

<u>Recommendation</u>	<u>Addressed By (Fiscal Year)</u>
<u>COMMUNITY-BASED PROGRAMS AND ACTIVITIES</u>	
Update policy for City hosted and/or sponsored Special Events to address recommended ADA provisions.	<u>2026/27</u>
Ensure all third-party sites where programs, activities and/or services are provided meet accessibility requirements. Work with Title II and Title III entities to ensure program accessibility.	2026/27
Develop a policy regarding ADA training for City staff. Training shall cover ADA compliant programming. Accommodation and working with and supporting participants with disabilities. Part time Recreation staff shall also be trained in positive behavior support and behavior management for participants of all abilities. Consider the City's need for an Inclusion Support Specialist in the Recreation and Parks Department.	2025/26
State in all City notifications (written/print, website, posters, etc.): <i>"if you need an accommodation in order to participate in this program (wheelchair access, sign language interpreter, written materials in alternate format) please contact....."</i>	2025/26
Include on the City's website and in other informational material details on the accessibility of the facility or facilities where programs take place. If an applicant or participant needs to be accommodated, it may require moving the program to an accessible location or the City employee must meet the resident at an accessible location within the variety of City facilities.	2025/26
Adopt a policy requiring the maintenance of accessible feature throughout the City's facilities (e.g., maintenance of walkways, playground surfaces and elevators, placement of furniture and stored items in restrooms and door maneuvering clearances).	2025/26
<u>HOUSING</u>	
Make housing applications and housing-related forms available to individuals with disabilities in alternative formats (large print, Braille, audiotape, computer disk, pictorial signage, etc..).	2024/25
Provide the reasonable accommodation policy in common spaces to ensure current tenants and future tenants are aware of the policy.	2024/25
<u>PERSONNEL AND INTERNAL POLICIES, HUMAN RESOURCES</u>	
Develop a policy for short-term and long-term/permanent disabilities.	2026/27
Develop a Workplace Violence policy in the Employee Policy Hand	2024/25
Develop an ADA Grievance Procedure and Grievance form with an appeal process for Title I. The procedure shall be publicized	

<u>Recommendation</u>	<u>Addressed By (Fiscal Year)</u>
in common areas that are accessible to all employees. The City shall maintain an ADA log.	
Develop a reasonable accommodation request policy, procedure, and request form. The policy shall be adopted by all departments for consistency. A request log shall be maintained including an internal request number, details of the request, and details regarding the resolution.	2026/27
Separate essential and non-essential job functions in City job descriptions.	2025/26
Job descriptions should add information on physical abilities and the frequency of when the physical ability is performed. Descriptions such as “occasionally”, “frequently”, “constantly” may be used to describe how often a task is performed. An example includes, “Frequently moves gym audio and visual equipment weighing up to 25 pounds across the facility for various meetings”.	2026/27
Ensure job descriptions include information on the work conditions, such as office or outdoor and travel requirements and its frequency.	2025/26
Add language for reasonable accommodations for specific job requirements listed in job descriptions. For example, if a job requires moving heavy objects, add “with or without reasonable accommodations upon request” at the end of the statement. It is also best practice to include language, that “supervisors may assign additional duties or requirements” so applicants know they can safely apply regardless of disability status.	2025/26
<u>ADA Coordinator, Notice of the ADA’s Provisions, Grievance Procedures</u>	
Post the name, office address and telephone number of the designated ADA Coordinator on the City’s website and on all accessibility related documents. The contact information shall be updated as necessary.	2024/25
Establish full time or nearly full time ADA Coordinator position who will oversee implementation of the recommendations in this plan, comply with and carry out the responsibilities of an ADA Coordinator, serve as liaison to the Commission on Persons with Disabilities and build relations with the disabled community and external advocacy groups.	2024/25
Establish a policy to standardize investigation into all complaints.	2024/25
Establish a person who is responsible when the ADA coordinator is not available.	2024/25

<u>Recommendation</u>	<u>Addressed By (Fiscal Year)</u>
Develop a public notice in accordance with the DOJ recommendation.	2024/25
Establish a policy to inform people of their protection of the ADA in public locations and in alternate formats	2024/25
Develop grievance/appeal forms to streamline the process. Provide the grievance procedure in alternate formats. Distribute grievance procedures to all department heads. Provide policy to update procedure and contact information as necessary. Distribute grievance procedures to all department heads.	2024/25
<u>GENERAL EFFECTIVE COMMUNICATIONS</u>	
Develop policy to include information on the provision of interpreter services: - time required to obtain interpreter - statement that a family member or companion of deaf persons shall not be requested to serve as sign language interpreter. - statement that a person with a hearing impairment shall not be charged for the cost of the interpreter - statement of when a request for an interpreter is deny based on undue financial and administrative burden and that the individual with a disability will receive the benefits or services provided	2025/26
Make arrangement with vendors so interpreters are available when needed.	2025/26
Develop policies and procedures to provide auxiliary aids and services. Train employees on the policy to follow when they receive a request for interpreter or auxiliary aids. Make the policy available to employees in all departments who face the public.	2025/26
Make arrangement with vendors to provide written materials in alternate formats (e.g., Braille large print, audio format, electronic format).	2025/26
Publish the City's effective communication policy on the City's website in an accessible format.	2025/26
Solicit feedback from the community who have different disabilities on the effectiveness of the communication policy.	2025/26
Where the City of Alameda communicates by telephone with applicants and beneficiaries, text telephones (TTYs) or equally effective telecommunications systems shall be used to communicate with individuals who are deaf or hard of hearing or have speech impairments.	2025/26

<u>Recommendation</u>	<u>Addressed By (Fiscal Year)</u>
Provide written policies and training to employees who answer telephone calls to ensure calls made through a relay service are handled as quickly and effectively as other calls.	2025/26
<u>WEBSITE ACCESSIBILITY</u>	
Establish a policy that webpages will be accessible and create a process for implementation.	2025/26
Develop a plan to make the web contents accessible and include specific steps and timeframes. Describe the plan on an accessible webpage that can be easily located from the home page. Encourage input on accessibility improvements including which pages should be given priority for change. Let the public know about the standards or guidelines being used to provide accessibility.	2025/26
Ensure staff and contractors are properly trained on web accessibility policy and procedures. Distribute the DOJ's technical assistance document to all staff or contractor who create web content or post it.	2025/26
Provide a way for visitors to request accessible information or services and provide feedback about accessibility problems by posting a telephone number and email address on your home page. Establish a procedure to assure a quick response.	2025/26
Regularly enlist people with a variety of disabilities to test the webpage for accessibility and ease of use.	2025/26
Ensure alternative means are available for people with disabilities who are unable to use computers to access information, programs, and services that are normally provided on the webpage.	2025/26
<u>9-1-1 AND EMERGENCY COMMUNICATIONS</u>	
Ensure emergency services require and offer training for TTY at least as often as training for voice calls and at least every six months.	2024/25
Conduct unannounced tests to all call-taking positions using silent open line calls and calls transmitting TTY tones.	2024/25
Keep record of results of all test calls including date and time of each call, identification of the call-taking position, whether the call was silent/transmitted tones, whether the caller received a TTY response and the content of the response, the time elapsed and the number of rings from the initiation of the TTY call until the call taker response by TTY, and whether the call was processed according to the City's standard operating procedures.	2024/25
<u>EMERGENCY MANAGEMENT</u>	

<u>Recommendation</u>	<u>Addressed By (Fiscal Year)</u>
Ensure third party organizations contracted or arranged to help with emergency preparedness or management commit to compliance with the requirements of Title II of the ADA in formalized agreements.	2026/27
Adopt a written policy/procedure to seek and use input from people with different types of disabilities and organizations with expertise on disabilities issues regarding all phases of the emergency management plan and during emergency simulations.	2026/27
Adopt a written policy/procedures to ensure people with disabilities, including those who have mobility, vision, hearing, cognitive, and psychiatric disabilities, can safely self-evacuate or be evacuated by others.	2026/27
Publicize the voluntary database, including outreach to people with disabilities, and organizations with expertise on disability issues. Outreach should explain the purpose of the database and emphasize the confidential nature of the database.	2026/27
Adopt a written policy/procedure for shelter staff/volunteers to assist people who are blind or have low vision in understanding shelter layout, locating shelter amenities, and completing forms and other written materials.	2026/27
Adopt a written policy/procedure to provide effective communication during the emergency response for people who are deaf or have low vision.	2026/27
Adopt a written policy/procedure prioritizing people whose disabilities are aggravated by stress, a low-stimulation “stress-relief zone”, when space allows.	2026/27
Adopt a written policy/procedure to ensure that people with disabilities: • are housed at “mass care” shelters unless they are medically fragile • who may need assistance with activities of daily living, even when their personal care aides may not be with them, are not turned away • are not housed in “special needs” and “medical” shelters just because they have a disability	2026/27
Adopt a written policy/procedure to ensure that shelter staff/volunteers receive training with site-specific instructions for providing people with disabilities access to all services, activities, and programs at the specific shelter they are operating.	2026/27

<u>Recommendation</u>	<u>Addressed By (Fiscal Year)</u>
Adopt a written policy/procedure TTYs at all emergency shelters, this may be accomplished by providing Wifi capability at shelters.	2026/27
Adopt a written policy/procedure to ensure that people with disabilities who use service animals at emergency shelters: • are not separated from their service animals and have full access to shelter programs, services, and activities, even if pets are normally prohibited in specific areas of the shelters • are provided with food, water, and a receptacle and plastic bags for the disposal of service animal waste • are able to take their animals outside for relief without unnecessary delays for screening upon re-entry	2026/27
Adopt a written policy/procedure to ensure people with disabilities that use medical equipment, require medication, have dietary restrictions, and/or use a mobility device: • are provided with a way to keep medications refrigerated • when possible, are notified of the location of shelters providing electricity and refrigeration • are able to request and receive durable medical equipment and medication • are provided with immediate access to food and refrigerated medications, as applicable. • are allowed to request cots or beds, modifications to cots or beds, securement of cots or beds to allow safe transfer to a wheelchair, and placement of cots or beds in specific locations when needed.	2026/27
Adopt a written policy/procedure to ensure programs relocated from a damaged facility on a temporary or permanent basis remain accessible to people with disabilities.	2026/27