

# MASS Collaboration

Movement for

Access

Safety &

Survivors

## Programmatic Access Review Tool



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This project was supported by Grant No. 2011-FW-AX-K003 awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions, and recommendations expressed in this publication/program/exhibition are those of the author(s) and do not necessarily reflect the views of the Department of Justice, Office on Violence Against Women.

## **BARCC and Transit Police Department** **Programmatic Access Review Tool**

The Movement for Access, Safety, and Survivors (MASS Collaboration) and the Institute for Human Centered Design (IHCD) developed this tool to assess the programmatic accessibility of the Transit Police Department (T Police) and the Boston Area Rape Crisis Center (BARCC). This tool specifically assesses the accessibility of BARCC and Transit Police programs for survivor/victims of sexual violence with disabilities.

This tool addresses the programmatic access needs identified by focus group and interview participants from the MASS Collaboration Needs Assessment. Needs Assessment participants included survivor/victims of sexual violence with and without disabilities, people with disabilities, and staff and volunteers from our agencies.

### **1. AGENCY AWARENESS OF DISABILITY AND THE AMERICANS WITH DISABILITIES ACT (ADA):**

In this section, we assess the agency's general understanding of disabilities and awareness of the American with Disabilities Act (ADA). Our collaboration aims to work beyond ADA compliance to universal access. However, we feel that it is important for staff to be aware of

the ADA and know where to find more information in order to meet basic compliance. Furthermore, we think it is important for staff to have a basic understanding of disability and the necessity of the ADA.

**A. Does staff receive training on ableism and understanding attitudes and beliefs about people with disabilities?**

Circle: Yes No

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Picture/Attachment Description

**B. Does staff receive training on the principles of universal design as they relate to agency operations?**

Circle: Yes No

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Picture/Attachment Description

**C. Does staff receive training on working with people with disabilities who have experienced sexual violence?**

Circle: Yes No

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Picture/Attachment Description

**D. Does staff receive training on the ADA (e.g., what it is, why it was passed, history of civil rights of people with disabilities in the U.S.)?**

Circle: Yes No

**1) Is staff aware of ADA Title II requirements and their possible impact on programs and activities?**

Circle: Yes No

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Picture/Attachment Description

**E. Are notices about ADA compliance posted in locations accessible to all clients/consumers?**

Circle: Yes No

1) If yes, where?

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**F. Has the agency made public notice in print, audio, and visual media that their programs or activities do not discriminate on the basis of disability in admission, access, or employment?**

Circle: Yes No

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Picture/Attachment Description

**G. Does the agency have a designated ADA coordinator?**

Circle: Yes No

1) Is information posted about the ADA Coordinator in locations accessible to all clients/consumers?

Circle: Yes No N/A

2) If yes, where?

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3) Does staff know who their ADA Coordinator is?

Circle: Yes No N/A

4) Does staff understand the role of the ADA coordinator?

Circle: Yes No

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Picture/Attachment Description:

**2. PUBLIC COMMUNICATION OF AGENCY ACCESSIBILITY**

Needs Assessment results indicate that people with disabilities will often avoid using a service based on the assumption that this service is inaccessible. This assumption is reasonable, considering that many buildings and services are not accessible to people with disabilities. In this section, we assess how staff at BARCC and the T Police communicate to clients and potential clients about what services are and are not accessible for people with disabilities.

**A. Does the agency’s website meet W3C accessibility guidelines<sup>1</sup>?**

Circle:    Yes        No        N/A

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Picture/Attachment Description

**B. Does the website provide information on potential limitations to building accessibility (e.g. limitations in size of elevator<sup>2</sup>, limitations of signage)?**

Circle: Yes No

1) If yes, does the agency utilize the six universal symbols of accessibility<sup>3</sup> on all communication materials (when applicable)?

Circle: Yes No N/A

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Picture/Attachment Description (Please attach applicable accessibility symbols):

**C. Does the website provide information on who people can contact if they have questions about agency's physical and programmatic access?**

Circle: Yes No N/A

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Picture/Attachment Description:

**D. Is front line and front office staff knowledgeable about limitations to building and programmatic accessibility?**

Circle: Yes No

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Picture/Attachment Description:

**E. Does staff know how to help a person who contacts the agency with questions or concerns about the accessibility of the agency’s buildings or programs?**

Circle: Yes No

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Picture/Attachment Description:

**F. Does the agency emphasize that its programs and activities are accessible to visitors with disabilities in agency advertisements, press releases, newsletters, and**

**other publications?**

Circle: Yes No

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Picture/Attachment Description:

**G. Is information regarding accessibility communicated in accessible formats for people with vision-related disabilities, so people with vision-related disabilities can learn of agency programs independently, in terms of...**

1) Screen-reader capability?

Circle: Yes No

2) Adequate color contrast (dark text/images on light background or light text/images on dark background)?

Circle: Yes No

3) Minimalism (avoiding busy-ness of color, text, and noise)?

Circle: Yes No

4) Appropriate font (Sans-serif, like Arial or Helvetica)?

Circle: Yes No

5) Adequate font size (at least 5/8 inch)?

Circle: Yes No

6) Adequate text spacing (1.25 spaces)?

Circle: Yes No

7) Captioned pictures?

Circle: Yes No

8) Braille or tactile characters, when necessary?

Circle: Yes No

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Picture/Attachment Description:

**H. Is information regarding accessibility communicated in accessible formats for people who are deaf and hard of hearing, so that people who are deaf and hard of hearing can learn of agency programs independently, in terms of...**

1) Visual formats?

Circle: Yes No

2) Sign language interpretation?

Circle: Yes No

3) Massachusetts Relay Service (Mass Relay)<sup>4</sup>?

Circle: Yes No

4) Teletypewriter & Telecommunications Device for the Deaf (TTY/TTD)<sup>5</sup>?

Circle: Yes No

5) Communication Access Realtime Translation (CART)<sup>6</sup>?

Circle: Yes No

6) Loud and clear voice?

Circle: Yes No

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Picture/Attachment Description:

**I. Does the agency communicate whether they can provide (upon request) Augmentative and Alternative Communication (AAC)<sup>7</sup> devices for people who have speech or language disabilities?**

Circle: Yes No

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Picture/Attachment Description:

**J. Is information regarding accessibility communicated in plain language and accessible formats for people with cognitive disabilities, so that people with cognitive disabilities can learn of agency programs independently, in terms of...**

1) Using short sentences, with one idea per sentence?

Circle: Yes No

2) Using active voice?

Circle: Yes No

3) Speaking directly to the person (using, “you”)?

Circle: Yes No

4) Using common vocabulary?

Circle: Yes No

5) Use brief, repetitive messaging?

Circle: Yes No

6) Using pictures?

Circle: Yes No

7) Using loud and clear voice?

Circle: Yes No

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Picture/Attachment Description:

### **3. TRANSPORTATION TO THE AGENCY**

In this section, we assess the accessibility of three main modes of transportation. Without accessible transportation options, people with disabilities would have difficulty accessing BARCC and Transit Police services. The three main types of transportation we assess include:

- A. Public transportation
- B. Parking (Driving)
- C. Alternative (Drop-off/Pick-up; Taxi; The RIDE)

For each type of transportation, we assess accessibility features specific to that type of transportation.

#### **A. Public Transportation:**

**1) Are public transportation station/stop options available within .5 miles of the organization?**

Circle: Yes No

a) Is the available public transportation station/stop option accessible to someone using a wheeled mobility device? (e.g., elevators, lifts etc)?

Circle: Yes No N/A

b) Does public transportation operate during the entire time the agency is operating?

Circle: Yes No N/A

c) If no, does the agency communicate transportation options during times when public transportation is not running but the agency is operating (e.g., for medical advocacy at BARCC)?

Circle: Yes No N/A

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Picture/Attachment Description:

**2. Does the agency communicate to their clients and potential clients about public transportation options and their accessibility, in terms of...**

a) Is there information on the agency's website about public transportation options?

Circle: Yes No N/A

b) Is there information on the website about the accessibility of these public transportation options?

Circle: Yes No N/A

c) Is staff knowledgeable about the location of public transportation station/stop options?

Circle: Yes No

d) Is staff knowledgeable about the accessibility of public transportation options (e.g., whether stations have elevators, bus stops are near curb cuts)?

Circle: Yes No

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Picture/Attachment Description

**3. Is there an easily accessible path of travel from public transportation to the agency, in terms of...**

a) Are there curb ramps at the crosswalks throughout the path of travel?

Circle: Yes No

b) Is the path of travel level or on a shallow slope (less than 2% in any direction)?

Circle: Yes No

c) Is the path of travel surface smooth and even (concrete as opposed to brick)?

Circle: Yes No

d) Is the path of travel unobstructed by trees, trash barrels, poles, and other protruding objects?

Circle: Yes No

e) Is the path of travel at least 36 inches wide?

Circle: Yes No

f) Is this path of travel well-lit?

Circle: Yes No

g) Is there a plan for how to assist someone with a vision-related disability from public transportation to the agency?

Circle: Yes No

h) If yes, what is the plan?

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g) Is staff aware of this plan?

Circle: Yes No N/A

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Picture/Attachment Description:

**4. Does the agency provide communication about accessible paths of travel from public transportation to the agency, in terms of...**

a) Is there information on the website about any obstacles to travel from public transportation to the agency?

Circle: Yes No N/A

b) Is staff knowledgeable about any obstacles to travel from public transportation to the agency?

Circle: Yes No

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Picture/Attachment Description:

**5. When the agency plans events in the community, do they consider public transportation access to these events?**

Circle: Yes No

a) Does the agency select locations that are close to accessible public transportation stops/stations?

Circle: Yes No N/A

b) Does the agency select event locations that provide an accessible path of travel to and from accessible public transportation stops/stations?

Circle: Yes No N/A

c) If the event is not located near accessible public transportation, how does the agency provide alternative accessible transportation?

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Picture/Attachment Description:

**B. Parking:**

**1. Does the agency have a parking lot?**

Circle: Yes No

a) If yes, where is the parking lot(s) located?

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b) If there are 25 parking spaces or less in the parking lot, does the parking lot have at least one accessible parking space?

Circle: Yes No N/A

c) If there are more than 25 parking spaces in the parking lot, does the number of parking spaces meet the requirement of the table (below)?

Circle: Yes No N/A

Total Number of Parking Spaces in Parking Facility (Lot or Garage)	Minimum Number of Accessible Parking Spaces Required
1 - 25	1
26 - 50	2
51 - 75	3
76 - 100	4
101 - 150	5

151 - 200	6
201 - 300	7
301 - 400	8
401 - 500	9
501 - 1000	2% of total
1001 and over	20, plus 1 for each 100, or fraction thereof, over 1000

d) If the parking lot has 25 parking spaces or less, and includes one accessible parking space, does the single accessible parking space correctly indicate that it is Van Accessible?

Circle: Yes      No      N/A

e) How many accessible parking spaces with signage are located in the parking lot (indicate the number and ratio of spaces to accessible spaces)?

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f) Are the accessible parking space(s) located as close to the accessible route to the agency's entrance as possible?

Circle: Yes No N/A

g) If no, are there other parking spaces located closer to the accessible route to the agency's entrance?

Circle: Yes No N/A

h) Are car accessible parking spaces at least 96 inches wide?

Circle: Yes No N/A

i) Is there a 60 inch-wide access aisle adjacent to the car accessible parking space?

Circle: Yes No N/A

j) Is this access aisle shared with another accessible space?

Circle: Yes No N/A

k) Are van accessible parking spaces at least 132 inches wide?

Circle: Yes No N/A

l) Is there a 96 inch-wide access aisle adjacent to the van accessible parking space?

Circle: Yes No N/A

m) Is this access aisle shared with another accessible space?

Circle: Yes No N/A

n) Are access aisles and accessible parking spaces marked with high contrast painted lines?

Circle: Yes No N/A

o) Are curb cuts leading to a sidewalk located at the end of each access aisle?

Circle: Yes No N/A

p) Are all accessible parking spaces indicated with appropriate signage?

Circle: Yes No N/A

1) Do all accessible parking space signs include the International Symbol of Accessibility?

Circle: Yes No N/A

2) Do Van Accessible parking space signs indicate “Van Accessible”?

Circle: Yes No N/A

3) Is each accessible parking space sign mounted at least 60 inches and no higher than 96 inches from the ground?

Circle: Yes No N/A

4) Are signs located at the front of each accessible parking space?

Circle: Yes No N/A

q) Is the parking lot well-lit? (i.e., streetlights in the parking lot, store fronts providing light to the parking lot)

Circle: Yes No N/A

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Picture/Attachment Description:

**2. Is there public parking located in the vicinity of the agency (.5 miles)?**

Circle:    Yes        No

a) Where is it located in relation to the agency?

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b) How much does it cost to park?

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c) If there are 25 parking spaces or less in the parking lot, does the parking lot have at least one accessible parking space?

Circle: Yes No N/A

d) If there are more than 25 parking spaces in the parking lot, does the number of parking spaces meet the requirement of the table (below)?

Circle: Yes No N/A

Total Number of Parking Spaces in Parking Facility (Lot or Garage)	Minimum Number of Accessible Parking Spaces Required
1 - 25	1
26 - 50	2
51 - 75	3
76 - 100	4
101 - 150	5
151 - 200	6
201 - 300	7
301 - 400	8
401 - 500	9
501 - 1000	2% of total

1001 and over	20, plus 1 for each 100, or fraction thereof, over 1000
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e) If the parking lot has 25 parking spaces or less, and includes one accessible parking space, does the single accessible parking space correctly indicate that it is Van Accessible?

Circle: Yes No N/A

f) How many accessible parking spaces with signage are located in the parking lot (indicate the number and ratio of spaces to accessible spaces)?

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g) Are the accessible parking space(s) located as close to the accessible route to the agency's entrance as possible?

Circle: Yes No N/A

h) If no, are there other parking spaces located closer to the accessible route to the agency's entrance?

Circle: Yes No N/A

i) Are car accessible parking spaces at least 96 inches wide?

Circle: Yes No N/A

j) Is there a 60 inch-wide access aisle adjacent to the car accessible parking space?

Circle: Yes No N/A

k) Is this access aisle shared with another accessible space?

Circle: Yes No N/A

l) Are van accessible parking spaces at least 132 inches wide?

Circle: Yes No N/A

m) Is there a 96 inch wide access aisle adjacent to the van accessible parking space?

Circle: Yes No N/A

n) Is this access aisle shared with another accessible space?

Circle: Yes No N/A

o) Are access aisles and accessible parking spaces marked with high contrast painted lines?

Circle: Yes No N/A

p) Are curb cuts leading to a sidewalk located at the end of each access aisle?

Circle: Yes No N/A

q) Are all accessible parking spaces indicated with appropriate signage?

Circle: Yes No N/A

1) Do all accessible parking space signs include the International Symbol of Accessibility?

Circle: Yes No N/A

2) Do Van Accessible parking space signs indicate “Van Accessible”?

Circle: Yes No N/A

3) Is each accessible parking space sign mounted at least 60 inches and no higher than 96 inches from the ground?

Circle: Yes No N/A

4) Are signs located at the front of each accessible parking space?

Circle: Yes No N/A

r) Is the parking lot well-lit? (i.e., streetlights in the parking lot, store fronts providing light to the parking lot)

Circle: Yes No N/A

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Picture/Attachment Description:

**3. Does the agency communicate their parking options and the accessibility of these options?**

Circle: Yes No N/A

a) Is there information on the agency's website about accessible parking options?

Circle: Yes No N/A

b) Is staff aware of and knowledgeable about accessible parking options?

Circle: Yes No N/A

c) Does staff explain accessible parking options to clients who call to make an appointment?

Circle: Yes No N/A

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Picture/Attachment Description:

**4. Are there accessible paths of travel from accessible parking spaces to the agency's accessible entrance?**

Circle: Yes No

a) Are these paths of travel well-lit? (i.e., streetlights, store fronts providing light to the street)

Circle: Yes No N/A

b) Does the agency communicate who can be contacted for questions about accessible paths of travel, for travel planning purposes?

Circle: Yes No N/A

c) If yes, how does the agency communicate this information to clients and other visitors?

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Picture/Attachment Description:

**5. Does the agency provide communication about accessible paths of travel from accessible parking spots?**

Circle: Yes No

a) Is there information on the website about any obstacles in the path travel from accessible parking spots to the agency's accessible entrance?

Circle: Yes No N/A

b) Is staff knowledgeable about any obstacles in the path travel from accessible parking spots to the agency's accessible entrance?

Circle: Yes No N/A

c) Does staff know how to communicate around transportation with someone with a vision-related disability?

Circle: Yes No N/A

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Picture/Attachment Description:

**C. Alternative Transportation:**

**1. Are there alternative transportation options for clients available during the time the agency is operating, such as taxi vouchers, or agency vehicles?**

Circle: Yes No

Explain:

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**2. Are there protocols for obtaining these accessible transportation options?**

Circle: Yes No N/A

a) Is staff aware of these protocols?

Circle: Yes No N/A

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Picture/Attachment Description:

**3. Are there resources (such as information about The RIDE or disability taxi voucher program) to assist clients with obtaining accessible transportation?**

Circle: Yes No

a) Does staff know how to obtain these resources?

Circle: Yes No N/A

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Picture/Attachment Description:

**4. With regards to The RIDE for client transportation:**

a) Does staff know that there are eligibility requirements for the RIDE?

Circle: Yes No

b) Does staff know that RIDE trips must be booked in advance, and that they do not provide emergency service?

Circle: Yes No

c) Does staff know who to contact at the RIDE if they have questions about the RIDE or are assisting clients/victims with RIDE services?

Circle: Yes No

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Picture/Attachment Description:

#### **4. EXTERIOR ACCESSIBILITY**

In this section, we assess the accessibility of the exterior space surrounding BARCC's offices and the T Police Headquarters.

**A. Does the appropriate staff know who is responsible for keeping access paths around the organization's building clean and barrier free (e.g. snow and ice removal)?**

Circle:    Yes        No

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Picture/Attachment Description:

**B. Does the agency have mechanisms to communicate with the public/clients when there may be issues with the access path (e.g. snow, construction)?**

Circle: Yes No

1) If yes, what are they?

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**C. Does staff know how to accommodate people who have difficulty accessing the building because of structural issues?**

Circle: Yes No

1) How has this worked out in practice?

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Picture/Attachment Description:

**D. Are there mechanisms to share lessons learned and best practices for making accommodations to people who have difficulty accessing the building because of structural issues?**

Circle: Yes No

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Picture/Attachment Description:

## 5. ACCESSIBLE SIGNAGE

In this section, we assess the agencies' offices for accessible signage. Specifically, we will assess for:

- Whether signs exist
- If the signs are posted accessibly
- If the signs use accessible formats
- If the signs help direct people to appropriate spaces

**A. Is there clear signage on the exterior of the building about where the organization is located (e.g., floor, room number)?**

Circle:    Yes        No        N/A

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Picture/Attachment Description:

**B. Is there clear signage on the exterior of the building with specific instructions regarding accessible ways to enter the building?**

Circle: Yes No

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Picture/Attachment Description:

**C. Is there clear signage in the interior of the building directing people to the organization (e.g., floor, room number)?**

Circle: Yes No

1) Is there clear signage directing people to the accessible path of travel to the organization (e.g., to the elevator)?

Circle: Yes No

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Picture/Attachment Description:

**D. Is there clear signage within the organization directing people to a staff member who can help with accessibility issues (e.g., receptionist)?**

Circle:    Yes        No

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Picture/Attachment Description:

**E. Is there clear signage within the organization directing people to important common areas in the organization (e.g. waiting areas, bathrooms)?**

Circle: Yes No

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Picture/Attachment Description:

**F. Are signs in accessible formats for people with vision-related disabilities, in terms of...**

1) Adequate color contrast (dark text/images on light background or light text/images on dark background)?

Circle: Yes No

2) Minimalism (avoiding busy-ness of color, text, and noise)?

Circle: Yes No

3) Appropriate font (Sans-serif, like Arial or Helvetica)?

Circle: Yes No

4) Adequate font size (at least 5/8 inch)?

Circle: Yes No

5) Adequate text spacing (1.25 spaces)?

Circle: Yes No

6) Braille or tactile characters?

Circle: Yes No

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Picture/Attachment Description:

**G. Are signs mounted in accessible locations?**

1) Are the signs' characters located between 48-60 inches from the floor or ground?

Circle: Yes No

2) Are signs by doorways located on the latch side of the door?

Circle: Yes No

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Picture/Attachment Description:

## 6. WELCOMING SPACE

In this section, we assess organizational materials and other aspects of the office environment for how welcoming and inclusive the space is for survivor/victims with disabilities. There are various interpretations of welcoming space. However, we assess welcoming space based on the results of our Needs Assessment.

**A. If there are images in the office, on web-based or print materials, do the images reflect the cultural diversity of the community, including survivors with disabilities<sup>1</sup>?**

Circle: Yes No N/A

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Picture/Attachment Description:

**B. Upon entering the lobby/reception area, is there someone to greet visitors and help them with any questions they may have?**

Circle: Yes No N/A

1) If no, is there a sign that indicates how someone can obtain assistance?

Circle: Yes No

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<sup>1</sup>Representative and Inclusive of diverse genders, races, ethnicities, sexual orientations, religions, abilities, sizes, socio-economic statuses

2) Is the sign accessible (in terms of message, location, and format)?

Circle: Yes No N/A

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Picture/Attachment Description:

**C. Is the waiting area set up with adequate space for someone who uses a wheeled mobility device<sup>8</sup>?**

Circle: Yes No N/A

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Picture/Attachment Description:

**D. If there are beverages or food in the waiting area, are they placed between 18 and 48 inches from the floor?**

Circle: Yes No N/A

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Picture/Attachment Description:

## **7. ACCOMMODATIONS**

Ideally, BARCC and the Transit Police Department would be universally accessible for all individuals. Because agencies are often unable to make immediate structural changes to the accessibility of their buildings and offices, this section of the tool assesses staffs' understanding of how to provide accommodations for a person with a disability.

**A. Does the agency have policies and procedures in place for providing the following accommodations?**

1) Sign language interpretation?

Circle: Yes No

2) Written materials in alternate formats (e.g., Large Print, Braille)?

Circle: Yes No

3) Mass Relay?

Circle: Yes No

4) TTY/TDD?

Circle: Yes No

5) CART?

Circle: Yes No

6) Low chemical environment?

Circle: Yes No

7) AAC?

Circle: Yes No

8) Others (explain)

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9) If policies and procedures are in place, do you specify a length of time needed (e.g., no more than two weeks), following a request, to ensure that these accommodations can be obtained?

Circle: Yes No N/A

10) If policies and procedures are in place, does the agency make clear that it is generally inappropriate to request family members and companions of deaf persons to serve as sign language interpreters?

Circle: Yes No N/A

11) Does the agency handle calls placed using MASS Relay in the same way as other telephone calls?

Circle: Yes No N/A

12) Does the agency have the equipment or arrangements with vendors so it can provide written materials in alternative formats (e.g., Braille, large print, audio format, electronic format)?

Circle: Yes No

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Picture/Attachment Description:

**B. Does the agency communicate with the public about the accommodations that they are able to provide, such as...**

1) Sign language interpretation?

Circle: Yes No

2) Written materials in alternate formats (e.g., Large Print, Braille)?

Circle: Yes No

3) Mass Relay?

Circle: Yes No

4) TTY/TDD?

Circle: Yes No

5) CART?

Circle: Yes No

6) Low chemical environment?

Circle: Yes No

7) AAC?

Circle: Yes No

8) Others (explain)

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9) If yes, how does the agency communicate with the public about the accommodations they are able to provide (e.g., on the website, over the phone)?

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Picture/Attachment Description:

**C. Does the agency communicate with the public on how someone can request the following accommodations?**

1) Sign language interpretation?

Circle: Yes No

2) Written materials in alternate formats (e.g., Large Print, Braille)?

Circle: Yes No

3) Mass Relay?

Circle: Yes No

4) TTY/TDD?

Circle: Yes No

5) CART?

Circle: Yes No

6) Low chemical environment?

Circle: Yes No

7) AAC?

Circle: Yes No

8) Others (explain)

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9) If yes, does the agency consult with the person with a disability when determining what type of accommodation to provide?

Circle: Yes No N/A

Notes:

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Picture/Attachment Description:

**D. Is there a policy on universal screening for the following accommodations?**

1) Sign language interpretation?

Circle: Yes No

2) Written materials in alternate formats (e.g., Large Print, Braille)?

Circle: Yes No

3) Mass Relay?

Circle: Yes No

4) TTY/TDD?

Circle: Yes No

5) CART?

Circle: Yes No

6) Low chemical environment?

Circle: Yes No

7) AAC?

Circle: Yes No

8) Others (explain)

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Notes:

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Picture/Attachment Description:

**E. Is there a budget for the following accommodations?**

1) Sign language interpretation?

Circle: Yes No

2) Written materials in alternate formats (e.g., Large Print, Braille)?

Circle: Yes No

3) Mass Relay?

Circle: Yes No

4) TTY/TDD?

Circle: Yes No

5) CART?

Circle: Yes No

6) Low chemical environment?

Circle: Yes No

7) AAC?

Circle: Yes No

8) Others (explain)

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9) Does the agency specify that deaf persons and people with disabilities requesting interpreters or other accommodations cannot be charged for the cost of the accommodation?

Circle:    Yes        No        N/A

Notes:

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Picture/Attachment Description:

**F. Is staff trained about how to obtain the following accommodations?**

1) Sign language interpretation?

Circle: Yes No

2) Written materials in alternate formats (e.g., Large Print, Braille)?

Circle: Yes No

3) Mass Relay?

Circle: Yes No

4) TTY/TDD?

Circle: Yes No

5) CART?

Circle: Yes No

6) Low chemical environment?

Circle: Yes No

7) AAC?

Circle: Yes No

8) Others (explain)

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Notes:

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Picture/Attachment Description (please attach all existing protocols for how to obtain these accommodations):

**G. Does the agency discuss what would be considered a reasonable accommodation?**

1) Is there a policy about what the agency considers to be a reasonable accommodation?

Circle: Yes No N/A

2) If yes, does the agency communicate the policy to the public?

Circle: Yes No N/A

3) If yes, how does the agency communicate this policy (e.g., on the website, over the phone)?

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4) Is this policy broad enough to have flexible procedures (e.g., give the client and agency room develop creative solutions and set appropriate expectations)?

Circle: Yes No N/A

Explain:

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5) Does the agency's policy include the following framework for "unreasonable"? The request being deemed "unreasonable" if...

a) the request would completely alter the operation of the business?

Circle: Yes No N/A

b) the request would be a safety risk for anyone involved?

Circle: Yes No N/A

c) the request would place a significant financial burden on the agency?

Circle: Yes No N/A

d) the request would impede service to other clients?

Circle: Yes No N/A

6) Does the agency's policy include any information about what do if a staff person is unsure about fulfilling an accommodation request (e.g., consulting a supervisor)?

Circle: Yes No N/A

7) If the agency believes that providing an accommodation for a person with a disability will create an undue financial or administrative burden, the agency must document the reasons for your decision based upon your organization's entire budget and administration. This defense cannot be based on the burden for a particular event or activity. Has your organization documented any cases of undue burden in relation to



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Picture/Attachment Description:

**G. How does the agency communicate their reasonable accommodation policy to the public?**

1) Does the agency communicate the policy with a general statement, or a more specific statement? Please explain.

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2) Does the agency use a telephone script to communicate this policy?

Circle:    Yes        No        N/A

3) If yes, what is the script?

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4) Does the agency communicate that a supervisor will be contacted if a staff person is unsure whether or not an accommodation request can be fulfilled?

Circle: Yes No N/A

5) If yes, how is this communicated?

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Notes:

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Picture/Attachment Description:

**H. Does the agency have a policy in place for handling accommodation requests that are “unreasonable”?**

Circle: Yes No N/A

1) If yes, does this policy include a procedure around referring clients to an appropriate service that can fulfill the client's accommodation request?

Circle: Yes No N/A

2) Does the policy include a procedure around providing the client with a list of helpful resources?

Circle: Yes No N/A

3) Does the agency communicate this policy or standard operating procedure to the public?

Circle: Yes No N/A

Notes:

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Picture/Attachment Description:

## 8. FORMS

In this section, we assess the accessibility of different client/customer forms provided at each agency in terms of:

- Plain language
- Availability in alternate formats
- Whether staff provide options for reading the forms aloud, and
- Whether staff offer to assist clients/customers with filling out forms

### A. Are forms written in plain language? Do they...

1) Use short sentences, with one idea per sentence?

Circle: Yes No

2) Use active voice?

Circle: Yes No

3) Speak directly to the person (using, “you”)?

Circle: Yes No

4) Use common vocabulary?

Circle: Yes No

5) Use brief, repetitive messaging?

Circle: Yes No

6) Use pictures?

Circle: Yes No

7) Use loud and clear voice?

Circle: Yes No

Notes:

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Picture/Attachment Description:

**B. Are forms available in alternate formats or does staff know how to obtain forms in alternate formats?**

1) Are forms available in large print?

Circle: Yes No

2) Are forms available in Braille?

Circle: Yes No

3) Are forms available in picture-based formats?

Circle: Yes No

Notes:

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Picture/Attachment Description:

**C. If someone uses a screen reader and requests forms in an electronic format are there policies and protocols for staff about what to do?**

Circle: Yes No

Notes:

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Picture/Attachment Description:

**D. Does staff provide options such as reading forms to someone or assisting someone with filling out forms?**

Circle: Yes No

Notes:

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Picture/Attachment Description:

## **9. ACCESSIBILITY POLICY & PROCEDURE CONSIDERATIONS**

In this section, we assess whether BARCC and the T Police have established policies and procedures regarding accessibility.

### **A. Does the agency have an anti-discrimination policy regarding disabilities?**

Circle: Yes No

1) If yes, is the policy communicated in accessible formats to the clients/customers and to the public....

a) on the agency's website?

Circle: Yes No N/A

b) in the agency's print materials (e.g., brochures)?

Circle: Yes No N/A

c) on client/customer forms?

Circle: Yes No N/A

d) on posters and other materials displayed in the agency's office?

Circle: Yes No N/A

e) verbally at client intake/customer contact?

Circle: Yes No N/A

Notes:

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Picture/Attachment Description:

**B. With regards to disability, are there any policies in place that discriminate or treat one group differently without adequate reason (e.g. requesting that people with disabilities pay an additional fee to received services; eligibility requirements that automatically screen out people with disabilities)?**

Circle: Yes No

Notes:

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Picture/Attachment Description:

**C. Are there policies around handling PCAs who may accompany a person with a disability?**

Circle: Yes No

1) Are there policies and protocols about determining whether or not someone is a PCA?

Circle: Yes No N/A

2) Are there policies around communication with PCAs, including confidentiality policies for the person with a disability?

Circle: Yes No N/A

a) If yes, do these policies take communication accommodations into consideration (e.g., sign language interpretation, AAC)?

Circle: Yes No N/A

b) If yes, do these policies include procedures for staff to ask clients/customers to identify a trusted friend who can assist in communication when assistance is needed, but PCA assistance is inappropriate?

Circle: Yes No N/A

3) Are there policies around sharing of documents (e.g. police reports, records) with PCAs?

Circle: Yes No N/A

Notes:

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Picture/Attachment Description:

**D. Are there policies around handling legal guardians who may accompany a person with a disability?**

Circle: Yes No

1) Are there policies and protocols about determining whether or not someone is a legal guardian?

Circle: Yes No N/A

2) Are there policies around communication with these individuals, including confidentiality policies for the person with a disability?

Circle: Yes No N/A

a) If yes, do these policies take communication accommodations into consideration (e.g., sign language interpretation, AAC)?

Circle: Yes No N/A

b) If yes, do these policies include procedures for staff to ask clients/customers to identify a trusted friend who can assist in communication when assistance is needed, but guardian assistance is inappropriate?

Circle: Yes No N/A

3) Are there policies around sharing of documents (e.g. police reports, records) with legal guardians?

Circle: Yes No N/A

4) Is staff trained on state guardianship laws, including “Roger’s Law” and laws regarding representative payees?

Circle: Yes No

5) Is staff informed about the Disabilities Law Center as a resource for interpreting laws regarding guardianship?

Circle: Yes No

Notes:

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Picture/Attachment Description:

**E. Are there policies around service animals?**

1) Is the agency aware of the laws around service animals?

Circle: Yes No

2) Does the agency have a policy about service animals within the agency's building(s)?

Circle: Yes No

3) Does the agency have a policy about service animals when providing services at a host agency (e.g., at a hospital, school etc)?

Circle: Yes No

4) Have there been situations in the agency where service animals are not allowed?

Circle: Yes No

5) What is done in situations when service animals are not allowed?

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Notes:

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Picture/Attachment Description:

**F. Does the agency have a policy to manage situations where different access needs conflict (i.e. allergies to animals and service animals' dietary needs, chemical sensitivities)?**

Circle:    Yes        No

1) What is the standard operating procedure for handling conflicting accommodations?

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2) How is this procedure communicated to clients/customers?

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Notes:

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Picture/Attachment Description:

**G. If food is served at programs or events, are there procedures in place to address dietary needs of a person with a dietary restriction?**

Circle: Yes No N/A

Notes:

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Picture/Attachment Description:

**H. Does the agency have a universal screening for accommodations policy?**

Circle: Yes No

Notes:

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Picture/Attachment Description:

**I. Does staff know about these policies?**

Circle: Yes No

Notes:

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Picture/Attachment Description:

**10. AGENCY-SPECIFIC PROGRAMATIC CONSIDERATIONS**

In this section, we assess programmatic accessibility at BARCC and the T Police that are specific to:

- A. BARCC's Community Engagement and Client Services Departments
- B. The Transit Police Department
- C. Both Agencies

**A. The Boston Area Rape Crisis Center (BARCC)**

**1) Does BARCC provide services using a variety of communication methods in order to accommodate people with different disabilities, in terms of...**

a) Does BARCC provide a variety of counseling/interviewing methods?

Circle:    Yes        No

b) Does BARCC provide a variety of training methods?

Circle: Yes No

Notes:

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Picture/Attachment Description:

**Community Engagement:**

**2) In the following programmatic elements, are survivors/victims and perpetrators with disabilities represented?**

a) In curricula?

Circle: Yes No N/A

b) In presentation materials (e.g., PowerPoint slides, handouts)?

Circle: Yes No N/A

c) In outreach materials (e.g., brochures)?

Circle: Yes No N/A

d) On the website?

Circle: Yes No N/A

e) In the office (e.g., posters, referral materials)?

Circle: Yes No N/A

Notes:

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Picture/Attachment Description:

**3) Does staff know how to develop trainings with universal design principles in mind?**

Circle: Yes No N/A

a) Are handouts developed in accessible formats? Do they...

1. Use Sans-serif fonts exclusively (e.g., Arial or Helvetica)?

Circle: Yes No N/A

2. Use, at minimum, 16-point font in the body of the text?

Circle: Yes No N/A

3. Use at least 1.25 spacing?

Circle: Yes No N/A

4. Use Microsoft Word heading styles?

Circle: Yes No N/A

5. Include tables, diagrams, and other visual depictions?

Circle: Yes No N/A

6. Explain all tables, diagrams, and other visual depictions in the text to be accessible to screen readers?

Circle: Yes No N/A

7. Use adequate color contrast (dark text/images on light background or light text/images on dark background)?

Circle: Yes No N/A

8. Include Braille or tactile characters when appropriate?

Circle: Yes No N/A

Notes:

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Picture/Attachment Description:

b) Are PowerPoints and other presentations developed in accessible formats? Do they...<sup>9</sup>

1. Provide text explanations for all images (for screen-reader capability)?

Circle: Yes No N/A

2. Provide text explanations for any audio with lyrics or speech?

Circle: Yes No N/A

3. Include clearly visible links (not hidden by other text or images)?

Circle: Yes No N/A

4. Provide synchronized subtitles for all videos?

Circle: Yes No N/A

5. Correspond texture contrast with color contrast (to assist people who cannot differentiate certain colors)?

Circle: Yes No N/A

6. Use adequate color contrast (dark text/images on light background or light text/images on dark background) between text and background colors?

Circle: Yes No N/A

7. Avoid using flashing images?

Circle: Yes No N/A

8. Use concise text (no more than six words per line, six lines per slide)?

Circle: Yes No N/A

9. Use, at minimum, 36-point font in the body of the slide?

Circle: Yes No N/A

Notes:

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Picture/Attachment Description:

c) Does staff know how to obtain training materials in accessible formats?

Circle: Yes No N/A

d) Do curricula include a range of icebreakers that take different access needs into consideration (e.g., mobility, sight, hearing)?

Circle: Yes No N/A

e) Do curricula include a range of delivery methods to take different access and learning needs into consideration (e.g., mobility, sight, hearing, cognition)?

Circle: Yes No N/A

f) Is training content developed using plain language, in terms of...

1) Using short sentences, with one idea per sentence?

Circle: Yes No

2) Using active voice?

Circle: Yes No

3) Speaking directly to the person (use, "you")?

Circle: Yes No

4) Using common vocabulary?

Circle: Yes No

5) Using brief, repetitive instruction?

Circle: Yes No

6) Using pictures?

Circle: Yes No

Notes:

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Picture/Attachment Description:

**4. Does staff universally ask participants if they require accommodations for trainings?**

Circle: Yes No N/A

a) Is there a universal screening for accommodations policy for engagements?

Circle: Yes No N/A

b) If yes, what is the policy?

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Picture/Attachment Description:

**5. When an agency other than BARCC hosts a training for BARCC, is there a policy for who is responsible for providing accommodations?**

Circle: Yes No N/A

a) If yes, what is the policy?

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**6. Are online trainings closed captioned?**

Circle: Yes No N/A

Notes:

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Picture/Attachment Description:

**7. Does staff know how to obtain assistance regarding creating and administering accessible online trainings?**

Circle: Yes No

Notes:

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Picture/Attachment Description:

**8. Are online trainings approved for accessibility by the MBTA Office of System-Wide Accessibility?**

Circle: Yes No

Notes:

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Picture/Attachment Description:

**Client Services:**

**9. Does staff know how to accommodate a survivor who uses a wheeled-mobility device who is visiting the office?**

Circle: Yes No

a) If yes, what is the standard operating procedure that staff follow when scheduling an appointment?

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b) Is there a policy regarding how to indicate that a client requires a specific counseling room for their appointment (due to the size of the room)?

Circle:    Yes        No        N/A

c) If yes, what is the policy?

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d) Are counseling rooms labeled if they are accessible for people who use wheeled-mobility devices (on the door or in a separate chart)?

Circle:    Yes        No        N/A

Notes:

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Picture/Attachment Description:

**10. Do staff and volunteers know how to advocate for accommodations for survivors who use wheeled-mobility devices who are visiting the hospital for a sexual assault exam?**

Circle: Yes No N/A

**11. Do staff and volunteers know how to accommodate deaf and hard of hearing callers on the hotline, 24-hours a day?**

Circle: Yes No N/A

a) If yes, what is the standard accommodation for deaf and hard of hearing hotline callers?

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Notes:

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Picture/Attachment Description:

## **B. The Transit Police Department (T Police)**

**1. Are Transit Police Officers and staff aware of how to provide an accommodation for a victim who uses a wheeled-mobility device who needs to visit the police station?**

Circle: Yes No N/A

a) Is there a standard operating procedure that officers follow when this situation occurs?

Circle: Yes No N/A

b) If yes, what is the standard operating procedure?

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c) Is there a policy regarding providing an accommodation for a victim who uses a wheeled-mobility device to visit the police station?

Circle: Yes No N/A

d) If yes, what is the policy?

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e) How is the policy communicated to officers and staff?

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f) Do officers visits victims in their home if they are unable to accommodate the victim at the police office?

Circle:    Yes        No        N/A

g) If yes, how is the service a victim receives at home different from the service they would receive at the office?

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**2. Does the Transit Police Department have a standard operating procedure for assisting customers who use mobility aids when a MBTA station elevator is not functioning?**

Circle: Yes No

a) If yes, what is the standard operating procedure?

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**3. Are Transit Police officers trained to recognize and intervene in potentially unsafe situations that are specific to people with disabilities (e.g., someone pushing buttons on a wheelchair, someone grabbing at a white cane, someone harming a service animal)?**

Circle: Yes No

a) If yes, what are the standard operating procedures in these instances?

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Notes:

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Picture/Attachment Description:

**C. Both Agencies**

**1. Are programs and activities presented in the "most integrated setting" appropriate to the needs of people with disabilities? That is, do people with disabilities have the same opportunity to participate in all programming as people without disabilities, and are programs and activities designed to include both people with and without disabilities?**

Circle:    Yes        No

Notes:

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Picture/Attachment Description:

**2. Are there various seating arrangements available in the office that allow for people who use wheeled mobility devices or other assistive technology devices, as well as for people of varying sizes?**

Circle: Yes No

Notes:

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Picture/Attachment Description:

**3. Does staff know the locations of accessible shelters in the service area for survivors with disabilities?**

Circle: Yes No N/A

Notes:

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Picture/Attachment Description:

**4. Where telephones are available to the public for making outgoing calls, are TTYs available for people with hearing and speech disabilities?**

Circle: Yes No N/A

Notes:

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## Picture/Attachment Description:

<sup>1</sup> W3C website accessibility guidelines <http://www.w3.org/>

<sup>2</sup> United States Department of Justice, Americans with Disabilities Act (ADA) 2010 Standards for Accessible Design <http://www.ada.gov/regs2010/2010ADAStandards/2010ADAstandards.htm#1525>

<sup>3</sup> Universal Symbols of Accessibility:

[http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding\\_accessibility/symbols\\_accessibility.aspx](http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding_accessibility/symbols_accessibility.aspx)

<sup>4</sup> MASS Relay Services <http://www.mass.gov/eopss/agencies/massrelay/>

<sup>5</sup> TTY/TDD: <http://www.adapacific.org/resources/relay/tty.php>

<sup>6</sup> CART: <http://nad.org/issues/technology/captioning/cart>

<sup>7</sup> Augmentative and Alternative Communication (AAC):

<http://www.asha.org/public/speech/disorders/AAC/>

<sup>8</sup> Accessible waiting area space <http://www.ada-compliance.com/ada-compliance/802-wheelchair-spaces-companion-seats-and-designated-aisle-seats.html>

<sup>9</sup> Power Point accessibility: <http://www.catea.gatech.edu/grade/guides/powerpointmust.php>

<http://www.slideshare.net/ham/ten-mistakes-in-powerpoint-presentation>