



ADA TRANSITION PLAN

Hamblen County, Tennessee

The main purpose of the Americans with Disabilities Act (ADA) Transition Plan project is to develop and maintain policies and practices for implementing physical improvements and enhanced services for citizens with disabilities.

The goal is to optimize the pedestrian experience, to provide safe and compliant public facilities for all citizens, enhance the services and programs provided and maintained by the County, and to assure compliance with all federal, state, and local regulations and standards.

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ADA Transition Plan

Hamblen County, Tennessee

Introduction

The Americans with Disabilities Act (ADA) is a civil rights law that mandates equal opportunity for individuals with disabilities. The ADA prohibits discrimination in access to jobs, public accommodations, government services, public transportation and telecommunications. Hamblen County has undertaken a comprehensive evaluation of its policies, programs and facilities to determine the extent to which individuals with disabilities may be restricted in their access to County services, activities and facilities.

The following document seeks to implement a plan that benefits the citizens of Hamblen County. This plan describes the process developed to complete the evaluation of the county's activities, provides policy and program recommendations and presents a Transition Plan for the modification of facilities, public rights-of-way and programs to ensure accessibility.

This document will guide the planning and implementation of necessary program and facility modifications over the next several years. The ADA Self-Evaluation and Transition Plan is significant in that it establishes the County's ongoing commitment to the development and maintenance of policies, programs and facilities that include all of its citizenry.

ADA Statement

Hamblen County does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services, or activities.

Hamblen County does not discriminate on the basis of disability in its hiring or employment practices.

HAMBLLEN COUNTY, TENNESSEE



AMERICANS WITH DISABILITIES ACT (ADA) COORDINATOR
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The Department of Justice published revised regulations for Titles II and III of the Americans with Disabilities Act of 1990 "ADA" in the *Federal Register* on September 15, 2010. These regulations adopted revised, enforceable accessibility standards called the 2010 ADA Standards for Accessible

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scoping and technical -- for newly designed and constructed or altered State and local government facilities, public accommodations, and commercial facilities to be readily accessible to and usable by individuals with disabilities.

Adoption of the 2010 Standards also establishes a revised reference point for Title II entities that choose to make structural changes to existing facilities to meet their program accessibility requirements; and it establishes a similar reference for Title III entities undertaking readily achievable barrier removal.

The Department has assembled an online version of the official 2010 Standards to increase its ease of use. This version includes:

1. **2010 Standards for State and Local Government Facilities Title II**
2. **2010 Standards for Public Accommodations and Commercial Facilities Title III**

The Department has assembled into a separate publication the revised regulation guidance that applies to the Standards. The Department included guidance in its revised ADA regulations published on September 15, 2010. This guidance provides detailed information about the Department's adoption of the 2010 Standards including changes to the Standards, the reasoning behind those changes, and responses to public comments received on these topics. The document, **Guidance on the 2010 ADA Standards for Accessible Design**, can be downloaded from www.ada.gov.

For More Information

For information about the ADA, including the revised 2010 ADA regulations, please visit the Department's website www.ADA.gov; or, for answers to specific questions, call the toll-free ADA Information Line at 800-514-0301 (Voice) or 800-514-0383 (TTY).

Wendy Williams, ADA Coordinator

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2010 ADA Standards

The enclosed Transition Plan and Self-Survey for Hamblen County was completed in accordance with the Department of Justice’s 2010 ADA Standards. This document contains scoping and technical requirements for accessibility to sites, facilities, buildings, and elements by individuals with disabilities. The requirements are to be applied during the design, construction, additions to, and alteration of sites, facilities, buildings, and elements to the extent required by regulations issued by Federal agencies under the Americans with Disabilities Act of 1990 (ADA).

For your convenience, please find a synopsis of the 2010 ADA Standards. Please refer to the full text of both regulations and seek advice from the building inspector and myself before instituting any corrective actions as prescribed under this plan.

Wendy Williams, ADA Coordinator

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INTRODUCTION

The Americans with Disabilities Act (ADA) is a civil rights law that mandates equal opportunity for individuals with disabilities. The ADA prohibits discrimination in access to jobs, public accommodations, government services, public transportation and telecommunications. Hamblen County has undertaken a comprehensive evaluation of its policies, programs and facilities to determine the extent to which individuals with disabilities may be restricted in their access to County services, activities and facilities.

Hamblen County completed its initial ADA Self-Evaluation in 2018 and Transition Plan in 2019. This plan describes the process developed to complete the evaluation of Hamblen County's activities, provides policy and program recommendations and presents a Transition Plan for the modification of facilities, public rights-of way and programs to ensure accessibility.

This document will guide the planning and implementation of necessary program and facility modifications over the next several years. The ADA Self-Evaluation and Transition Plan Update is significant in that it establishes the County's ongoing commitment to the development and maintenance of policies, programs and facilities that include all of its citizenry.

Federal Accessibility Requirements

The development of a transition plan is a requirement of the federal regulations implementing the Rehabilitation Act of 1973, which require that all organizations receiving federal funds make their programs available without discrimination to persons with disabilities. The Act, which has become known as the "civil rights act" of persons with disabilities, states that: No otherwise qualified [disabled] individual in the United States shall, solely by reason of [disability], be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. (Section 504)

Subsequent to the enactment of the Rehabilitation Act, Congress passed the Americans with Disabilities Act on July 26, 1990. The Department of Justice's Title II regulation adopts the general prohibitions of discrimination established under Section 504 and incorporates specific prohibitions of discrimination for the ADA. Title II provides protections to individuals with disabilities that are at least equal to those provided by the nondiscrimination provisions of Title V of the Rehabilitation Act. This legislative mandate, therefore, prohibits the County from, either directly or indirectly through contractual arrangements:

- Denying persons with disabilities the opportunity to participate in services, programs, or activities that are not separate or different from those offered others, even if the County offers permissibly separate or different activities.

Title II Requirements

Hamblen County is obligated to observe all requirements of Title I in its employment practices; Title II in its policies, programs and services; any parts of Titles IV and V that apply to the County and its programs, services or facilities; and all requirements specified in the Americans with Disabilities Act Access Guidelines of 2004 (ADAAG) that apply to facilities and other physical holdings.

Title II has the broadest impact on the County. A self-evaluation is required and intended to examine programs, activities and services, identify problems or physical barriers that may limit accessibility by the disabled and describe potential compliance solutions.

Included in Title II are administrative requirements for all government entities employing more than fifty (50) people. These administrative requirements are:

- Designation of a person who is responsible for overseeing Title II compliance;
- Development of an ADA complaint procedure;
- Completion of a self-evaluation; and
- Development of a transition plan if the self-evaluation identifies any structural modifications necessary for compliance. The transition plan must be retained for three years.

ADA Coordinator

In 2018, the County Mayor designated the Human Resources Manager of Hamblen County as the ADA Coordinator.

This position is responsible for ensuring that all programs, services and activities of the County of Hamblen are accessible to and usable by individuals with disabilities. He/she reports to the County Mayor.

Hamblen County's ADA Coordinator is:

Wendy Williams, Human Resources Manager
Hamblen County Government
Office of the County Mayor
511 West Second North Street
Morristown, TN 37814
Email: wendy.williams@CO.hamblen.tn.us
Phone (423) 586-1931 / Fax: (423) 585-4699

The Hamblen County ADA Coordinator will coordinate all aspects of ADA compliance. Any comments, additions or suggestions about this plan may be directed to the ADA Coordinator.

Grievance Procedure

1. ADA Auxiliary Aids & Services or Barrier Removal

A person who requires an accommodation, an auxiliary aid or service to participate in a County program, service, or activity or who requests a modification of policies or procedures should submit a Request for Accommodation or Barrier Removal Form (attached) to the ADA Coordinator. The Request Form should be submitted as far in advance as possible before the scheduled event. The best effort to fulfill the request will be made.

An individual may also submit a Request for Accommodation or Barrier Removal Form when seeking the removal of a physical barrier in order to gain or improve access. Request forms and other information are available from the Hamblen County, ADA Coordinator, 511 West Second North Street, Morristown, and TN during regular business hours, via fax, mail, or email. Other arrangements for submitting a request, such as personal interviews or tape recordings, as well as assistance in completing the form, are available by contacting the ADA Coordinator.

The County will review the request and notify the requesting party of the County's proposed resolution. The County's notification will be in writing or a reasonable alternative format if requested. If an individual feels that the County's response is unsatisfactory, he or she may submit a formal complaint following the Formal Complaint Process. (*See below*)

2. Formal Complaint Procedures

The County has adopted a formal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Title II of the ADA and state disability rights. The following is designed to meet requirements of both §504 of the Rehabilitation Act of 1973, as amended, and Title II of the ADA. This procedure is available for any individual who wishes to file a complaint alleging discrimination by the County based on disability, regarding access to the government services, programs, and facilities of the County. It is unlawful for Hamblen County to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

There is a separate complaint procedure for ADA issues relating to employment issues. Please contact the Human Resources Manager for further information regarding employment issues.

The availability and use of this grievance procedure via submission of a Complaint Form (attached) does not preclude filing a complaint of discrimination with any appropriate state or federal agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

A grievance may be in writing, tape recording, or any other device, containing the name, address and telephone number of the person filing it (the Complainant). The grievance shall state the problem or action alleged to be discriminatory and the remedy or relief sought by the complainant. Grievances shall be processed in the following manner.

Step 1: Submission of Complaint

The complaint should contain as much information as possible about the alleged discrimination. The Complainant or his/her representative should file a Complaint Form with the ADA Coordinator no later

than thirty (30) calendar days from the date of the alleged discrimination. The Hamblen County Complaint Form is available at the county Mayor's Office during regular business hours via fax, mail, or email. Other arrangements for submitting a request, such as personal interviews or tape recordings, as well as assistance in completing the form, are available by contacting the ADA Coordinator.

The ADA Coordinator will notify the Complainant in writing of any additional information that is needed to complete the complaint. If the Complainant fails to complete the complaint form, the ADA Coordinator shall close the complaint without prejudice.

Step 2: **Consideration of Complaint**

The ADA Coordinator will oversee the investigation of the complaint. Within thirty (30) calendar days of the receipt of the complaint, the ADA Coordinator or his/her designee will respond to the complaint in writing or a reasonable alternative format if requested. The response will explain the position of the County with respect to the complaint and offer options for a reasonable solution.

Step 3: **Appeals**

If the response of the ADA Coordinator does not satisfactorily resolve the issue, the Complainant, or his/her designee, may appeal the decision to the County Mayor. The request for appeal must be made within fifteen (15) calendar days of the date of the ADA Coordinator's decision.

Within thirty (30) calendar days after receipt of the request for appeal, the County Mayor (or his/her designee) will conduct a hearing to consider the appeal. Within thirty (30) calendar days of the hearing, the County Mayor (or his/her designee) will issue a final determination of the complaint. The decision on the appeal will be in writing and, when requested, in a reasonable alternative format.

SUMMARY

Hamblen County is dedicated to ensuring that all County programs, benefits, activities, and facilities are fully accessible to and useable by persons with disabilities. The ADA Coordinator is here to serve the community as a whole and to coordinate and ensure equal access for all. Any questions or concerns about accessibility issues regarding County programs and services should be directed to the Hamblen County ADA Coordinator.

Accommodation and Grievance Response

In responding to request(s) for structural improvement brought through the ADA Accommodation and Grievance process, the ADA Coordinator is limited to the funds in established General Fund and other miscellaneous funds. In the event that these allocated funds are insufficient or already spent, subsequent improvements will be prioritized and scheduled in subsequent fiscal years.

ADA Self-Evaluation & Transition Plan

The Self-Evaluation is the County's assessment of its current policies, practices and procedures. It identifies and corrects those policies and practices that are inconsistent with the requirements of Title II of the ADA.

In keeping with these requirements and as part of the Self-Evaluation, Hamblen County:

- Identified its current programs, activities and services; and
- Reviewed the current policies, practices and procedures that govern the administration of its programs, activities and services.

The ADA also sets forth specific requirements for preparation of an acceptable Transition Plan. At a minimum, the elements of the plan should include:

- A list of the current physical barriers in County facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities;
- A detailed outline of the methods to be used to remove these barriers and meet the current standards and accessibility regulations;
- A schedule for taking the steps necessary to achieve compliance with Title II of the ADA; and
- The name of the individual responsible for the plan's implementation.

This report and certain documents incorporated by reference establish the ADA Self-Evaluation and Transition Plan Update for Hamblen County.

DEFINITIONS

As used in this Transition Plan Update, the following terms shall have the meaning ascribed to them in this Section, which are consistent with the provisions of existing federal and state law, including the regulations promulgated there under. Except to the extent expressly stated to the contrary, any term not expressly defined in this Section or elsewhere in this Transition Plan that has an expressly defined meaning in either the ADA or the regulations promulgated there under (“Regulations”) shall have the meaning ascribed to it by the ADA or the Regulations, in that order of preference. All other terms shall be interpreted according to their plain and ordinary meaning.

ADA: “ADA” means and refers to the Americans with Disabilities Act as contained at 42 U.S.C. §12101 et seq.

ADAAG: "ADAAG" means and refers to the Americans with Disabilities Act Access Guidelines of 2004, codified at Appendix A to 28 Code of Federal Regulations Part 36 and at Appendix A to 49 Code of Federal Regulations part 37. “ADAAG Standards” means and refers to physical conditions that meet the new construction and/or alterations standards set forth in the ADAAG guidelines. Note Hamblen County subscribes to ADAAG and not the Uniform Federal Accessibility Standards (“UFAS”).

Auxiliary Aids and Services: The term “auxiliary aids and services” includes, qualified interpreters or other effective methods of making orally delivered materials available to individuals with hearing impairments; qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals with visual impairments; and acquisition or modification of equipment or devices; and other similar services and actions.

Compliance Period: “Compliance Period” means and refers to the period of time for which this Transition Plan will be in effect. The Transition Plan shall become effective upon Approval of the County Commission and may remain in effect for up to 30 years. The County may dissolve the Transition Plan at any time upon a showing that is in full compliance or upon a showing that it has met or exceeded the monetary obligations specified in this Transition Plan. Alternatively, the Transition Plan will remain in effect until it dissolves automatically 30 years after Approval of the County Commission.

Compliant Curb Ramp: “Compliant Curb Ramp” means and refers to a curb ramp that is constructed to comply with state and/or federal law (whichever provides the higher access standard) in place at the time of construction. In the case of a location where it is Structurally Impracticable or Technically Infeasible to build a fully compliant curb ramp, or where construction of a fully compliant curb ramp would constitute a Fundamental Alteration of a service, program, or activity of the County or an Undue Burden on the County, a curb ramp that complies with access standards, or was constructed to the standards existing at the time of construction, or to the maximum extent feasible, will constitute a Compliant Curb Ramp as long as the requirements set forth in this Transition Plan for justifying the reasons for the County to avoid full compliance are met.

Curb Ramp: “Curb Ramp” is used interchangeably with “curb cut.”

Detectable Warnings: “Detectable Warnings” means and refers to truncated domes which provide a tactile surface at the transition between the curb and the street or other hazardous vehicular crossings,

assisting pedestrians with Vision Disabilities in determining when there may be the threat of vehicular traffic.

Disability: “Disability” means, with respect to an individual, a physical or mental impairment that substantially limits or just limits one or more of the major life activities of such individual; a record of such impairment; or being regarded as having such impairment.

Discrimination on the Basis of Disability: “Discrimination on the Basis of Disability” means to, limit, segregate, or classify a citizen in a way that may adversely affect opportunities or status because of the person's disability; limit, segregate, or classify a participant in a program or activity offered to the public in a way that may adversely affect opportunities or status because of the participant's disability; participate in a contract that could subject a qualified citizen with a disability to discrimination; use any standards, criteria, or methods of administration that have the effect of discriminating on the basis of disability; deny equal benefits because of a disability; fail to make reasonable accommodations to known physical or mental limitations of an otherwise qualified individual unless it can be shown that the accommodation would impose an undue burden on the County's operations; use selection criteria that exclude otherwise qualified people with disabilities from participating in the programs or activities offered to the public; and fail to use tests, including eligibility tests, in a manner that ensures that the test results accurately reflect the qualified applicant's skills or aptitude to participate in a program or activity.

Fundamental Alteration: “Fundamental Alteration” means and refers to an action that, if taken by the County, would result in a fundamental alteration in the nature of the service, program or activity of the County. If the County claims that any action otherwise required by this Transition Plan would constitute a Fundamental Alteration, the County shall have to demonstrate that such alteration would result. The decision that an action would constitute a Fundamental Alteration must be made by the ADA Coordinator and the county maintenance department, or his or her designee, after considering all funds and alternatives available and must be accompanied by a written statement of the reasons for reaching that conclusion.

Mobility Disability: “Mobility Disability” means and refers, with respect to an individual, to any physical or mental impairment or condition that substantially limits an individual’s ability to move his or her body or a portion of his or her body and includes, but is not limited to, orthopedic and neuromotor disabilities and any other impairment or condition that limits an individual’s ability to walk, maneuver around objects, ascend or descend steps or slopes and operate controls. An individual with a Mobility Disability may use a wheelchair or motorized scooter for mobility, or may be Semi-Ambulatory.

Pedestrian Rights-of-Way: “Pedestrian Rights-of-Way” (PROW) means and refers to all sidewalks over which Hamblen County has responsibility or authority as well as all Curb Ramps and crosswalks serving such sidewalks and any other pathways used by pedestrians along public rights-of-way, including pedestrian pathways through public parking lots.

Physical or Mental Impairments: “Physical or mental impairments” may include, but are not limited to vision, speech, and hearing impairments; emotional disturbance and mental illness; seizure disorders; mental retardation; orthopedic and neuromotor disabilities; learning disabilities; diabetes; heart disease; nervous conditions; Cancer; Asthma; Hepatitis B; HIV infection/conditions; and drug addiction if the addict has successfully completed or is participating in a rehabilitation program and no longer uses illegal

drugs. The following conditions are not physical or mental impairments: transvestitism; illegal drug use; homosexuality or bisexuality; compulsive gambling; kleptomania; pyromania; pedophilia; exhibitionism; voyeurism; pregnancy; height; weight; eye color; hair color; left-handedness; poverty; lack of education; a prison record; and poor judgment or quick temper if not symptoms of a mental or physiological disorder.

Qualified Individual with a Disability: “Qualified Individual with a Disability” means an individual with a disability who, with or without reasonable modification to rules, policies, or practices; the removal of architectural, communication, or transportation barriers; or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the County.

Record of Impairment: An individual is disabled if he or she has a history of having an impairment that substantially limits the performance of a major life activity; or has been diagnosed, correctly or incorrectly, as having such impairment.

Regarded as Having a Disability: An individual is disabled if she or he is treated or perceived as having an impairment that substantially limits major life activities, although no such impairment exists.

Statutory Defenses: “Statutory Defenses” means and refers to the County’s right to assert under this Transition Plan that removal of any barrier or installation of a Compliant Curb Ramp is not required because such barrier removal or curb ramp installation would be Technically Infeasible, or Structurally Impracticable, or that it would constitute an Undue Burden or Fundamental Alteration.

Structurally Impracticable: “Structurally Impracticable” means and refers to circumstances in which the unique characteristics of terrain prevent the incorporation of accessibility features. If it is structurally impracticable to provide full access at any location along pedestrian rights-of-way, the County shall comply with access requirements to the extent that it is not structurally impracticable to do so. (See ADAAG § 4.1.1(5)(a)).

Substantial Limitations of Major Life Activities: An individual is disabled if she or he has a physical or mental impairment that (a) renders her or him unable to perform a major life activity, or (b) substantially limits the condition, manner, or duration under which she or he can perform a particular major life activity in comparison to others.

Major life activities are functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working. In determining whether a physical or mental impairment substantially limits the condition, manner, or duration under which an individual can perform a particular major life activity in comparison to other people, the following factors shall be considered: The nature and severity of the impairment; The duration or expected duration of the impairment; and the permanent or long-term impact (or expected impact) of or resulting from the impairment.

Technically Infeasible: “Technically Infeasible” means, with respect to an alteration of a building, facility or Pedestrian Rights-of-Way, that it has little likelihood of being accomplished because existing physical or site constraints or a lack of public right of way prohibit modification or addition of elements, spaces, or features which are in full and strict compliance with the minimum requirements for new construction and which are necessary to provide accessibility. (See ADAAG § 4.1.6(1)(j)).

Third Party Entity: “Third-Party Entity” means an entity other than Hamblen County that controls certain barriers or elements of barriers in a Pedestrian Rights-of-Way. Transit agencies and local utilities are examples of Third-Party Entities.

Undue Burden: “Undue Burden” means and refers to an action that, if taken by Hamblen County, would result in an undue financial and administrative burden. In order to demonstrate that removal of a barrier would constitute an Undue Burden, the decision must be made by the ADA Coordinator and the county maintenance department, or his or her designee, after considering all resources available from various funding sources for removal of barriers and must be accompanied by a written statement of said reasons for reaching that conclusion. In preparing such a statement, the County may consider the usability of the existing facilities.

CHAPTER 2 – ADA SELF-EVALUATION & TRANSITION PLAN

ADA SELF-EVALUATION AND TRANSITION PLAN: REVIEW & DEVELOPMENT PROCESS

The ADA is a comprehensive civil rights law for persons with disabilities in both employment and the provision of goods and services. The ADA states that its purpose is to provide a “clear and comprehensive national mandate for the elimination of discrimination against individuals with disabilities.” Congress emphasized that the ADA seeks to dispel stereotypes and assumptions about disabilities and to assure equality of opportunity, full participation, independent living and economic self-sufficiency for people with disabilities.

This update to the County’s ADA Self-Evaluation and Transition Plan is prepared in fulfillment of the requirements set forth in Title II of the ADA. The ADA states that a public entity must reasonably modify its policies, practices, or procedures to avoid discrimination against people with disabilities. This update will assist the County in identifying current policy, program and physical barriers to accessibility and in developing barrier removal solutions that will facilitate the opportunity of access to all individuals.

This report describes an overview of the process by which policies, programs and facilities were evaluated for compliance with the ADA; presents the findings of that evaluation; and provides recommendations for ensuring accessibility. This part provides an overview of the process and development of the Self-Evaluation and Transition Plan Update.

Discrimination and Accessibility

There are two types of accessibility: physical accessibility and program accessibility. Absence of discrimination requires that both types of accessibility be provided. The ADA establishes requirements to ensure that buildings and facilities are accessible to and usable by people with disabilities. Design guidelines to achieve accessibility have been developed and are maintained by the U.S. Access Board under the jurisdiction of the ADA. The ADA Accessibility Guidelines (ADAAG) cover a wide variety of facilities (including buildings, outdoor recreation areas and curb ramps) and establish minimum accessibility requirements for new construction and alterations to these facilities. The County may achieve physical accessibility by ensuring that a facility is barrier-free and meets ADAAG technical requirements and State of Tennessee standards, including those found in Title 24. Barriers include any obstacles that prevent or restrict the entrance to or use of a facility.

Programmatic accessibility includes physical accessibility, but also entails all policies, practices and procedures that permit people with disabilities to participate in programs and to access important information. Program accessibility 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 County may achieve program accessibility by a number of methods, both structural and nonstructural:

- Structural methods such as altering an existing facility;
- Acquisition or redesign of equipment;
- Assignment of aides; and/or
- Providing services at alternate accessible sites.

When choosing a method of providing program access, the County will give priority to the one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In compliance with the requirements of the ADA, the County provides equality of opportunity but does not guarantee equality of results.

Undue Burden

The County does not have to take any action that it can demonstrate would result in (i) a fundamental alteration in the nature of a program or activity, (ii) would create a hazardous condition for other people, or (iii) would represent an undue financial and administrative burden. This determination can only be made by the ADA Coordinator and the county maintenance department, or his or her designee and must be accompanied by a statement citing the reasons for reaching that conclusion.

The determination that an undue financial burden would result, must be based on an evaluation of all resources available for use in a program. For example, if a barrier removal action is judged unduly burdensome, the County must consider other options for providing access that would ensure that individuals with disabilities receive the benefits and services of the program or activity.

Policies, Procedures and Programs

In 2017, the County began an evaluation of its policies, programs and procedures to determine current levels of service and the extent to which its policies and programs created barriers to accessibility for persons with disabilities.

It is the intent of the County to address countywide programmatic accessibility barriers by providing policies in the following areas:

- Non-Discrimination on the Basis of Disability;
- Facilities, Programs and Services;
- Public Meetings;
- Communications; and
- Staff Training.

Additionally, when a policy, program or procedure creates an accessibility barrier that is unique to a department or a certain program, the County's ADA Coordinator will coordinate with the department head or program manager to address the matter in the most reasonable and accommodating manner.

Development Process

Services and programs offered by Hamblen County to the public must be accessible. Accessibility applies to all aspects of a program or service, including advertisement, orientation, eligibility, participation, testing or evaluation, physical access, provision of auxiliary aids and transportation.

The process of making County facilities and programs accessible to all individuals will be an ongoing one and the County will continue to review accessibility issues such as resolution of complaints and reasonable modifications to programs.

Facilities Transition Plan

The County is in process of conducting a complete survey of architectural barriers in its buildings and facilities. An evaluation of these facilities and all new facilities was undertaken as part of this current Self-Evaluation. The surveys have provided the County an overview of the architectural barriers that prevent people with disabilities from using its facilities and participating in its programs.

Development Process: Facility Evaluations

All County Departments received an “ADA Checklist for Existing Facilities” in for program evaluation. The checklist is a comprehensive evaluation tool produced by Institute for Human Centered Design and is based on the 2010 ADA Standards for Accessible Design.

Removal of Architectural Barriers

Recognizing that the County has limited funds and cannot immediately make all buildings and facilities fully accessible, County staff will utilize the following criteria as the basis for prioritizing the removal of architectural barriers:

- Quantity and frequency of public use.
- Uniqueness of the facility: Can the programs offered in this facility be shifted to an alternative, accessible location?
- Age or condition of the facility: Age or condition should not be major criteria but can be factors if the building is scheduled to be vacated or demolished.
- Geographic distribution: Distribution of services throughout the County.
- Critical nature of the programs offered at the facility: Police, Medical Care, etc.

Sidewalks and Curb Ramps Transition Plan

In 2020, the maintenance department will perform a review of the County’s Curb Ramps for accessibility. This survey information will be used to bring selected ramps into compliance with ADAAG standards.

The ADA Coordinator with assistance from the Director of Accounts and Budgets established a plan for correcting such issues based upon a priority system. The plan will be revised as necessary and costs for implementing the plan will be estimated. The plan will be integrated into the Transition Plan with a timeline for implementation and the maintenance department and ADA Coordinator will be responsible for overseeing the work.

DEPARTMENT, SERVICE and PROGRAM SELF-EVALUATION: FINDINGS AND RECOMMENDED ACTIONS

This self-evaluation is an on-going, dynamic document that will need periodic review and updating. In its continuing efforts to maintain compliance, the County has several mechanisms in place to provide for an ongoing update of the self-evaluation. The County’s designated ADA Coordinator is empowered with oversight responsibility for implementation of the requirements of the ADA. Updates and implementation activities will be documented in the County’s Transition Plan by summarizing activities and progress.

County-Wide Programs, Activities and Services: General Recommendations

Customer Service - Policies and practices that ensure that individuals with disabilities can participate in the programs, activities and services provided by the County including: procedures for program modifications, fees for modifications.

This section addresses general concerns that apply throughout the County based upon the requirements of Title II and suggest several findings to improve services and accessibility in the County.

Findings: In-person interaction with the public is one of the primary functions of many County departments.

The County as a whole and most departments have not established procedures for determining reasonable modifications to achieve program accessibility.

Recommended Actions:

- Make appropriate modifications to regular practices to accommodate the needs of individuals with disabilities when providing customer service. Departments may not charge any additional fees to persons with disabilities for modifying programs.
- Continue to provide accessible facilities such as parking, including van accessible parking, path of travel, entry doors, signage, and transaction counters at the customer service locations. If alternative locations for providing accessible services are required, provide those services in the most integrated setting, without stigmatizing the user.
- Provide standard equipment at each site where programs are administered to facilitate basic communications access using alternative formats. Equipment may include, but not be limited to, paper and pencil, hearing devices, an enlarging copy machine, and access to TDD/TTY or relay service technology.
- Allow the use of service animals to assist persons in accessing programs, activities and services in County facilities and County offered programs. Since service animals are not always dogs, staff should be aware of the definition of a service animal and the protocol and etiquette for service animals.
- Develop criteria for determining reasonable modifications to provide program accessibility, which may include acquisition or redesign of equipment, assignment of aides to persons with disabilities, and provision of services at alternative accessible site. An approach should include:
 - Requests for reasonable accommodations and modifications should be directed to the ADA Coordinator and department responsible for the program or services. Identify which aspects of the program limit participation and what modification can be made.
 - The department offering the program or service shall document the modification(s) that was offered and the response of the person with the disability to the modification(s) offered. This documentation shall be filed with the ADA Coordinator.
 - If individuals are not satisfied with the results of this process, they should be directed to the County's ADA grievance procedures.

Notices, Outreach and Printed Information - Notices, printed information, televised and audiovisual information, the County and departmental websites, public telephones and communication devices.

A. Notice

Title II regulations require the County to inform the public of the rights and protections provided by the ADA.

Findings: Public notifications regarding County programs, events and registration generally does not include information about available program modifications or non-discrimination language, nor does it always identify a contact person for those persons with disabilities to contact to request modifications.

Recommended Actions:

- Increase outreach to persons with disabilities by informing the public of the possible modifications available to provide full participations to all. (Appendix C: ADA Public Notice shall be placed in all County facilities and near auxiliary aids at public meetings.)
- Include the following notice (or a similar notice) regarding the County's commitment to providing accessible services in all County publications regarding County services, programs, or activities.

All documents are available in alternative formats, on request.

In compliance with the Americans with Disabilities Act, a person requiring an accommodation, auxiliary aid or service to participate in this program should contact the sponsoring department or ADA Coordinator, Wendy Williams, 423-586-1931 or wendy.williams@co.hamblen.tn.us as far in advance as possible, but no later than 72 hours before the scheduled event. The best effort to fulfill the request will be made.

The following non-discrimination language should appear on hard copies and web-based County publications that provide general information about County services, programs, or activities and advertisements for employment, commission and board membership openings:

POLICY ON NON-DISCRIMINATION ON THE BASIS OF DISABILITY

Hamblen County does not discriminate on the basis of disability in the admission or access to its programs or activities.

ADA Coordinator, Wendy Williams has been designated to coordinate compliance with the nondiscrimination requirements contained in the Department of Justice regulations implementing Subtitle A of Title II of the Americans with Disabilities Act (42 U.S.C. §12101 et seq.), which prohibits discrimination on the basis of disability by public agencies. The ADA Coordinator can be contacted at 423-586-1931 or wendy.williams@co.hamblen.tn.us

B. Printed Information

In order to meet the ADA's communication standards, County departments must be able to provide information, when requested, in alternative formats such as using easy-to-understand language, Braille, large print format, audiotape, computer disk, or other formats.

Findings: Most departments produce written materials available to the public, however, many departments are not providing information about obtaining printed materials in alternative formats.

Recommended Actions:

- Provide information to staff on how to handle productions of materials in alternative formats and ensure that requests are handled in a uniform and consistent manner.
- Publicize the County's commitment to provide program information in alternative formats on an individual basis as requested.
- Include the following notice or similar language on all materials printed by the County that are made available to the public:

This publication can be made available in alternative formats, such as Braille, large print, audiotape, or computer disk. Requests can be made via the ADA Coordinator, Wendy Williams, 423-586-1931 or wendy.williams@co.hamblen.tn.us. Please allow 72 hours for your request to be processed.

- Provide any County produced documentation in a variety of formats upon request. Provide staff assistance, upon request to assist in filling out forms or when alternative formats are unavailable or infeasible.

C. Hamblen County Website

The web is a key tool for communicating with community members. It is imperative that all documents found on the County's website are downloadable and provide a screen reader for persons with hearing and cognitive disabilities.

Findings: The County's website has not been upgraded to provide for the accessibility standards for electronic and information technology covered by Section 508 of the Rehabilitation Act Amendments of 1998 which set forth the technical and functional performance criteria necessary for such technology to be accessible.

Recommended Actions:

- Upgrade website with hands-free navigation and reader friendly access.
- IT department to review County website as requested by the ADA Coordinator.
- Ensure that website pages created independently by County Departments conform to accessibility standards.
- Ensure County staff members are creating and attaching accessible PDF and other electronic files for posting on County website.

E. Public Telephones and Communication Devices

Findings: The County does not have a main telephone number for use with a County TDD/TTY (telephone communication device for persons with hearing and/or speech impairments). There are no TDD or TTY devices installed in Hamblen County.

Recommended Actions:

- Request the installation of a TDD/TTY device at Hamblen County Annex and Hamblen County Sheriff's Department with published numbers on all publications to improve services. Employees will receive instructions on usage.
- Instruct all employees on proper use of the California Relay Service (CRS) via calling 711.

Training and Staffing - The current level of experience and training of County staff with policies and procedures regarding providing services to individuals with disabilities.

Findings: In general, many staff members may not be knowledgeable about the different types of reasonable modifications that would make their services accessible. Few programs reported having made adaptations to their programs regarding accessibility. Thus, County staff has very little experience with policies and procedures regarding providing services to persons with disabilities. Therefore, County departments need accessibility training. Different types of training are necessary depending on the type of work and the amount of public contact involved with a specific position. Although some staff members have been trained in how to communicate via telephone with individuals with hearing disabilities, county-wide accessibility procedures have not yet been developed and sufficient numbers of staff members have not yet been trained in areas such as:

- Standardized, appropriate procedures for making programmatic accommodations;
- How to acquire or use assistive devices; and
- General evacuation procedures for buildings.

Recommended Actions:

- Provide all County staff members with on-going awareness and sensitivity training. Include persons with disabilities as trainers.
- Provide training to County staff members who have contact with the public about how to provide modifications and use assistive devices to make their programs, activities and services accessible. Ensure that customer service training includes information about communicating with and providing modifications for persons with a variety of disabilities.
- Develop a comprehensive disability access training program. Educate all County staff about their responsibilities under the ADA. The County's ADA Coordinator and Human Resource Director should be responsible for ensuring that staff members receive training. Reference materials that address special modifications should be included in this training.

ADA Coordinator's Note: A PowerPoint presentation will be prepared by the ADA Coordinator in 2020. Training sessions are projected to begin in July 2020.

- Depending on operational needs, consider offering training to employees who wish to learn basic American Sign Language (ASL) communication skills. This training should emphasize basic communication skills and should not be viewed as a substitute for employing qualified ASL interpreters when requested.
- Train staff with respect to accessibility compliance and building codes to achieve and maintain accessibility.
- Provide County staff members with training in general building evacuation procedures for assisting persons with hearing, speech, visual, mobility, and learning disabilities in an emergency.

Public Meetings

Many County departments are responsible for planning and conducting public meetings.

Findings: Generally, public meetings are held in locations that are accessible to persons with mobility impairments. However, most County departments indicated that they need training on how to respond to requests for other modifications. Generally, staff is not knowledgeable about how to access assistive listening systems.

Recommended Actions:

- Schedule public meetings at accessible locations. An accessible location includes, but is not limited to, the following: wheelchair accessible path-of-travel to the meeting room, accessible restrooms, accessible parking, an accessible route from transit and parking to the meeting facility, temperature control, signage, and the ability to provide access to fresh air for persons with chemical sensitivities.
- When a fully accessible site is not available, then make reasonable modification so that an individual with a disability can participate. These modifications may include phone-in participation, video recording, and meeting transcripts.
- Make information available to County staff on the types of modification requests that may be made by persons with different types of disabilities. Provide information about auxiliary aids such as different types of assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies like "real-time captioning." Provide guidance in the layout of the room, sign-in table and refreshments table, to ensure that these features are accessible.

ADA Coordinator's Note: When practical and as required, meetings conducted in other facilities within the County where auxiliary hearing devices are needed may be relocated to the County Courthouse in order to use devices with direct link to microphone system.

- Display a notice on meeting agendas indicating the availability of accessibility modifications.
- Provide agendas and other meeting materials in alternative formats, when requested.
- Consider assigning a staff member to be a greeter at public meetings and events. Identify the staff member as a resource for persons who may require assistance.
- Provide flexibility in the time limit on speaking for individuals with communication difficulties.
- Provide assistive listening devices at public meetings, when requested.
- Maintain a list of on-call American Sign Language interpreters who may be brought to meetings to assist individuals with hearing impairments.
- Maintain a checklist for creating accessible meetings and selecting accessible meeting spaces and make the list available to all County departments and programs.

FACILITY SELF-EVALUATION: FINDINGS AND RECOMMENDED ACTIONS

Information collected during the self-evaluation process was reported by the ADA Coordinator with the assistance of the individual Department Directors detailing each item found to be in noncompliance with 2010 ADA Standards for Accessible Design. The criteria listed below were used to determine the priorities for addressing specific barriers in each building, facility and park.

Priority One: The highest priority is placed on those barrier removal items that provide accessibility at the main entrance of a facility or improve a path of travel to the portion of the facility where program activities take place; parking, walks, ramps, stairs, doors and corridors. It is the intent to address those items listed as “Priority One” within **1 to 2 years** depending on immediate necessity, degree of complexity and overall cost.

Priority Two: A second level priority is placed on those barrier removal items that improve or enhance access to program use areas; meeting rooms, public offices and restrooms. It is the intent to address those items listed as “Priority Two” within **3 to 4 years** depending on immediate necessity, degree of complexity and overall cost.

Priority Three/Four: A third level priority is placed on those barrier removal items that improve access to amenities serving program areas; drinking fountains, telephones, site furnishings and vending machines. It is the intent to address those items listed as “Priority Three” within **5 to 6 years** depending on immediate necessity, degree of complexity and overall cost.

It is the intent of the County to address those items listed as Priority One and Two within a time frame of one to four years depending on immediate necessity, degree of complexity and overall cost. In general, Priority Three/Four items do not inhibit a person’s ability to access or participate in a County program or event. Therefore, the County intends to address these items through routine maintenance, a building/facility remodel or improvement, or upon a request from a program manager or department head that a modification is necessary.

Hamblen County reserves the right to change the barrier removal priorities on an ongoing basis in order to allow flexibility in accommodating community requests, petitions for reasonable modifications from persons with disabilities and changes in County programs. It is the intent of the County to have its ADA Coordinator work together with department heads and budget staff to determine the funding sources for architectural barrier removal projects. Once funding is identified, the ADA Coordinator and the county maintenance department will coordinate the placement of the projects in the County’s Capital Improvement Plan to be addressed on a fiscal year basis. The maintenance department will be responsible for keeping records of all corrections made and providing the ADA Coordinator with a written record memorializing the date, consultants who performed the work, and the scope of these corrections.

Facilities - Findings and recommended actions.

ADA Coordinator’s Note: The following citations reference the 2010 ADA Standards.

Hamblen County Courthouse, 511 West Second North Street



Front of building



Back of building

This complex consists of two buildings (Courthouse and Annex building) both with three levels. These buildings house the main seat of governance. Other offices are County Clerk, Trustee, Register of Deeds, Finance, Assessor or Property, Clerk & Master, UT Extension, Veterans Service and Elections. Overall the building is in good condition.

	Recommendations
<p>Location: Hamblen County Courthouse – Elections office side (see photo below). Findings: The width of the sidewalk is in compliance but vehicles pull in from the street and their bumpers go over the sidewalk which sometimes interferes with wheel chair movement. ADA Standard: 403 Priority: <u>1</u> Estimated Budget Year: <u>2021</u> Budget Estimate: <u>\$400.00-----</u></p>	<p>Place barriers to not allow bumpers to go over sidewalk.</p>



	Recommendations
Location: Hamblen County Courthouse – Main Entrance Findings: Double doors are not at least 32” wide. They are 30” wide. ADA Standard: 404 Priority: <u>1</u> Estimated Budget Year: <u>2021</u> Budget Estimate: <u>\$600.00-----</u>	Replace door to be a single wider door unless the possibility of the plan to create one entrance to these two buildings is decided. The door would then be in compliance.

	Recommendations
Location: Hamblen County Courthouse – 3rd floor Findings: The accessible passage to the Courtroom has two short ramps with slope of 4:12. It could make it difficult for a person that is self-maneuvering a wheelchair. ADA Standard: 303 / 405 Priority: <u>1</u> Estimated Budget Year: <u>2021</u> Budget Estimate: <u>\$---300.00-----</u>	Install hand rails to assist at these two ramps.

	Recommendations
Location: Hamblen County Courthouse – Annex Entrance Findings: Right door of double doors closes quicker than 3 seconds. ADA Standard: 404 Priority: <u>1</u> Estimated Budget Year: <u>2020</u> Budget Estimate: <u>\$-----</u>	Make adjustment to slow door.

	Recommendations
Location: Hamblen County Courthouse – Annex Building Findings: All of the offices cashier/customer service counters are 42” high. ADA Standard: 308 / 904 Priority: _____ Estimated Budget Year: _____ Budget Estimate: <u>\$-----</u>	Currently employees will either reach over counter to pass paperwork back and forth but they also have the option to allow the customer to come inside office.

	Recommendations
Location: Annex Building – 2 nd Floor County Clerk Department Findings: Women’s public restroom sign is missing. ADA Standard: 216 Recommendations: Priority: <u>1</u> Estimated Budget Year: <u>2020</u> Budget Estimate: <u>\$-----15.00-----</u>	Replace the sign.

	Recommendations
Location: Annex Building – 1st Floor Findings: Elevator Call Button is 46”high due to a brick wall 42” high. ADA Standard: 308 / 407 Priority: <u>1</u> Estimated Budget Year: _____ Budget Estimate: <u> \$-----</u>	Not feasible to lower the call button due to the brick wall below it.

	Recommendations
Location: Annex Building – 3rd Floor Findings: Men’s Bathroom sign is not on the latch side of door. ADA Standard: 703 / 216 Priority: <u>1</u> Estimated Budget Year: <u>2020</u> Budget Estimate: <u> \$-----10.00 -----</u>	Move the sign to correct location.

	Recommendations
Location: Hamblen County Website Findings: Website needs to be upgraded to be hands free navigation friendly and be completely reader friendly for the visually impaired. ADA Standard: Section 508 of the Rehabilitation Act Amendments of 1998 Priority: <u>1</u> Estimated Budget Year: <u>2020</u> Budget Estimate: <u> \$-----3,260.00 -----</u>	Upgrade website to the Section 508 of the Rehabilitation Act Amendments of 1998 to make it ADA Compliant with hands free navigation and reader friendly for the visually impaired.

	Recommendations
Location: Hamblen County Courthouse Findings: There is no main telephone number for use with a County TDD/TTY (telephone communication devise for persons with hearing and/or speech impairments). There are no TDD or TTY devices installed in Hamblen County facilities. ADA Standard: Section 508 of the Rehabilitation Act Amendments of 1998 Priority: <u>1</u> Estimated Budget Year: <u>2020</u> Budget Estimate: <u> \$-----1,400.00 -----</u>	Install complete telephone communication devices at Courthouse and Justice Center Sheriff Department and train personnel on how to use.

Morristown Hamblen Library, 417 West Main Street



The main facility of the Morristown Hamblen Library is a fully ADA accessible library for the Hamblen County citizens. All public programming activities are currently and will continue to be conducted at this location. The Library Board has undertaken a strategic planning process to determine our long-term strategy for library facilities. As that strategy is implemented and branch libraries are relocated, a primary consideration will be to guarantee full accessibility for persons with disabilities.

	Recommendations
<p>Location: Morristown Hamblen Library main level Findings: The bathroom doors are heavy to open. ADA Standard: 205 / 404 Priority: <u>1</u> Estimated Budget Year: <u>2020</u> Budget Estimate: <u>\$-----30.00-----</u></p>	<p>Adjust or replace the hardware on doors to make the doors easier to push open.</p>

Cherokee Park Office, 3075 Floyd Hall Drive



	Recommendations
<p>Location: Cherokee Park Office Building – one level. Findings: There is no ramp to doorway making it ADA inaccessible. ADA Standard: 206 /302 Priority: <u>1</u> Estimated Budget Year: <u>2021</u> Budget Estimate: <u>\$-----200.00-----</u></p>	<p>Build ramp with handrail.</p>

Veterans Building at Cherokee Park , 3075 Floyd Hall Drive



	Recommendations
<p>Location: Cherokee Park Veterans Building - one level. Findings: Handicap Parking sign is missing from stake. ADA Standard: 502 Priority: <u>1</u> Estimated Budget Year: <u>2020</u> Budget Estimate: <u>\$---15.00-----</u></p>	<p>Replace the sign.</p>

Justice Center and Jail Complex, 510 Allison Street



This facility houses the Criminal Court, Circuit Court Clerk, Sheriff Department, Community Service Work Program and Juvenile Holding on the main level and the Jail complex on the lower level.

	Recommendations
Location: Hamblen County Justice Center Findings: No signs at inaccessible entrances indicating location of nearest accessible entrance. ADA Standard: 206 / 216 / 703 Priority: <u>1</u> Estimated Budget Year: <u>2020</u> Budget Estimate: <u>\$-----60.00-----</u>	Purchase and place the signs to indicate the location of accessible entrance.

	Recommendations
Location: Hamblen County Justice Center Findings: Main entrance door closes within 3 seconds. ADA Standard: 404 Priority: <u>1</u> Estimated Budget Year: <u>2020</u> Budget Estimate: <u>\$-----</u>	Adjust door hardware to make door close slower.

	Recommendations
Location: Hamblen County Justice Center Findings: The handicap accessible restroom does not have a mirror lower than 51" high. ADA Standard: 603 Priority: <u>1</u> Estimated Budget Year: <u>2021</u> Budget Estimate: <u>\$-----40.00-----</u>	Move the Mirror to a lower location or install another one lower.

	Recommendations
Location: Hamblen County Justice Center Findings: Public Telephone is mounted on wall at 53” high and it is not TT or TDD equipped. ADA Standard: 704 / 706 Priority: <u>1</u> Estimated Budget Year: <u>2021</u> Budget Estimate: <u>\$-----50.00-----</u>	Lower the mounting of the phone to no higher than 48”. Replace or upgrade the phone.

	Recommendations
Location: Hamblen County Justice Center Findings: One ramp that is longer than 6’ does not have railings on both sides and the height of the existing rail is only 33” high. ADA Standard: 405 / 505 Priority: <u>1</u> Estimated Budget Year: <u>2021</u> Budget Estimate: <u>\$-----300.00-----</u>	Adjust height of railing and install railing on other side of ramp.

	Recommendations
Location: Hamblen County Jail Complex Findings: The only public access to jail is down a narrow set of stairs. ADA Standard: 402 / 407 Priority: <u>2</u> Estimated Budget Year: _____ Budget Estimate: <u>\$-----</u>	Hamblen County Government is in planning stages of building a new jail complex that will be built to comply with ADA standards.

	Recommendations
Location: Hamblen County Jail Complex Findings: Public inmate visitation entrance is a set of stairs leading to a small landing. There is another access door to this landing during business hours. There is not adequate room to maneuver a wheelchair through that door or turn the wheelchair around on that landing. ADA Standard: 402 / 404 / 405 / 304 Priority: <u>2</u> Estimated Budget Year: _____ Budget Estimate: <u>\$-----</u>	Hamblen County Government is in planning stages of building a new jail complex that will be built to comply with ADA standards.

	Recommendations
Location: Hamblen County Jail Complex Findings: There are no public restrooms in the public visitation area. ADA Standard: 213 / 603 Priority: <u> 2 </u> Estimated Budget Year: _____ Budget Estimate: \$-----	Hamblen County Government is in planning stages of building a new jail complex that will be built to comply with ADA standards.

	Recommendations
Location: Hamblen County Jail Complex Findings: The public visitation hallway has a moderate incline with no hand rails. ADA Standard: 303 / 405 Priority: <u> 2 </u> Estimated Budget Year: _____ Budget Estimate: \$-----	Hamblen County Government is in planning stages of building a new jail complex that will be built to comply with ADA standards.

	Recommendations
Location: Hamblen County Jail Complex Findings: There are several inmate housing units in the older section of the jail with no handicap access showers or toilets. ADA Standard: 213 / 807 Priority: <u> 1 </u> Estimated Budget Year: _____ Budget Estimate: \$-----	Hamblen County Government is in planning stages of building a new jail complex that will be built to comply with ADA standards.

Hamblen County Health Department , 331 West Main Street

This facility consists of two levels with the health department on the lower level and the dental offices and conference room on the upper level.



Back of Building



Front of Building

	Recommendations
Location: Health Department Findings: Van Accessible Handicap spaces are not marked in parking lot. ADA Standard: 208 Priority: <u>1</u> Estimated Budget Year: <u>2021</u> Budget Estimate: <u>\$-----65.00-----</u>	Purchase and place the Van Accessible signs and mark the parking spaces.

	Recommendations
Location: Health Department Findings: Restroom signs do not have Braille text ADA Standard: 703 Priority: <u>1</u> Estimated Budget Year: <u>2021</u> Budget Estimate: <u>\$-----45.00-----</u>	Replace the signs.

	Recommendations
Location: Health Department Findings: Phone for public use is not hearing aid compatible or adapted with volume control. ADA Standard: 217 / 704 Priority: <u>1</u> Estimated Budget Year: <u>2021</u> Budget Estimate: <u>\$50.00-----</u>	Replace or upgrade the phone.

	Recommendations
Location: Health Department Findings: Stairs connecting 2 floors for employee use only, may not be considered as non-slip surface. ADA Standard: 302 / 403 Priority: <u>1</u> Estimated Budget Year: <u>2021</u> Budget Estimate: <u>\$50.00-----</u>	Add slip resistant strips to stairs.

	Recommendations
Location: Health Department Findings: Cashiers Counters are 44" high. ADA Standard: 904 Priority: _____ Estimated Budget Year: _____ Budget Estimate: <u>\$-----</u>	Employees currently pass things through the window to a customer in wheelchair or they come out to the customer.

HAMBLLEN COUNTY, TENNESSEE



AMERICANS WITH DISABILITIES ACT (ADA) COORDINATOR
511 WEST SECOND NORTH STREET
MORRISTOWN TN 37814

TEL: (423) 586-1931 FAX: (423) 585-4699
wendy.williams@co.hamblen.tn.us

REQUEST FOR ACCOMMODATION OR BARRIER REMOVAL - GRIEVANCE FORM

I. COMPLAINANT INFORMATION

Name of Complainant: _____

Last

First

Middle

Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____ E-mail Address: _____

Preferred Method (s) of Communication: (Check all that apply)

Voice Telephone / TTY / E-mail / US MAIL / Other: _____

II. DESCRIBE YOUR COMPLAINT OF DISCRIMINATION BASED UPON DISABILITY

Be specific and give date(s), time(s) and location(s). Use the reverse side of this sheet or attached pages, if needed.

III. PERSONS NAMED IN YOUR COMPLAINT List the names of (or describe) all persons involved in your complaint. If the complaint involves a county employee, please list their name, job title, and department, if possible.

IV. WITNESSES TO YOUR COMPLAINT List the names of (or describe) all persons involved in your complaint. . If the witness to your complaint is a county employee, please provide their name, job title, and department, if possible.

V. EVIDENCE AND DOCUMENTATION List and provide any physical evidence, written or recorded documents, or any other information that directly supports your specific claim of discrimination.

VI. CASE REMEDY AND /OR RESOLUTION What remedies or resolutions are you seeking?

CERTIFICATION: I hereby certify that the information and statements above are true.

Signature: _____ Date: _____

If person needing accommodation is not the individual completing this form, please provide the following:

Representative's Name: _____

Address: _____ Telephone Number: _____

For more information or assistance in completing the form, please contact the
ADA Coordinator via (423) 586-1931 or wendy.williams@co.hamblen.tn.us

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), **Hamblen County Government** will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: **Hamblen County Government** does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

Effective Communication: **Hamblen County Government** will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Hamblen County Government's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: **Hamblen County Government** will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in **Hamblen County Government** offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of **Hamblen County Government**, should contact the office of **Human Resources ADA Coordinator, Wendy Williams, phone: 423-586-1931 / fax: 423-585-4699 / address: 511 West Second North Street, Morristown TN 37814** as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require **Hamblen County Government** to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of **Hamblen County Government** is not accessible to persons with disabilities should be directed to of **Human Resources ADA Coordinator, Wendy Williams, phone: 423-586-1931 / fax: 423-585-4699 / address: 511 West Second North Street, Morristown TN 37814**.

Hamblen County Government will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.