

Sacramento County Public Health

Guidelines for Achieving ADA Compliance & Disability Inclusion



Background

Sacramento County is required to provide equal opportunity for people with disabilities under the Americans with Disabilities Act (ADA) Title II and other federal/state civil rights laws and regulations. The ADA has a unique provision requiring adherence to state and local laws when they provide for more accessibility, which is often the case here in California.

People with disabilities are more vulnerable in public health emergencies and experience disproportionate impact. This can be mitigated through regulatory compliance, understanding their functional needs, and planning ahead for effective inclusion.

We must take these action steps to remove barriers commonly experienced by people with disabilities in Public Health service delivery, facilities, and communication.

More information about compliance with federal/state access laws and regulations:

[Disability Laws and Regulations - CA Department of Rehabilitation](#)

Architectural Access

- Site services in accessible facilities that include a clear path of travel from the parking lot and nearest transit stop.
- Ensure interior placement of equipment and furniture does not create obstacles.
- Prioritize using [Universal Design](#) principles.
- Prominently post the ADA Notice in all public areas of every facility. Printable PDF document:

[NOTICE OF COMPLIANCE UNDER ADA & CALIFORNIA STATE LAW](#)

Reasonable Modification of Policies, Practices and Procedures

- Be flexible when needed to remove a barrier to participation and build flexibility into plans and policies.
 - **Example 1:** First Come First Serve service delivery.
 - Problem: May pose barriers for people who cannot stand or wait for long periods.
 - Solution: Provide appointment times for people with disabilities on request.
 - **Example 2:** Services by Appointment Only.
 - Problem: People who use public transportation or shared ride service like Paratransit may have difficulty arriving at a specific time.
 - Solution: Allow reasonable schedule flexibility for people with disabilities on request.
 - **Example 3:** Drive-up service delivery.
 - Problem: Many people with disabilities don't drive and may rely on public transportation. Some people with severe disabilities are homebound or can only travel short distances.
 - Solution: Plan for additional methods of service delivery including strategic satellite locations, home visits and coordinating with Regional Transit.
- Respond to requests for accommodation/modification or assistance promptly and graciously, with no cost or burden for the requestor, and without requiring medical documentation for the disability.

Effective Communication

- Place ADA reasonable accommodation statements prominently on all publications and web pages including phone number and email of the designated staff person(s) responsible for responding to requests from the disability community.
 - **Example:** "The facilities and services of Sacramento County Public Health are accessible for people with disabilities. Requests for reasonable accommodation/modification may be made by calling (Name or point of contact) at 916) 87X-XXXX (CA Relay Service 711) or by emailing (name@saccounty.gov)"
- Be prepared to offer accessible formats of documents for people who are blind or have low vision such as large print, Braille, and accessible electronic MS Word documents.
- Be prepared to provide sign language interpreters, Computer Assisted Realtime Captioning (CART) or assistive listening devices for people who are Deaf or hard of hearing.

- Use plain language to support clear communication with those who may have learning disabilities, processing disorders, or for whom English is a second language.
- Ensure web pages and electronic forms/documents posted online are accessible for people with vision disabilities and others who use adaptive software, contain effective use of color and contrast, and all videos contain captions and audio descriptions.

[DTech Web and Document Accessibility Information](#)

Respectful Interaction

- Never make assumptions about what a disabled person can or cannot do.
- Be aware that most disabilities are not readily apparent and members of the public are not required to reveal or provide proof of their medical conditions to receive accommodation. It's OK to politely ask what their functional limitations are or what assistance they need for the purposes of determining an effective accommodation.
- Offering assistance is encouraged but ASK FIRST what they need and follow their instructions. Don't be offended by a refusal – support their right to be independent.
- Be sensitive regarding physical touch, including people's assistive devices.
- Never separate a service dog from its handler and be prepared to accommodate other assistance animals.

Planning for Inclusion

- Engage members of the disability community and local organizations that support them to include their participation and feedback when developing or updating plans and procedures, and during emergency preparedness exercises.
- Regularly participate in relevant training courses to enhance Public Health staff's understanding of the needs of the disability community and the County's legal obligations, and to stay current with changing regulations and best practices.
- Consult and coordinate with the County's Disability Compliance Office and the Sacramento County Disability Advisory Commission (DAC).
 - **Contact: Phone (916) 874-7642 (CA Relay 711) or email dco@saccounty.gov**

More information regarding disability inclusion strategies and resources from the Centers for Disease Control and Prevention (CDC):

- [Disability Barriers to Inclusion | Disability Inclusion | CDC](#)
- [Disability Inclusion Strategies | Disability Inclusion | CDC](#)
- [Resources for Facilitating Inclusion and Overcoming Barriers | Disability Inclusion | CDC](#)