



Town of Manchester-by-the-Sea, Massachusetts

PART C – Self-Evaluation Summary

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Prepared by the



200 Portland Street, First Floor
Boston, MA 02114
617.695.1225 voice/tty
www.IHCDesign.org

Introduction

This ADA Self-Evaluation report includes a summary of the Town’s policies obtained by an on-line ADA questionnaire developed by the Institute for Human Centered Design (IHCD) and submitted by nine (9) Departments from the Town of Manchester-by-the-Sea and from documentation emailed to IHCD. This Self-Evaluation report also includes a summary of architectural barriers identified during accessibility surveys performed by IHCD teams on January 23 and 31 2020.

Together these findings are designed to help move the Town towards full compliance with its obligations under the Title II of the Americans with Disabilities Act (ADA) and/or the 521 CMR Massachusetts Architectural Access Board regulations.

For clarity, this ADA Self-Evaluation report is organized as follows:

- Legal Overview;
- Summary of the Evaluation of Policies in Programs, Services, and Activities;
- Summary of the Evaluation of Facilities.

I. Legal Overview

The Town of Manchester by-the-Sea is obligated by both Federal laws and State codes concerning the rights of people with disabilities in the daily provision of programs, services, and activities. At the end of this report, there is a comprehensive list of relevant laws.

Federal Obligation: American with Disabilities Act (ADA)

Based on the 1964 Civil Rights Act and expanding upon the obligations of the 1973 Rehabilitation Act, the 1990 ADA prohibits discrimination against people with disabilities. The ADA provides civil rights protections to individuals with disabilities similar to those afforded to individuals on the basis of race, color, sex, national origin, age, and religion. The cornerstone of Title II of the ADA, which applies to state and local governments, is clear: no qualified person with a disability may be excluded from participating in, or denied the benefits of, the programs, services, and activities provided by state and local governments because of a disability.

The 2008 Amendments to the ADA (ADAAA), signed into law on September 25, 2008, describes in more detail the range of conditions covered by the civil rights protections of the ADA. The amendments expand the definition of “disability” to include impairments that substantially limit a major life activity and states that when determining whether someone qualifies as having a disability, one cannot take into account assistive devices, auxiliary aids, accommodations, medical therapies and supplies. The amendments also address episodic disabilities that may go into remission but still can significantly limit a major life activity when active, such as epilepsy and post-traumatic stress disorder. The ADA defines a disability as¹:

- A physical or mental impairment that substantially limits one or more major life activities (i.e. working, talking, hearing, seeing, caring for one's self);
- Having a record of a physical or mental impairment that substantially limits one or more major life activities;
- Being regarded by others as having an impairment such as individuals with severe facial scarring.

¹ To learn more about qualified individuals with disabilities or to read the full text of the ADA, please visit <http://www.ada.gov>

It is important to stress that the primary obligation to public entities such as the Town of Manchester-by-the-Sea, under Title II of the Americans with Disabilities Act, is to ensure that, when *viewed in their entirety*, the programs, services, and activities offered are equally available to people with disabilities. The Town is required to follow the 2010 ADA Standards for Accessible Design in new construction and alterations. The 2010 ADA Standards must also be used for corrective actions if existing conditions don't comply with the original ADA Accessibility Guidelines. Municipalities also must relocate programs or otherwise provide access to programs located in inaccessible older facilities (e.g. facilities built before the ADA went into effect January 26, 1992). Ensuring program access may require capital investment when there is no alternative solution and should be a priority for corrective action.

Note that the websites of Title II entities are also considered "*programs*" and should be accessible to the standards of the Web Content Accessibility Guidelines 2.0 AA. A review of the Town of Manchester-by-the-Sea's website will be provided as part of the scope of work of this contract.

The Town must **communicate effectively** with people who have hearing, vision, or speech disabilities. Manchester-by-the-Sea is also required to make reasonable modifications to policies, practices, and procedures where necessary to ensure the equal participation of people with disabilities. Whatever is written or spoken must be as clear and understandable to people with hearing, vision, or speech disabilities as it is for people who do not have disabilities. In addition, the ADA requires the provision of "auxiliary aid and service" to meet their responsibility for effective communication. Auxiliary aid and service refer to readers, notetakers, sign language interpreters, assistive listening systems, open and closed captioning, text telephones (TTYs), videophones, information provided in large print, braille, audible, or electronic formats, and other tools for people who have communication disabilities.

Following the passage of the ADA, the Department of Justice issued the 1991 ADA Standards for Accessible Design to address physical access to facilities and transportation. These standards were based almost exclusively on the US Access Board's guidelines (ADA Accessibility Guidelines – ADAAG). In 1994, slight technical amendments were made and in 2004, the US Access Board issued new guidelines that were promptly adopted by the US Department of Transportation and other federal agencies. But only in 2010 did the Department of Justice issue a revised and updated ADA Standard called the 2010 ADA Standards for Accessible Design (2010 ADA Standards) that would apply to all Title II and Title III entities. These standards revised requirements for policies such as ticketing and service animals, and for physical elements such as assembly seating, established construction tolerances for certain elements and formalized long-standing guidelines for play areas, golf courses, recreational boating facilities, swimming pools, and other recreational facilities.

Facilities that meet or exceed the 1991 ADA Standards are not required to make changes to the new 2010 Standards except in the case of renovation. For elements that are non-compliant, the corrective measures must align with the 2010 ADA Standards. It is not expected that the buildings will meet or be brought up to all of the 2010 ADA Standards absent significant or total renovation. State and local governments must ensure that individuals with disabilities are not excluded from services, programs, and activities because buildings are inaccessible. This means Title II entities do not need to remove physical barriers, such as stairs, in all existing buildings, as long as they make their programs accessible to individuals who are unable to use an inaccessible existing facility.

Alterations to historic properties under the ADA

Alterations to historic properties must comply with the specific provisions governing historic properties in the 2010 ADA Standards, to the maximum extent feasible. Under those provisions, alterations should be done in full compliance with the alterations standards for other types of buildings. However, if following the usual standards would threaten or destroy the historic significance of a feature of the building, alternative solutions may be used. The decision to use alternative solutions for that feature must be made in consultation with the appropriate historic advisory board as designated in the 2010 ADA Standards (for Massachusetts, the Massachusetts Historical Commission), and interested persons should be invited to participate in the decision-making process.

Note that any corrective actions needed to ensure program accessibility would also have to comply with the requirements of the 2010 ADA Standards for historic facilities.

State Obligation:

Massachusetts Constitutional Amendment - Article 114

The Massachusetts Constitution states:

“No otherwise qualified handicapped individual shall, solely by reason of his handicap, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity within the Commonwealth.”

Article 114 is written broadly. It prohibits discrimination based on disability on any level within the state, not just for recipients of state or federal funds. For example, Town meetings must be held in an accessible location with sign language interpreters provided if needed, and the Town cannot refuse to do business with an individual based on the person’s disability.

Massachusetts Architectural Access Board

The Architectural Access Board (AAB) is a regulatory agency whose mandate is to develop and enforce regulations designed to make public buildings accessible to, functional for and safe for use by persons with disabilities. See the Rules and Regulations of the Architectural Access Board 521 CMR. In addition to writing regulations, the Board decides on variance requests, provides training on its regulations, issues advisory opinions and makes decisions on complaints. Local building inspectors are responsible for enforcing the regulations which are a specialized section of the Massachusetts Building Code. See 780 CMR.

The construction, reconstruction, remodeling, alteration, or change of use of a building or facility that is open to the public triggers the authority of the Architectural Access Board. New construction must fully comply.

For renovation, remodeling, or alteration:

- The work being done must comply with the regulations.
- If the work done in any 36-month period is greater than \$100,000, the “work being performed” is required to comply. In addition, an accessible entrance and an accessible toilet room, telephone and drinking fountain (if toilets, telephones and drinking fountains are provided) shall also be provided.
- If the work done in a 36-month period is more than 30% of the “full and fair cash value” of the building², the entire building must come into compliance.

Enforcement: Anyone can file a complaint with the Architectural Access Board. The Board has the authority to issue variances and/or impose fines of up to \$1000 per violation per day of noncompliance with its order.

² This is usually the assessed value established by the city or town. See 521 C.M.R. § 5.38 for details about establishing value where no assessment exists.

II. Summary of the Evaluation of Policies in Programs, Services and Activities

Title II of the Americans with Disabilities Act (ADA) prohibits discrimination against qualified individuals with disabilities by public entities. Activities covered include all services, programs and activities offered by the public entity, all aspects of employment, services carried out by contractors, all activities of the local legislative and judicial branches and public transportation. A thorough understanding of the requirements of Title II of the ADA is an essential responsibility of public entities.

Please note that a complete summary of the Town's policies, practices and procedures is included in *Part B – Evaluation of Non – Discriminatory Policies and Practices in Programs, Services and Activities*.

The ADA administrative requirements help to ensure that the needs of people with disabilities are addressed in all services, programs and activities that the Town operates. A Title II entity is required to:

1. Designate a Responsible Employee (ADA Title II - 28 CFR Part 35.107 (a)) to coordinate compliance with the ADA. The purpose of having a responsible employee – ADA Coordinator - is to ensure that when the public deals with a state or local government agency, the public is able to identify a person who is knowledgeable with the requirements of the ADA.

The Town of Manchester-by-the-Sea has met its obligation to designate a responsible employee by designating Greg Federspiel, the Town Administrator, as the Town's ADA Coordinator.

2. Adopt and distribute a public ADA Notice (ADA Title II - 28 CFR Part 35.106) of the provisions of the ADA to members of the public who may participate in the Town's programs, services and activities. The effective notice should state the Town's obligations under the ADA and include the complete contact information of the ADA Coordinator.

From the responses submitted by staff only the Police Department responded that it has an ADA Notice posted in the lobby of the police station. Town departments reported that ADA Notices were not posted.

The Town should take steps to clarify the posting of the Notice of Non-Discrimination policy to comply with the ADA Title II that states that public entities shall take initial steps to notify program/service participants, beneficiaries and employees of its obligations.

IHCD recommends distributing the ADA Notice to all department heads, publishing the ADA Notice in all the materials distributed by the Town, posting the ADA Notice prominently on the Town’s website home page, include the ADA Notice in social media such as Twitter and Facebook and posting copies in public locations in the Town’s buildings.

3. Develop and distribute Grievance Procedures (ADA Title II - 28 CFR Part 35.107 (b)) for prompt resolution of any complaint regarding disability discrimination.

The Town has a Grievance Procedure form for members of the public and the same information is also found in the Employment Handbook. However, it is not clear if staff in all departments are aware of the process for meeting the requirement for grievance procedures.

IHCD recommends the Town take steps to clarify its Grievance Procedure by distributing it to all department heads, and posting copies in noticeable locations in each of the Town’s public buildings. Furthermore, ensure the Town’s employees are aware of the Grievance Procedure process and can provide information to members of the public about the process when appropriate. Ensure the Grievance Procedure form is in an accessible format.

4. Modify its Policies, Practices and Procedures (ADA Title II – 28 CFR Part 35.130(b)(7)) when necessary to avoid discrimination.

From the responses submitted by staff it seems that the Town of Manchester-by-the-Sea has not developed written policies and/or procedures to ensure compliance with the ADA. But there is no evidence that the Town was unable to provide an accommodation or modification when requested. The Police Station has written policies at the station.

IHCD recommends the Town take additional steps to ensure that Town’s employees can provide information to members of the public about the process of requesting a reasonable modification of policies when appropriate. The Town should provide a form for requesting reasonable modifications of policies on the Town’s website, and state the commitment to provide copies in accessible formats upon request.

5. Provide Reasonable Accommodation (ADA Title II – 28 CFR Part 35.140(a)) to qualified employees with disabilities. This requirement may include modifying work schedules, job restructuring, and making facilities used by employees readily accessible to an employee with

a disability, or moving the employee, if possible without compromising job responsibilities, to an accessible location.

The Town has written policies regarding reasonable accommodation in the *Employee Handbook*. There is no evidence that the Town has failed to provide reasonable accommodations to its employees. IHCD recommends that the Town of Manchester by-the-Sea becomes familiar with the excellent free national resources from the *Job Accommodation Network* (<https://askjan.org>).

6. Provide Auxiliary aids and services (ADA Title II – 28 CFR Part 35.160) to ensure effective communication with people with disabilities. This provision requires ADA Title II entities to take steps to ensure that communication with members of the public and employees with disabilities is as effective as communication with others. This requirement may include but is not limited to providing sign language interpreters, providing Computer-Assisted-Real-time-Translation (CART), written materials for persons who are deaf or have difficulty hearing, braille or large print information or information in digital format for people who are blind or have difficulty seeing.

From the questionnaire responses, it appears that the Town does not have a policy regarding effective communication. But there is no evidence that the Town has failed to provide effective communication when requested.

It is not clear if face-to-face communication with individuals with disabilities is equally effective as communication with people without disabilities, or if information available in print format is currently available in accessible electronic or hard-copy formats such as large-font, or on the website.

IHCD recommends the Town take additional steps to clarify procedures of providing Effective Communication including developing procedures for requesting and providing sign language interpreters when needed. Staff should clearly understand the responsibility to provide auxiliary aids and services where necessary to afford qualified individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity of a the Town. Members of the public also need to have a clear understanding of the process for requesting auxiliary aids and services and the time period in which a request must be made. This information should be included in the general information for the public as well as on the Town's website.

Finally, ensure that the Town’s website and other web-based services are accessible to people with disabilities. It is the Department of Justice’s position that when services are provided on a website, those services too must be made accessible. The website is considered a “program” of the Town. (See web accessibility report).

III. Summary of the Evaluation of Facilities

The analysis of existing conditions that encompasses the body of this evaluation is based on observations and documentation completed by IHCD team during site visits. This accessibility survey included the following facilities:

Municipal Buildings

Town Hall
Police Department
Seaside 1
Wastewater Treatment Plant
Fire Department
WTP*
Crowell Chapel
Library
DPW*
Pleasant Grove Cemetery

**IHCD was told that these facilities did not need to be surveyed.*

In addition to the previously mentioned facilities, IHCD also surveyed the following parks/outdoor areas:

Parks/Outdoor Spaces

Singing Beach
Tucks Point
Sweeney Park
Masconomo Park
Reed Park/Docks
Coach Field Playground
Pleasant Grove Cemetery
White Beach
Black Beach
Rosedale Cemetery*

**IHCD was told that these facilities did not need to be surveyed.*

Building Facilities Overview

Under Title II of the ADA, the Town of Manchester by-the-Sea must make sure that *“No 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 Part 35.149].

A public entity may not deny the benefits of its programs, services and activities to individuals with disabilities because its facilities are inaccessible. This means that each program, service and activity of the Town, when viewed in its entirety, must be readily accessible to and usable by individuals with disabilities.” This requirement is known as Program Accessibility [28 CFR Part 35.150].

The program accessibility requirement does not necessarily require the Town to make each existing facility accessible or to take any action that would threaten or destroy the historic significance of a historic property. Or require a public entity to take any action that it can demonstrate would result in a fundamental alteration in the nature of the program or in an undue financial and administrative burden.

The Town may comply with the requirements through such means as redesign or acquisition of equipment, 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 the Town’s services, programs or activities readily accessible to and usable by individuals with disabilities. A public entity is not required to make structural changes in existing facilities where other methods are effective in achieving compliance with this section.

In choosing among available methods for meeting the requirements of this section, a public entity shall give priority to those methods that offer services, programs, and activities to qualified individuals with disabilities in the most integrated setting appropriate.

IHCD recommends the following improvements at the Town Public Buildings:

Town Hall

- Provide a compliant exterior ramp.
- Provide an accessible single-user toilet room (2nd floor) and minor renovations to the accessible single-user toilet room.
- Provide compliant signage (directional, designation and egress signs).
- Provide assistive listening systems.
- Provide compliant door hardware.
- Provide accessible service counters.

IHCD recommends the following Best Practice and Inclusive Design improvements at the Town Hall:

- Recommend adding contrasting strips at the edge of each step at the stairs leading to the main entrance and the interior stairs.
- Recommend relocating the directory located near the accessible entrance on the first floor to avoid glare.
- Recommend providing an accessible route on both sides of the vehicle spaces that connects to the charging station.

Police Department

- Provide an accessible bathing room in the detention area.
- Provide a compliant lavatory/toilet combo unit in the female/juvenile holding cell.
- Provide compliant signage.
- Provide an accessible service counter.

Seaside 1

- Renovate parking lot.
- Provide compliant door hardware.
- Provide an automatic door opener at the accessible entrance to the museum and meeting space.
- Renovate toilet room (first floor).
- Provide an accessible work surface (meeting space, first floor).
- Provide a cane detectible barrier by an exhibit in the museum area.

IHCD recommends the following Best Practice and Inclusive Design at the Seaside 1:

- Recommend providing handrails with extensions at the bottom landing on both sides of the stairs at the east-side entrances to the conservation and planning offices and to the museum and meeting space.
- Recommend providing a vertical handrail above the existing railing at the top of stairs leading to the conservation and planning offices.
- Recommend providing edge protection along the elevated portion of the walkway on the north side of the building that leads to the museum and meeting space accessible entrance.

Wastewater Treatment Plan

- Renovate parking (including relocating one of the two existing accessible parking spaces to an area near the accessible entrance).
- Provide compliant exterior stair railings.
- Renovate toilet rooms.
- Provide compliant egress signs.

IHCD recommends the following Best Practice and Inclusive Design improvements at the Wastewater Treatment Plant:

- Recommend providing striping at the exterior ramp landing so access to the ramp is not obstructed by parked cars.

Fire Department

- Provide an accessible van parking space.
- Provide a compliant handrail (exterior ramp).
- Provide an accessible single-user toilet room.
- Renovate the men's multi-user toilet room (near meeting room).
- Provide compliant signage (directional, designation and egress signs).

Crowell Chapel

- Provide a single-user toilet room.
- Provide a portable ramp to the sanctuary area.
- Alter threshold at the main entrance.
- Provide an ADA compliant mat.

Public Library

- Provide an accessible single-user toilet room.

- Provide an accessible route to the mezzanine (interior lift).
- Renovate stairs to mezzanine.
- Provide exterior access routes to library amenities and correct issues with existing exterior access routes.
- Provide accessible egress signage (with raised characters and braille).
- Provide accessible door hardware.

IHCD recommends the following Best Practice and Inclusive Design improvements at the Public Library:

- Recommend providing an automatic door opener at the exterior door to the children’s area. (IHCD team was told some library users have difficulty opening the door when carrying books, using a walker, etc.).
- Recommend designating the street parking space closest to the route to the ramp by the children's area entrance as accessible by installing a sign with the International Symbol of Accessibility (ISA).
- Recommend providing a baby changing station in the toilet room when it is made accessible. IHCD was told that at present some parents change their children’s diapers in the children’s book area because there is insufficient space in the existing toilet room to do so there.
- Recommend providing a sign at the entrance to the *Friends of the Library* area in the basement that reads, 'Low Ceiling' as the ceiling is just 72" high.

Outdoor Facilities Overview

The program accessibility obligation does not typically require that every outdoor area be made accessible. As noted before, “when viewed in its entirety” applies to programs for which there are multiple locations for comparable programs. Usually, a public entity determines which method it will use for meeting its program accessibility obligations. When structural changes are made to existing facilities, the changes must comply with the 2010 ADA Standards for Accessible Design. When choosing to purchase equipment or to make structural changes, the public entity should factor in the financial resources required to maintain program accessibility.

Over time, the Town will need to reassess its compliance with program accessibility, and it may become necessary to acquire new accessible equipment or make structural modifications

To determine which outdoor areas must be made accessible, the Town should consider:

- How to provide the program in the most integrated setting appropriate;
- Locations where the activities are offered;
- Which outdoor areas are accessible and to what extent;
- Level of dispersion of the accessible outdoor areas (playgrounds, baseball fields, soccer fields, beaches, etc.) and convenience to reach them (accessible by car or pedestrian routes).

It is important to note that those elements in existing facilities that are subject to supplemental requirements of the 2010 ADA Standards (*e.g.* elements for which there are neither technical nor scoping specifications in the 1991 Standards) such as (C) *Recreational boating facilities*; (D) *Exercise machines and equipment*; (E) *Fishing piers and platforms*; (H) *Play areas*; (J) *Swimming pools, wading pools, and spas*; and (L) *Miscellaneous - (1) Team or player seating and Accessible route in court sports facilities*, need to be brought into compliance.³

IHCD recommends the following improvements at the Town Park / Outdoor Areas:

Singing Beach

- Provide an accessible route that extends to the high tide level (beach mat).
- Provide a compliant loading zone (access aisle and curb ramp).
- Provide two (2) compliant accessible wheelchair compartments, two (2) compliant transfer showers, two (2) compliant changing areas. Ensure all amenities are compliant (lavatories, hand dryers and mirrors).
- Provide compliant signage (designation, egress and directional).
- Provide an accessible picnic table (with knee and toe clearance).
- Provide an accessible service counter.

IHCD recommends the following Best Practice and Inclusive Design improvements at Singing Beach:

- Recommend providing 36" x 48" clear floor space at one end of the bench on the viewing platform.
- Recommend providing closed risers and providing handrails on both sides of stairs descending from the viewing platform.

Tucks Point

- Provide compliant accessible routes including an accessible route to and around the playground.

³ As described in 28 CFR 35.150(b)(2)(i) Title II ADA Regulations

- Provide a compliant impact-attenuating accessible route to play components in the playground (poured-in-place rubber).
- Renovate toilet rooms.
- Provide an accessible picnic table (with knee clearance).
- Provide compliant accessible parking spaces.
- Provide a compliant sink (with knee and toe clearance).

IHCD recommends the following Best Practice and Inclusive Design improvements at Singing Beach:

- IHCD strongly recommends exploring the possibility of an alternative surface to engineered wood fiber (EWF). Overtime, EWF requires continuous maintenance to ensure the surface is maintained in operable working condition (stable, firm and slip-resistant). In addition, when used in combination with other surfaces required for accessible routes to play components in Massachusetts, it will present a challenge to prevent level changes at the transition points between EWF and other surfaces, and to keep the accessible routes clear of EWF.
- Recommend providing benches that are between 20" – 24" deep in the multi-user toilet rooms.
- Recommend providing a 48" stable, firm and slip resistant surface around the exterior of all accessible picnic tables.
- Recommend providing a 36" x 48" stable, firm and slip resistant surface at the end of at least one bench in each area positioned so that an individual with a wheeled mobility device can have shoulder alignment with a companion seated on the bench.

Sweeney Park

- Provide an accessible route to all amenities in the park (basketball court, team and fan seating, etc.)
- Provide accessible seating at bleachers.
- Provide a drinking fountain for standing users.
- Provide accessible door hardware.
- Ensure the stairs leading to the press box have closed risers.
- Provide an accessible picnic table (with Knee clearance).

IHCD recommends the following Best Practice and Inclusive Design improvements at Sweeney Park:

- Recommend providing a 48" min. stable, firm and slip resistant surface around the accessible picnic table.

Masconomo Park

- Provide an accessible route to all the amenities in the park (including around the exterior of the playground).
- Provide a compliant impact-attenuating surface under and around the play components in the playground (poured-in-place rubber).
- Renovate parking lot.
- Provide an accessible picnic table.

IHCD recommends the following Best Practice and Inclusive Design improvements at Masconomo Park:

- Recommend providing a 36" x 48" stable, firm and slip resistant surface at the end of at least one (1) bench positioned to allow shoulder alignment with a person on the bench for someone using a wheeled mobility device.
- Recommend providing a 48" wide stable, firm and slip resistant surface around the exterior of an accessible picnic table that is located on an accessible route.
- IHCD strongly recommends exploring the possibility of an alternative surface to engineered wood fiber (EWF). Overtime, EWF requires continuous maintenance to ensure that the surface is maintained in operable working condition (stable, firm and slip resistant). In addition, when used in combination with other surfaces required for accessible routes to play components in Massachusetts, it will present a challenge to prevent level changes at the transition points between EWF and other surfaces, and to keep the accessible routes clear of EWF.

Reed Park/Docks*

- Provide an accessible route to all the amenities in the park.

*The dock was closed the day of IHCD's visit and was not surveyed.

IHCD recommends the following Best Practice and Inclusive Design improvements at the Reed Park/Docks:

- Recommend providing an accessible parking space near the entrance to the park (Beach Street).
- Recommend providing a sign with the park name.

Pleasant Grove Cemetery

- Renovate and provide curb ramps.

- Provide an accessible route to water spigots,
- Provide compliant spigot hardware.

IHCD recommends the following Best Practice and Inclusive Design improvements at Pleasant Grove Cemetery:

- Recommend providing benches at several locations in the cemetery grounds, placing benches on an accessible route, and including some benches with and some benches without armrests.

White Beach

- Provide an accessible route that extends to the high tide level (beach mat).
- Provide a van accessible parking space.

IHCD recommends the following Best Practice and Inclusive Design improvements at White Beach:

- Recommend providing benches along Ocean Street.
- Recommend providing a sign with the beach name.

Black Beach

- Provide an accessible route that extends to the high tide level of the beach (beach mat).

IHCD recommends the following Best Practice and Inclusive Design improvements at Black Beach:

- Recommend providing benches along Ocean Street.
- Recommend providing a sign with the beach name at both ends of Black Beach, and a sign with a directional arrow and text such as, “Beach Access Point” at the west end of Black Beach.
- Recommend providing a sign with a directional arrow indicating that parking is available at White Beach.
- Recommend extending the walkway along Ocean Street so it spans the full length of Black Beach from the beach access point at the east end to the west end of Black Beach where it is closest to White Beach.

In addition, IHCD received comments from the ADA Advisory Committee regarding accessibility issues in Town buildings and outdoor areas. Please note that some of the comments were

documented during the ADA accessibility surveys and recommendations for corrective action were provided.

Reference List:

Federal Laws:

- Americans with Disabilities Act (ADA)
- 2010 ADA Standards for Accessible Design

State Law:

- 521 CMR Massachusetts Architectural Access Board – Rules and Regulations

Guidance:

- ADA Action Guide for State and Local Governments: <https://www.adaactionguide.org>
- ADA Checklist for Existing Facilities: <https://www.adachecklist.org>
- Outdoor Developed Areas: A Summary of Accessibility Standards for Federal Outdoor Developed Areas: <https://www.access-board.gov/attachments/article/1637/outdoor-guide.pdf>
- Guide to the ADA Standards: <https://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-ada-standards/guide-to-the-ada-standards/animations>