



**CITY OF SANTA BARBARA
ACCESS ADVISORY COMMITTEE**



AGENDA - Updated

REGULAR MEETING

Date: February 19, 2016

Time: 9:30 a.m.

**Location: David Gebhard Meeting Room, 630 Garden Street
Santa Barbara, CA 93101
santabarbaraca.gov/gov/accessibility**

COMMITTEE MEMBERS: Robert Burnham – Chairman; Martha Degasis; Karen Johnson; Ken McLellan; Adelaida Ortega, Barbara Silver, James Marston

COUNCIL LIAISONS: Jason Dominguez, Santa Barbara City Council Member;

STAFF LIAISONS: Jim Dewey, Facilities and Energy Manager, ADA Coordinator; Alelia Parenteau, Administrative Analyst II; Sarah Russell, Accounting Assistant

1. CALL TO ORDER (9:30)

2. ROLL CALL

3. CHANGES TO AGENDA

4. PUBLIC COMMENT (9:40): Any member of the public may address the Access Advisory Committee for up to two minutes on any subject within the jurisdiction of the Access Advisory Committee that is not scheduled for a public discussion before the Committee.

5. APPROVAL OF MINUTES (9:50)

6. SUBJECT (9:55): Introduce City Council Liaison Jason Dominguez and Jim Dewey, ADA Coordinator.

7. SUBJECT (10:00): Elect new Chair and Vice-Chair for Access Advisory Committee.

8. SUBJECT (10:15): Karl Treiberg, Waterfront Facilities Manager – Review of automatic payment kiosk at the Waterfront Parking Lot.

9. SUBJECT (10:40): Communication Access – that the Committee review the City's Assistive Communication Policy and the training documents required to provide customer service to people with disabilities.

10. SUBJECT (11:20): Discussion of Access Advisory Committee liaisons to City Boards and Commissions, such as Architectural Board of Review and the Transportation Circulation Committee.

11. ADJOURNMENT

AMERICANS WITH DISABILITIES ACT: If you need auxiliary aids or services or staff assistance to attend or participate in this meeting, please contact Sarita King in the Public Works Department, Engineering Division (805) 564-5488. If possible, notification at least 48 hours prior to the meeting will usually enable the City to make reasonable arrangements. Specialized services, such as sign language interpretations or documents in Braille, may require additional lead-time to arrange.

AGENDAS, MINUTES & REPORTS: Copies of documents relating to agenda items are available for review in the City Administrator's Office at City Hall, and agendas and reports are posted online at the web address at the top of this agenda. Please note that online Staff Reports may not include some exhibits. Materials related to an item on this agenda submitted to the Access Advisory Committee after distribution of the agenda packet are available for public inspection in the City Administrator's Office at City Hall, during normal business hours. Visit the City's Accessibility website at santabarbaraca.gov/gov/accessibility.



CITY OF SANTA BARBARA ADMINISTRATIVE POLICIES

Assistive Communication Requests

Issued by: ADA Coordinator, Public Works Department
Approved by: City Administrator

Adopted: 4/15/08
Updated: 1/20/16

PURPOSE

The City of Santa Barbara is committed to ensuring that people with disabilities are able to take part in, and benefit from, the whole range of public programs, services, and activities offered by the City. The City continues to modify its facilities, programs, policies, and/or practices, as necessary, to ensure such access is provided.

This policy is designed to help the City comply with its obligation under the Americans with Disabilities Act (ADA) to provide for the effective communication of information to and from people with disabilities.

CONTENTS

1. Policy
2. Public Meeting Notices
3. Requests for Assistive Aids or Services

1. POLICY

- A. The City of Santa Barbara will generally, upon request, provide appropriate aids and services leading to effective communication for people with disabilities so they can communicate with the City and participate equally in the City of Santa Barbara's programs, services, and activities.
- B. Such aids and services include providing qualified professional sign language interpreters, documents in Braille, large print or audio recording, making and accepting calls through the Deaf and Disabled Telecommunications Program (DDTP)/ California Relay Service ("7-1-1"), and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.
- C. The type of auxiliary aid or service necessary to ensure effective communication will vary in accordance with the length and complexity of the communication involved and the needs of the individual. The City will give primary consideration to the type of auxiliary aid or service that an individual with a disability requests, and honor that request unless the City determines that another effective means of communication exists.
- D. The City's 9-1-1 telephone emergency service will provide TTY/TDD users with direct access to emergency services, without the need to go through an outside



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relay service or other third-party service. The telephone emergency services provided for TTY users will be as effective as those provided for people who make voice calls, in terms of: response time, response quality, hours of operation, and all other features offered.

- E. A department may decline to provide communication aids or services, but only if the City Administrator, or his/her designee, expressly determines that they would result in a fundamental alteration in the nature of a service, program, or activity or in undue financial and administrative burdens, given the full available resources of the City.
- F. The Department Head for each department will ensure that employees answering the main telephone lines are aware of this Policy, know how to accept and return calls through a relay service, and know the identity of the person or person(s) designated to respond to inquiries and requests.
- G. The person requesting the assistive aid or service will not be charged for the cost of the aid or service.

2. PUBLIC MEETING NOTICING

- A. For every public meeting, a contact will be identified to accept requests for assistive aids or services to enable communication.
- B. When noticing public meetings the following shall be included in the notice:

“AMERICANS WITH DISABILITIES ACT: If you need auxiliary aids or services or staff assistance to attend or participate in this meeting, please contact {contact name and telephone number}. If possible, notification at least 48 hours prior to the meeting will usually enable the City to make reasonable arrangements. Specialized services, such as sign language interpretation or documents in Braille, may require additional lead time to arrange.”

- C. Public comment forms, if any, will include information about how the visitor can request an available auxiliary aid or service to assist with communication at the meeting on short notice.



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3. REQUESTS FOR ASSISTIVE AIDS OR SERVICES

- A. **Public Meetings:** Requests for assistive communication in order to participate in a public meeting should be directed to the contact listed on the public meeting notice.
- B. **General Requests:** General requests for assistive communication in order to participate in a City service, program, or activity should be directed to the Department Head of the City department or his/her designated Department ADA Liaison (see current list at: <http://www.santabarbaraca.gov/gov/accessibility/request.asp>).
- C. **City ADA Coordinator:** Request for assistive communication may also be directed to the City's ADA Compliance Officer:

Jim Dewey, ADA Compliance Officer
Public Works Department
630 Garden Street
P.O. Box 1990
Santa Barbara, CA 93102-1990
(805) 564-5568 phone
(805) 897-2613 fax
jdewey@santabarbaraca.gov email

The ADA Coordinator will maintain a list for all City departments of assistive aid and service resources available to City staff, and assist staff to comply with requests for assistive communication, as needed.

[See Staff SharePoint Site for Assistive Communication Resources:
http://moss/City_Programs/Accessibility/Communication_Assistance_Resources/Pages/About.aspx]

City of Santa Barbara

Tips for Providing Better Customer Service To People with Disabilities

Last Updated: January 20, 2016 (Created May 30, 2008)

Page Contents

- Basic Communication Style Tips
 - Basic Communication Content Tips
 - Learning or cognitive disability
 - Wheelchair use
 - Hearing disability
 - Speech disability
 - Sight or Vision disability
 - Don't be nervous
-

The U.S. Census Bureau 2002 Survey of Income and Program Participation (SIPP) found that people with disabilities make up 18.1% of the U.S. population, and 29% of all families in the U.S. have at least one member who has a disability. Furthermore, any one of us could become disabled at any time. People with disabilities are active members of our community and our workforce, so we all need to be able to communicate effectively with this segment of the population.

The disability etiquette guidelines presented in this section are designed to help City employees avoid uncertainty and uncomfortable situations when meeting, working with, or serving someone with a disability.

Communication Style Tips

- If you hear the words "this is the California Relay Service" on the phone, don't hang up. This is not a telemarketing call, but a person with a hearing or speech disability trying to contact you. Instead, work with the specially-trained operator on the line who will relay the telephone conversation back and forth.
- A handshake is not a standard greeting for everyone. When in doubt, ask the person whether he/she would like to shake hands with you. A smile along with a spoken greeting is always appropriate.
- Don't make assumptions about the person or the disability. Let the individual's actions and reactions guide your responses. For example: If someone who is hard-of-hearing needs you to speak more loudly, wait until you are asked before raising your voice.
- Be respectful of the rights of people with disabilities to use accessible parking spaces and assistive services, animals, and devices.

- Always speak directly to the person with a disability, not to a companion, assistant, or sign language interpreter.
- Treat adults as adults. Don't patronize or talk down to people with disabilities.
- If the person does not understand you, try again. You may want to rephrase what you are saying in shorter sentences or use less complex language. Don't become anxious if you have to make repeated attempts at listening or speaking to ensure effective communication.
- If you don't understand what someone is saying, ask the person to repeat or rephrase what they just said or offer him/her a pen and paper. Be patient and give your undivided attention, especially with someone who speaks slowly or with great effort. Never pretend to understand what a person is saying.
- Do not assume that a person with a disability needs help. If someone looks in need of help, it is always appropriate to offer polite and patient assistance. However, wait until your offer is accepted and understand that the individual may not need any help and will decline your offer. If your offer to assist is accepted, listen or ask for instructions before you act.
- Become familiar with your facility's accessibility features, so that you can direct individuals to accessible rest rooms, ramps or elevators, and accessible entrances and exits. Keep public paths of travel free of barriers, such as trash cans. Your Department's ADA Liaison can help you identify these features.
- Realize that when people with disabilities ask for accommodations, they are not complaining. Rather, they are asking for what they need in order to participate fully and equally in a particular activity, service or program.
- Respond courteously to all requests for accommodation of a disability. If you cannot provide or authorize an accommodation, promptly and personally relay the request to your Department ADA Liaison, your Department Head, or the City's ADA Coordinator in the City Administrator's Office (Kristy Schmidt, 564-5305).

Communication Content Tips

- Do not refer to a person's disability unless it is relevant. Avoid asking personal questions about someone's disability. If you must ask, be sensitive and show respect. Do not probe, if the person declines to discuss it.
- Use "disability" rather than "handicap" to refer to a person's disability. It is okay to say that a person is handicapped by obstacles, such as architectural barriers or the attitudes of ignorant or insensitive people. Never use "cripple/crippled" in any reference to disability.

- When referring to a person's disability, use "**person first**" language. In other words, when necessary, it is better to say "a person with a disability" rather than "a disabled person."
 - Since "disabled" is an adjective, avoid improper constructions such as "disabled group" or "disabled transportation". Instead, build phrases using the word "disability."
 - For example: "group of people with disabilities", "transportation for people with disabilities (or accessible transportation)", "disability activist" or "disability community" are correct and not contradictions to the concept of putting the "**person first**."
 - Avoid referring to people with disabilities as "the disabled, the blind, the epileptics, the retarded, a quadriplegic," etc. Descriptive terms should not be used as nouns. Instead, when referring to someone's disability is essential to the conversation, use descriptive phrases.
 - For example: "a man with a disability," "someone who is blind," "Bill who has epilepsy," "my son who has mental retardation," or "Stan needs accessible parking because he has quadriplegia and uses a powered wheelchair."
- Avoid negative or sensational descriptions of a person's disability. Don't say "suffers from," "a victim of," or "afflicted with." Don't refer to people with disabilities as "patients" unless they are receiving treatment in a medical facility. Never say "invalid." These portrayals elicit unwanted sympathy, or worse, pity toward individuals with disabilities. Respect and acceptance is what people with disabilities would rather have.
- Don't portray people with disabilities as overly courageous, brave, special, or superhuman. This implies that it is unusual for people with disabilities to have talents or skills.
- Don't use "normal" to describe people who don't have disabilities. It is better to say "people without disabilities" or "typical," if necessary to make comparisons.
- Never say "wheelchair-bound" or "confined to a wheelchair." People who use mobility or adaptive equipment are, if anything, afforded freedom and access that otherwise would be denied them.

When meeting a person with a disability that affects learning, intelligence, or brain function:

1. Keep your communication simple. Rephrase comments or questions for better clarity.

2. Stay focused on the person as he or she responds to you.
3. Allow the person time to tell or show you what he or she wants.

When you are with a person who uses a wheelchair:

1. Do not push, lean on, or hold onto a person's wheelchair unless the person asks you to. The wheelchair is part of his or her personal space.
2. Try to put yourself at eye level when talking with someone in a wheelchair. Sit or kneel in front of the person.
3. Rearrange furniture or objects to accommodate a wheelchair before the person arrives.
4. Offer to tell where accessible rest rooms, telephones, and water fountains are located.
5. When giving directions to a person in a wheelchair, consider distance, weather conditions, and physical obstacles (curbs, stairs, steep hills, etc.)

Talking with a person with a hearing disability or who uses a hearing aid:

1. Let the person take the lead in establishing the communication mode, such as lip-reading, sign language, or writing notes.
2. Talk directly to the person, even when a sign language interpreter is present.
3. If the person lip-reads, face him or her directly, speak clearly and with a moderate pace.
4. With some people, it may help to simplify your sentences and use more facial expressions and body language.
5. It is okay to use common expressions like "see you soon" or "I'd better be running along."

When meeting a person with a disability that affects speech:

1. Pay attention, be patient, and wait for the person to complete a word or thought. Do not finish it for the person.
2. Ask the person to repeat what is said, if you do not understand. Tell the person what you heard and see if it is close to what he or she is saying.
3. Be prepared for various devices or techniques used to enhance or augment speech. Don't be afraid to communicate with someone who uses an alphabet board or a computer with synthesized speech.

Interacting with a person with a disability that affects sight or vision:

1. When greeting the person, identify yourself and introduce others who may be present.

2. Do not leave the person without excusing yourself first.
3. When asked to guide someone with a sight disability, never push or pull the person. Allow him or her to take your arm, then walk slightly ahead. Point out doors, stairs, or curbs, as you approach them.
4. As you enter a room with the person, describe the layout and location of furniture, etc.
5. Be specific when describing the location of objects. (Example: "There is a chair three feet from you at eleven o'clock.")
6. Do not pet or distract a guide dog. The dog is responsible for its owner's safety and is working. It is not a pet.

Don't be nervous

Relax. Anyone can make mistakes, so just do your best. If you have questions about etiquette, ask the person with the disability. Offer an apology if you forget some courtesy, and seek help if you need it.

If you have any questions or concerns, please feel free to contact:

Jim Dewey, ADA Compliance Officer
Public Works Department
630 Garden Street
P.O. Box 1990
Santa Barbara, CA 93102-1990
(805) 564-5568 phone
(805) 897-2613 fax
Jdewey@santabarbaraca.gov email

Acknowledgement

The information in this document is excerpted and adapted from the "Title II of Americans with Disabilities Act" Tutorial Project of the DBTAC National Network of ADA Centers. This tutorial is available free of cost at: <http://www.adacourse.org/title2/>

The City's Accessibility Advisory Committee to staff reviewed and approved this document.