

County of Marin Accessibility Requirements for Delegated Direct Services

The Americans with Disabilities Act of 1990 requires that all of the County of Marin's programs, services, and activities be accessible to and usable by individuals with disabilities. This law also stipulates that we may not delegate away our responsibility to ensure people with disabilities have equitable access. This means that not only must the programs and services administered by the County be accessible, but also those administered on behalf of the County by third party agencies. All entities receiving County funding which provide direct services to the public must also comply with the accessibility requirements set forth in the ADA, and other applicable laws and regulations. This guide has been created to assist agencies under contract with the County of Marin to ensure that they comply with accessibility requirements. Inquiries related to the content herein can be directed to:

County of Marin
Disability Access Program
(415) 473-4381 (voice)
(415) 473-3232 TTY
disabilityaccess@marincounty.org

Programs and Services

Every aspect of the service you provide is considered part of your program, and therefore it must be accessible to individuals with disabilities. This includes parking lots, service counters and spaces, transportation (shuttles, etc.), agendas, flyers, emails, online services, phone calls, meetings, celebrations, classes, recreational activities and more. The guidance in this document is primarily intended to help you provide accessible programs by providing you with the tools to:

- survey facilities and identify common architectural barriers for people with disabilities;
- identify common ADA compliance problems in your communications and activities; and
- remove barriers and fix common ADA compliance problems in these areas.

[ADA Technical Assistance Materials](#) [ADA Update](#)

Your programs can be broken into three main categories, (Communications, Facilities, and Activities) which will be covered in more detail below.

Communications

All of your communications about and within your program must be accessible. This means any documents you provide must be made available in alternative formats, upon request. Brochures, agendas, schedules, and lists all may be requested by a client to be provided in alternative formats. Alternative formats can include Braille, large font, or documents on a thumb drive. You do not need to have all of these formats on hand at all times, but you must have a plan in place to provide them in a reasonable amount of time. Some clients may require professional support from providers such as sign language interpreters. Requests for these accommodations must be addressed in a timely manner as well.

The following is a list of resources and tools you may find helpful when ensuring the accessibility of your communications:

[ADA Requirements: Effective Communications](#)
[General Effective Communication Requirements under Title II of the ADA](#)
[US Access Board Guidelines and Standards: Communications](#)

Facilities

If you are bringing clients into your facilities, or providing facilities for their use (recreation, program participation, housing, etc.) these facilities must meet accessibility requirements. In California, the best source of information on accessibility requirements for facilities is the California Building Code (CBC). The accessibility requirements contained in the CBC are compatible with the Federal requirements adopted by the United States Access Board. What is most important to remember about facilities is that your clients with disabilities need to be able to arrive, enter, conduct business, and interact with your program in the same way that clients without disabilities can. This generally means you must provide accessible parking, path of travel, meeting and workspaces, restrooms, and communal areas. All areas of your facility where clients will visit must be accessible. Please note there are different requirements for different types of facilities, so please review the requirements carefully.

The best way to determine if your facility is accessible and to determine what remediation may be necessary to bring your facility into compliance is to conduct a survey. You can either do this yourself, with the help of the tools provided below, or you can hire a Certified Access Specialist (CASP) to perform a survey for you and compile the findings. A list of CASP certified individuals can be found on the [California Department of General Services Website](#). This list includes both public and private specialist, many of whom are available to work with publically contracted service providers.

The following is a list of resources and tools you may find helpful when trying to assess the accessibility of your facilities:

[US Access Board ADA Requirements](#)
[US Access Board Guidelines and Standards: Buildings and Sites](#)
[California Building Code, Chapter 11B – Accessibility](#)
[ADA Checklist for Existing Facilities](#)
[Overview of Title II ADA Requirements for Buildings and Facilities](#)

Activities

Meetings, company outings, fundraising events, counseling sessions, classes and trainings are all examples of some activities your organization may provide. Any interaction between your agency and the client must be accessible to clients and/or employees with disabilities. Many accessibility issues surrounding activities will be remediated through ensuring your facilities and communications are accessible; however there are other areas you must consider. For example, course content may need to be modified for a client with a developmental disability, accessible transportation may need to be provided to an event site with no public transit access, etc.

The following is a list of resources and tools you may find helpful when trying to assess the accessibility of your activities:

[A Planning Guide for Making Temporary Events Accessible to People with Disabilities](#)
[Accessible Events: Planning and Preparation are Key](#)
[Website Accessibility under Title II of the ADA](#)
[ADA Guidelines for Recreational Facilities](#)
[US Access Board Guidelines and Standards: Recreation Facilities, Streets and Sidewalks, Transportation, Health Care](#)