking lot to add accessible parking spaces (including at least one van space), as well as the associated access aisles.</p> <p>Unit Cost: \$1,500 per space or aisle</p> <p>Quantity: 2 (1 space + 1 aisle)</p>	\$3,000
2.	<p><b>Accessible Route</b></p> <p>The ramp has running slopes &gt;8.3%, @ 8.8%.</p>		<p>Rebuild the ramp.</p> <p>Unit Cost: \$15,000 ea.</p> <p>Quantity: 1</p>	\$15,000



<p>3.</p>	<p><b>Toilet Rooms (2)</b></p> <p>The signs are not located on the latch side of the doors.</p> <p>In one of the toilet rooms, the toilet centerline is not 16 – 18” from the side wall, @ 19”.</p> <p>The side grab bars extend &lt;54” from the rear wall, @ 45.5”.</p> <p>The sinks are &gt;34” AFF, @ 34.75” – 35”.</p> <p>The mirrors are &gt;40” AFF, @ 47” measured to the bottom of the reflective surface.</p> <p>The door hardware requires tight grasping, pinching, or twisting of the wrist to operate.</p> <p>In one of the toilet rooms, the flush valve is not located on the open side of the toilet.</p>		<p>Install tactile/ Braille signage on the latch side of the door. Coordinate with location and height requirements. Unit Cost: \$100 per sign Quantity: 2</p> <p>Reposition the toilet. Unit Cost: \$1,500 ea. Quantity: 1</p> <p>Install a minimum 42” side grab bars, located 12” from the interior corner of the wall. Unit Cost: \$50 ea. Quantity: 2</p> <p>Lower the sinks to 34” AFF maximum. Unit Cost: \$3,000 ea. Quantity: 2</p> <p>Lower the mirror. Unit Cost: \$50 ea. Quantity: 2</p> <p>Replace the door hardware with lever type. Unit Cost: \$300 ea. Quantity: 2</p> <p>Reposition the flush valve or install an automatic flush control. Unit Cost: \$1,000 ea. Quantity: 1</p>	<p>\$8,500</p>
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**TOTAL FOR FOOD PANTRY: \$25,900**

# HANSON MIDDLE SCHOOL


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AUDITED ON: JUNE 09, 2020





Hanson Middle School is located at 111 Liberty Street. The site consists of a middle school with surface parking, including four designated accessible parking spaces serving the entrance by the auditorium and gymnasium. KMA has been informed these spaces in the school are used occasionally by the public for town voting and meetings.

## HANSON MIDDLE SCHOOL

#	Barrier Statement	Photo	Proposed Mitigation	Cost
1.	<p><b>Accessible Parking</b></p> <p>The parking lot lacks a van accessible space.</p> <p>The designated accessible parking spaces and their associated access aisles have slopes &gt;2%, @ 3.3%.</p> <p>The signs are mounted &lt;60" AFF to the bottom of the sign, @ 40".</p>		<p>Restripe the pavement markings in the parking spaces and associated access aisle to provide a dimensionally compliant van space.</p> <p>Unit Cost: \$150 per space or aisle Quantity: 2 (1 space + 1 aisle)</p> <p>Regrade and restripe the existing designated accessible parking space and its associated access aisle.</p> <p>Unit Cost: \$1,500 per space or aisle Quantity: 6 (4 spaces + 2 aisles)</p> <p>Reinstall the signs at 60" AFF minimum, measured to the bottom of the sign, including a van accessible sign.</p> <p>Unit Cost: \$100 ea. Quantity: 4</p>	\$9,700

<p>2.</p>	<p><b>Accessible Route from Accessible Parking</b></p> <p>The slope of the curb ramp is &gt;8.3%, @ up to 11.3%.</p> <p>The route to the entrance has changes in level &gt;1/4".</p>		<p>Rebuild the curb ramp. Unit Cost: \$1,250 ea. Quantity: 2</p> <p>Regrade the walkway. Unit Cost: \$25/SF Est. Quantity: 10 SF</p>	<p>\$2,550</p>
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<p>3.</p>	<p><b>Multiuser Toilet Rooms (2)</b></p> <p>The rear and side grab bars are not mounted 33"-36" AFF, @ 36.5" AFF.</p> <p>The toilet seat heights are not 17"-19" AFF, @ 19.5" AFF.</p> <p>The toilet paper dispenser in the Men's room is not located 7"-9" from the front of the toilet, @ 12".</p> <p>The stall door is not self-closing.</p> <p>The coat hooks are mounted &gt;48" AFF, @ 54" AFF.</p> <p>The ground slopes &gt;2%, @ 4.6% towards the grate in the stall.</p> <p>The mirror in the Women's room is &gt;40" AFF measured to the bottom of the reflective surface, @ 41" AFF.</p> <p>The sink in the Women's room has pipes that are not insulated.</p> <p>The sanitary napkin disposal bin in the women's room lacks an adjacent clear floor space due to the toilet.</p>		<p>Reposition the grab bars. Unit Cost: \$50 ea. Quantity: 2</p> <p>Replace the toilet seat with a type that is 17"-19" AFF when measured to the top of the seat. Unit Cost: \$500 ea. Quantity: 2</p> <p>Relocate the toilet paper dispenser. Unit Cost: \$50 ea. Quantity: 1</p> <p>Install a self-closing door. Unit Cost: \$150 ea. Quantity: 2</p> <p>Install a coat hook mounted no higher than 48" AFF. Unit Cost: \$50 ea. Quantity: 2</p> <p>Regrade the floor. Unit Cost: \$25/SF Est. Quantity: 20 SF</p> <p>Lower the mirror. Unit Cost: \$50 ea. Quantity: 1</p> <p>Insulate the pipes. Unit Cost: \$50 ea. Quantity: 1</p> <p>Relocate the sanitary napkin disposal bin. Unit Cost: \$50 Quantity: 1</p>	<p>\$2,200</p>
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4.	<p><b>Auditorium</b></p> <p>The auditorium lacks the required number of designated aisle seats with removable armrests.</p> <p>The auditorium lacks the required number of wheelchair spaces. For an auditorium with 426 total seats, six wheelchair spaces are required and one is provided.</p> <p>The wheelchair space lacks shoulder alignment.</p>		<p>Provide accessible wheelchair seating. Unit Cost: \$250 ea. Quantity: 6</p> <p>Provide 5% of aisle seats with removable armrests. Unit Cost: \$250 ea. Est. Quantity: 3</p>	\$2,250
5.	<p><b>Gym</b></p> <p>A wheelchair space is not provided at the bleachers.</p>		<p>Provide an accessible seating space on an accessible route next to the bleachers. Unit Cost: \$500 Quantity: 1</p>	\$500
<b>HANSON MIDDLE SCHOOL:</b>				<b>\$17,200</b>

# HIGHWAY DEPARTMENT BUILDING



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AUDITED ON: MAY 04, 2020





The Highway Department Building is located at 797 Indian Head Street. The site consists of a single building and surface parking. Accessible parking is not provided.

# HIGHWAY DEPARTMENT BUILDING

#	Barrier Statement	Photo	Proposed Mitigation	Cost
1.	<p><b>Accessible Parking</b></p> <p>Designated accessible parking is not provided.</p>	No Image	<p>Restripe a portion of the parking lot to add accessible parking spaces (including at least one van space), as well as their associated signs and access aisles.</p> <p>Unit Cost: \$300 ea.</p> <p>Quantity: 2 (1 space + 1 aisle)</p>	\$600
2.	<p><b>Entry Door</b></p> <p>The door has a vertical change in level &gt;1/4" AFF due to the 6" step.</p>		<p>Provide a ramp at the door. Additional study required.</p> <p>Unit Cost: \$5,000</p> <p>Quantity: 1</p>	\$5,000
3.	<p><b>Women's Employee Toilet Room</b></p> <p>The door provides &lt;32" clear width.</p> <p>The door hardware requires tight grasping, pinching, or twisting of the wrist to operate.</p> <p>The accessible route to the toilet room is obstructed by furniture and storage boxes.</p> <p>The room lacks the required footprint and accessible elements for an accessible toilet room.</p>		<p>Enlarge the door opening and install a new door.</p> <p>Unit Cost: \$5,000 ea.</p> <p>Quantity: 1</p> <p>Replace the door hardware with lever type.</p> <p>Unit Cost: \$300 ea.</p> <p>Quantity: 1</p> <p>Remove the furniture and storage boxes.</p> <p>Unit Cost: \$50</p> <p>Quantity: 1</p> <p>Provide an accessible toilet room.</p> <p>Additional study required.</p> <p>Unit Cost: \$5,000 ea.</p> <p>Quantity: 1</p>	\$10,350



<p>4.</p>	<p><b>Men's Employee Toilet Room</b></p> <p>The door provides &lt;32" clear width, @ 23".</p> <p>The door hardware requires tight grasping, pinching, or twisting of the wrist to operate.</p> <p>The accessible route to the toilet room is obstructed by furniture.</p> <p>The toilet centerline is not 16"-18" from the side wall, @ 15".</p> <p>The toilet paper dispenser is not located 7"-9" from the front edge of the toilet, @ 11".</p> <p>The toilet lacks the required grab bars.</p> <p>The flush valve is not located on the open side of the toilet.</p> <p>The sink lacks the required knee and toe clearance for a forward approach.</p> <p>The mirror is &gt;40" AFF measured to the bottom of the reflective surface.</p> <p>The soap dispenser controls are &gt;46" AFF over a reach &gt;10" deep, @ 48" above the counter.</p>		<p>Enlarge the door opening and install a new door. Unit Cost: \$5,000 ea. Quantity: 1</p> <p>Replace the door hardware with lever type. Unit Cost: \$300 ea. Quantity: 1</p> <p>Remove the furniture and storage boxes. Unit Cost: \$50 Quantity: 1</p> <p>Reposition the toilet. Unit Cost: \$1,500 ea. Quantity: 1</p> <p>Relocate the toilet paper and soap dispensers. Unit Cost: \$50 ea. Quantity: 2</p> <p>Install a minimum 36" rear grab bar, located 6" from the interior corner of the wall. Unit Cost: \$50 ea. Quantity: 1</p> <p>Install a minimum 42" side grab bar, located 12" from the interior corner of the wall. Unit Cost: \$50 ea. Quantity: 1</p> <p>Reposition the flush valve or install an automatic flush control. Unit Cost: \$1,000 ea. Quantity: 1</p> <p>Modify the lavatory to provide the required knee clearance. Unit Cost: \$500 ea. Quantity: 1</p> <p>Lower the mirror. Unit Cost: \$50 ea. Quantity: 1</p>	<p>\$8,600</p>
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<p>5.</p>	<p><b>Kitchen</b></p> <p>The sink lacks the knee/ toe clearance for a forward approach due to the cabinetry below and the location of the opposing counter.</p> <p>The table is not accessible.</p> <p>There is &lt;40” between opposing elements in the kitchen, at the sink and the opposing counter.</p> <p>The paper towel dispenser controls are &gt;46” AFF over a reach &gt;10” deep.</p> <p>The range controls require reaching over the burners.</p>		<p>Provide an accessible kitchen. Additional study required.</p> <p>Unit Cost: \$5,000</p> <p>Quantity: 1</p>	<p>\$5,000</p>
<p><b>TOTAL FOR HIGHWAY DEPARTMENT BUILDING:</b></p>				<p><b>\$29,550</b></p>

## POLICE STATION

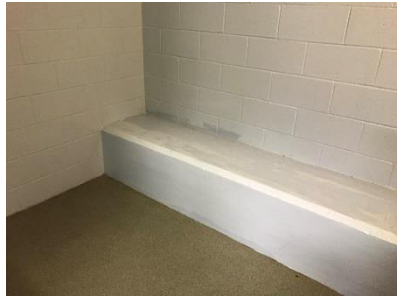

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*AUDITED ON: MAY 04, 2020 & OCTOBER 15, 2020*



The Police Station is located at 775 Main Street. The site consists of a single building with surface parking, including two designated accessible spaces. The facility contains the typical police function areas, a multipurpose meeting space and toilet rooms that are available for public use.

**POLICE STATION**

#	Barrier Statement	Photo	Proposed Mitigation	Cost
6.	<p><b>Communal Holding Cell</b></p> <p>The bench lacks a 30"x48" clear floor space positioned at the end of the bench seat and parallel to the short axis of the bench.</p>		<p>Provide an accessible bench within the communal holding cell.</p> <p>Unit Cost: \$1,000 Quantity: 1</p>	<p>\$1,000</p>
7.	<p><b>Accessible Jail Cell</b></p> <p>One accessible jail cell is identified. However, holding cells are separated by age and sex. At least one of each type of holding cell (male &amp; female adult, and male &amp; female juvenile) must be accessible in order to comply with ADA 231.3.1.</p> <p>There is &lt;32" of clear width at the cell doorway, @ 31 3/4" between the door stop and the opposing concrete wall.</p> <p>The toilet CL is &gt;16"-18" from the sidewall, @ 19".</p> <p>The flush control is not mounted on the wide side of the toilet and requires &gt;5lbs of force to operate.</p> <p>The phone controls are mounted &gt;48" AFF, @ 54" to the highest button.</p> <p>The accessible cell lacks a visual alarm.</p>		<p>Modify the existing accessible cell to be fully compliant and ensure a clear policy is developed regarding how it can be utilized to provide an accessible facility for each type of detainee. Additional study required.</p> <p>Unit Cost: \$5,000 ea. Quantity: 1</p>	<p>\$5,000</p>
<b>TOTAL FOR POLICE STATION:</b>				<b>\$6,000</b>

## SENIOR CENTER & LIBRARY




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AUDITED ON: MAY 04, 2020






The Senior Center & Library is located at 132 Maquan Street. The site consists of a single building with surface parking, including four designated accessible spaces. The facility consists of the Senior Center on one side and the Library on the other, connected by a lobby space. Both spaces have meeting rooms and toilet rooms open to the public.


## SENIOR CENTER & LIBRARY


#	Barrier Statement	Photo	Proposed Mitigation	Cost
1.	<p><b>Accessible Route – Senior Center</b></p> <p>The accessible route has cross slopes &gt;2%, @ 3.3% around the drain.</p>		<p>Regrade the walkway. Unit Cost: \$25/SF Est. Quantity: 5 SF</p>	\$125
2.	<p><b>Outdoor Seating</b></p> <p>The picnic table lacks the required knee/ toe clearances for a forward approach.</p>		<p>Provide at least one table, and no less than 5% of the total number of tables, that provides compliant knee and toe clearance. Unit Cost: \$250 ea. Est. Quantity: 1</p>	\$250
3.	<p><b>Main Entry Door – Senior Center</b></p> <p>The threshold is &gt;1/2” AFF, @ 5/8” AFF.</p>		<p>Replace the threshold. Unit Cost: \$250 ea. Quantity: 1</p>	\$250

<p>4.</p>	<p><b>Accessible Toilet Room – Senior Center</b></p> <p>The sign is not located on the latch side of the door.</p> <p>The knee clearance at the sink is &lt;27" AFF, @ 25.5" AFF.</p> <p>The mirror is &gt;40" AFF measured to the bottom of the reflective surface, @ 46" AFF.</p> <p>The side grab bar extends &lt;54" from the rear wall, @ 48".</p> <p>The toilet lacks a rear wall grab bar and the existing floor mounted grab bar obstructs the clearance at the toilet.</p> <p>There is no visual or audible alarm.</p> <p>The toilet clearance is obstructed by furniture.</p> <p>The toilet paper dispenser is not located 7"-9" from the front of the toilet.</p>		<p>Install tactile/ Braille signage on the latch side of the door. Coordinate with location and height requirements. Unit Cost: \$100 per sign Quantity: 1</p> <p>Raise the sink to provide the required knee/ toe clearances. Unit Cost: \$3,000 ea. Quantity: 1</p> <p>Lower the mirror. Unit Cost: \$50 ea. Quantity: 1</p> <p>Install a minimum 42" side grab bar, located 12" from the interior corner of the wall. Unit Cost: \$50 ea. Quantity: 1</p> <p>Remove the existing floor mounted grab bar install a minimum 36" rear grab bar, located 6" from the interior corner of the wall. Unit Cost: \$100 ea. Quantity: 1</p> <p>Install a visual/ audible alarm in the toilet room. Unit Cost: \$750 ea. Quantity: 1</p> <p>Remove the furniture. Unit Cost: \$50 Quantity: 1</p> <p>Relocate the toilet paper dispenser. Unit Cost: \$50 ea. Quantity: 1</p>	<p>\$4,150</p>
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5.	<p><b>Computer Station – Senior Center</b></p> <p>The desk lacks the required knee/ toe clearances for a forward approach.</p>		<p>Provide at least one table, and no less than 5% of the total number of tables, that provides compliant knee and toe clearance. Unit Cost: \$250 ea. Est. Quantity: 1</p>	\$250
6.	<p><b>Kitchen – Senior Center</b></p> <p>The sink lacks the required knee and toe clearance for a forward approach. The sink is &gt;34” AFF, @ 36” AFF. There is &lt;60” clearance between the opposing elements in a U-shaped kitchen, @ 50”.</p>		<p>Modify the sink to provide the required knee and toe clearance. Unit Cost: \$500 ea. Quantity: 1</p> <p>Lower the sink to 34” AFF maximum. Unit Cost: \$3,000 ea. Quantity: 1</p> <p>Enlarge the kitchen. Additional study required. Unit Cost: \$10,000 Quantity: 1</p>	\$13,500
7.	<p><b>Door to Outdoor Patio – Senior Center</b></p> <p>The threshold is &gt;1/2” AFF, @ 3/4” AFF on the interior side and 1-1/8” AFF on the exterior side.</p>		<p>Replace the threshold. Unit Cost: \$250 ea. Quantity: 1</p>	\$250



<p>8.</p>	<p><b>Multiuser Toilet Rooms (2) – Senior</b></p> <p>The knee clearance at the sink is &lt;27” AFF, @ 26” AFF.</p> <p>The mirror is &gt;40” AFF measured to the bottom of the reflective surface, @ 42” AFF.</p> <p>The route to the urinal is &lt;36” wide, @ 28”.</p> <p>The rim of the urinal is mounted &gt;17” AFF, @ 25” AFF.</p> <p>The toilet centerlines are &gt;16”-18” from the side wall, @ 18.5” and 19”.</p> <p>The side grab bar extends &lt;54” from the rear wall, @ 48”.</p> <p>The side grab bar is not mounted 33”-36” AFF to the top of the gripping surface.</p> <p>The coat hooks are mounted &gt;48” AFF, @ 53” AFF.</p> <p>The toilet paper dispenser is not located 7”-9” from the front of the toilet.</p>		<p>Raise the sink to provide the required knee/toe clearances. Unit Cost: \$750 ea. Quantity: 2</p> <p>Lower the mirror. Unit Cost: \$50 ea. Quantity: 2</p> <p>Relocate the urinal partition. Unit Cost: \$500 ea. Quantity: 1</p> <p>Lower the urinal. Unit Cost: \$750 ea. Quantity: 1</p> <p>Reposition the toilet. Unit Cost: \$1,500 ea. Quantity: 2</p> <p>Install a minimum 42” side grab bar, located 12” from the interior corner of the wall at 33”-36” AFF to the top of the gripping surface. Unit Cost: \$50 ea. Quantity: 2</p> <p>Install a coat hook mounted no higher than 48” AFF. Unit Cost: \$50 ea. Quantity: 2</p> <p>Relocate the toilet paper dispenser. Unit Cost: \$50 ea. Quantity: 2</p>	<p>\$6,150</p>
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9.	<p><b>Service Counter – Library</b></p> <p>The counter is &gt;36” AFF, @ 39.25” AFF.</p>		<p>Lower a 36” minimum wide portion of the counter to 36” AFF maximum.</p> <p>Unit Cost: \$750</p> <p>Quantity: 1</p>	\$750
<b>TOTAL FOR SENIOR CENTER &amp; LIBRARY:</b>				<b>\$25,675</b>

## SPORTS BUILDING

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AUDITED ON: JUNE 09, 2020



The Sports Building is located at 1059 Somerset Avenue. The site consists of one building with surface parking, including one designated accessible space. The facility contains an open multipurpose space with seating and three single-user toilet rooms.

## SPORTS BUILDING

#	Barrier Statement	Photo	Proposed Mitigation	Cost
1.	<p><b>Accessible Parking</b></p> <p>The parking lot lacks a van accessible space.</p> <p>The accessible parking spaces lack the required signage.</p> <p>The designated accessible parking space and its associated access aisle have slopes &gt;2%, @ 5.3%.</p>		<p>Restripe the pavement markings in the parking spaces and associated access aisle to provide a dimensionally compliant van space.</p> <p>Unit Cost: \$150 per space or aisle Quantity: 2 (1 space + 1 aisle)</p> <p>Install the signs at minimum 60" AFF, measured to the bottom of the sign, including a van accessible sign.</p> <p>Unit Cost: \$100 ea. Quantity: 3</p> <p>Regrade and restripe the existing designated accessible parking space and its associated access aisle.</p> <p>Unit Cost: \$1,500 per space or aisle Quantity: 2 (1 space + 1 aisle)</p>	\$3,600

<p>2.</p>	<p><b>Accessible Route</b></p> <p>The inaccessible main entrance lacks directional signage to the accessible entrance.</p> <p>The ramp lacks edge protection.</p>		<p>Provide directional signage to the accessible entry. Unit Cost: \$100 ea. Est. Quantity: 1</p> <p>Provide edge protection on both sides of the ramp. Unit Cost: \$25/LF Est. Quantity: 30 LF</p>	<p>\$850</p>
<p>3.</p>	<p><b>Entrance</b></p> <p>The threshold is &gt;1/2" AFF, @ 1-1/2" AFF.</p> <p>The door hardware requires tight grasping, pinching, or twisting of the wrist to operate.</p>		<p>Replace the threshold. Unit Cost: \$250 ea. Quantity: 1</p> <p>Replace the door hardware with lever type. Unit Cost: \$300 ea. Quantity: 1</p>	<p>\$550</p>
<p>4.</p>	<p><b>Accessible Route</b></p> <p>The door provides &lt;32" clear width, @ 29".</p> <p>The door hardware requires tight grasping, pinching, or twisting of the wrist to operate.</p>		<p>Enlarge the door opening and install a new door. Unit Cost: \$5,000 ea. Quantity: 1</p> <p>Replace the door hardware with lever type. Unit Cost: \$300 ea. Quantity: 1</p>	<p>\$5,300</p>

5.	<p><b>Toilet Rooms</b></p> <p>The room lacks the required footprint and accessible elements for an accessible toilet room.</p>		<p>Provide an accessible toilet room. Additional study required. Unit Cost: \$5,000 ea. Quantity: 1</p>	\$5,000
<b>TOTAL FOR SPORTS BUILDING:</b>				<b>\$15,300</b>

## NATHANIEL THOMAS MILL




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*AUDITED ON: MAY 04, 2020*



The Nathaniel Thomas Mill is located along Liberty Street across from Wampatuck Pond. The site consists of one building with a gravel parking lot that serves the building. Accessible parking and routes are not provided.

## NATHANIEL THOMAS MILL

#	Barrier Statement	Photo	Proposed Mitigation	Cost
1.	<p><b>Accessible Parking</b></p> <p>Designated accessible parking is not provided.</p> <p>The parking surface is not stable, firm, and slip resistant.</p>		<p>Pave and stripe a portion of the parking lot to add accessible parking spaces (including at least one van space), as well as the associated access aisles.</p> <p>Unit Cost: \$1,500 per space or aisle Est. Quantity: 2 (1 space + 1 aisle)</p>	\$3,000
2.	<p><b>Accessible Route</b></p> <p>The building is not located on an accessible route due to the gravel surface.</p> <p>The entry door is not located on an accessible route due to steps.</p>		<p>Provide an accessible route. Additional study required.</p> <p>Unit Cost: \$5,000 Quantity: 1</p> <p>Build a ramp.</p> <p>Unit Cost: \$15,000 ea. Quantity: 1</p>	\$20,000
3.	<p><b>Main Entry Door</b></p> <p>The threshold is &gt;1/2" AFF, @ 1-1/2" AFF.</p>		<p>Replace the threshold.</p> <p>Unit Cost: \$250 ea. Quantity: 1</p>	\$250
<b>TOTAL FOR NATHANIEL THOMAS MILL:</b>				<b>\$23,250</b>



# TOWN HALL


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AUDITED ON: MAY 04, 2020







Town Hall is located at 542 Liberty Street. The site consists of a single building with three levels. There is surface parking provided on three sides of the building. The surface parking on the east side of the building includes four designated accessible spaces that provide access into the lower level of the building. The facility contains several public service counters and toilet rooms on each of the three floors that are open for public use.

## TOWN HALL

#	Barrier Statement	Photo	Proposed Mitigation	Cost
4.	<p><b>Accessible Parking</b></p> <p>One of the designated accessible parking spaces has slopes &gt;2%, @ 2.3%.</p> <p>Two of the accessible spaces lack signage.</p>		<p>Regrade and restripe the existing designated accessible parking space and its associated access aisle.</p> <p>Unit Cost: \$1,500 per space or aisle</p> <p>Quantity: 1 space</p> <p>Install accessible parking signs at the head of each space at 60" AFF minimum, measured to the bottom of the sign.</p> <p>Unit Cost: \$100 ea.</p> <p>Quantity: 2</p>	\$1,700

<p>5.</p>	<p><b>Accessible Route – Lower Floor</b></p> <p>One of the curb ramps has a change in level &gt;1/4" AFF, @ 3/4".</p> <p>One of the curb ramps has running slopes &gt;8.3%, @ 16.1%.</p>		<p>Rebuild the curb ramp. Unit Cost: \$1,250 ea. Quantity: 2</p>	<p>\$2,500</p>
<p>6.</p>	<p><b>Toilet Rooms - Main Floor (2)</b></p> <p>The mirrors are &gt;40" AFF measured to the bottom of the reflective surface, @ 41" AFF.</p> <p>The side grab bars extend &lt;54" from the rear wall, @ 47"-48" and obstructed by the window sill.</p> <p>The sink pipes are not insulated.</p>		<p>Lower the mirror. Unit Cost: \$50 ea. Quantity: 2</p> <p>Install a minimum 42" side grab bar, located 12" from the interior corner of the wall. Unit Cost: \$50 ea. Quantity: 2</p> <p>Modify the window sills. Unit Cost: \$100 ea. Quantity: 2</p> <p>Insulate the pipes. Unit Cost: \$50 ea. Quantity: 2</p>	<p>\$500</p>

7.	<p><b>Counters – Main Floor</b></p> <p>The counter is &gt;36” AFF, @ 43” AFF.</p> <p><i>This was observed at the Treasurer/ Collector and the Town Clerk.</i></p>		<p>Lower a 36” minimum wide portion of the counter to maximum 36” AFF.</p> <p>Unit Cost: \$750</p> <p>Quantity: 2</p>	\$1,500
8.	<p><b>Front Entrance</b></p> <p>The inaccessible main entrance lacks directional signage to the accessible entrances.</p>	<p>No Image</p>	<p>Provide directional signage to the accessible entry.</p> <p>Unit Cost: \$100 ea.</p> <p>Est. Quantity: 1</p>	\$100
9.	<p><b>Accessible Route – Side Entry on Main Floor</b></p> <p>The ramp has running slope at the top &gt;8.3%, @ 9.1%.</p> <p>The handrails lack the required extensions.</p> <p>The designated accessible parking is not located on the shortest accessible route to this accessible entrance.</p>		<p>Rebuild the ramp.</p> <p>Unit Cost: \$15,000 ea.</p> <p>Quantity: 1</p> <p>Restripe a portion of the parking lot to add accessible parking spaces (including at least one van space), as well as their associated signs and access aisles.</p> <p>Unit Cost: \$300 per space or aisle</p> <p>Quantity: 2 (1 space + 1 aisle)</p>	\$15,600

<p>10.</p>	<p><b>Toilet Rooms – Lower Floor (2)</b></p> <p>The knee clearance at the sink is &lt;27” AFF, @ 25” AFF.</p> <p>The mirror is &gt;40” AFF measured to the bottom of the reflective surface, @ 40.75” AFF.</p> <p>The side grab bar extends &lt;54” from the rear wall, @ 48”.</p>		<p>Raise the sink to provide the required knee/toe clearances. Unit Cost: \$750 ea. Quantity: 2</p> <p>Lower the mirror. Unit Cost: \$50 ea. Quantity: 2</p> <p>Install a minimum 42” side grab bar, located 12” from the interior corner of the wall. Unit Cost: \$50 ea. Quantity: 2</p>	<p>\$1,700</p>
<p>11.</p>	<p><b>Toilet Rooms – Upper Floor (2)</b></p> <p>The knee clearance at the sink is &lt;27” AFF.</p> <p>The mirror is &gt;40” AFF measured to the bottom of the reflective surface.</p> <p>The side grab bars extend &lt;54” from the rear wall and are obstructed by the window sill.</p> <p>The sink pipes are not insulated.</p>		<p>Raise the sink to provide the required knee/toe clearances. Unit Cost: \$750 ea. Quantity: 2</p> <p>Lower the mirror. Unit Cost: \$50 ea. Quantity: 2</p> <p>Install a minimum 42” side grab bar, located 12” from the interior corner of the wall. Unit Cost: \$50 ea. Quantity: 2</p> <p>Modify the window sills. Unit Cost: \$100 ea. Quantity: 2</p> <p>Insulate the pipes. Unit Cost: \$50 ea. Quantity: 2</p>	<p>\$2,000</p>

12.	<p><b>Drinking Fountain – Upper Floor</b></p> <p>The upper floor lacks a ‘hi’ drinking fountain.</p> <p>The drinking fountain is located in an alcove &gt;24” deep that is &lt;36” wide, @ 31”.</p>		<p>Add a ‘hi’ drinking fountain per ADA 602. Unit Cost: \$1,000 Quantity: 1</p> <p>Relocate the drinking fountain. Unit Cost: \$1,500 ea. Quantity: 1</p>	\$2,500
<b>TOTAL FOR TOWN HALL:</b>				<b>\$28,100</b>

# WATER DEPARTMENT



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AUDITED ON: JUNE 09, 2020



The Water Department is located at 1073 W. Washington Street. The site consists of a single building with surface parking, including one designated accessible space.

## WATER DEPARTMENT

#	Barrier Statement	Photo	Proposed Mitigation	Cost
1.	<p><b>Accessible Parking</b></p> <p>The parking lot lacks a van accessible space.</p> <p>The designated accessible space has running slopes &gt;2%, @ 3%.</p> <p>The sign is mounted &lt;60" AFF to the bottom of the sign.</p>		<p>Regrade and restripe the existing designated accessible parking space and its associated access aisle.</p> <p>Unit Cost: \$1,500 per space or aisle Quantity: 2 (1 space + 1 aisle)</p> <p>Reinstall the sign at 60" AFF minimum, measured to the bottom of the sign, including a van accessible sign.</p> <p>Unit Cost: \$100 ea. Quantity: 1</p>	\$3,100
2.	<p><b>Accessible Route to Main Level</b></p> <p>The ramp has running slopes &gt;8.3%, @ 8.4%.</p>		<p>Rebuild the ramp.</p> <p>Unit Cost: \$15,000 ea. Quantity: 1</p>	\$15,000
3.	<p><b>Accessible Route</b></p> <p>The door provides &lt;32" clear width, @ 29".</p> <p>The door hardware requires tight grasping, pinching, or twisting of the wrist to operate.</p>	No Photo	<p>Enlarge the door opening and install a new door.</p> <p>Unit Cost: \$5,000 ea. Quantity: 1</p> <p>Replace the door hardware with lever type.</p> <p>Unit Cost: \$300 ea. Quantity: 1</p>	\$5,300



4.	<p><b>Break Room</b></p> <p>The sink is &gt;34" AFF, @ 36" AFF.</p>		<p>Lower the sink to 34" AFF maximum. Unit Cost: \$3,000 ea. Quantity: 1</p>	\$3,000
<b>TOTAL FOR WATER DEPARTMENT:</b>				<b>\$26,400</b>

