



TOWN OF JONESBOROUGH

123 BOONE STREET
JONESBOROUGH, TN 37659
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Americans with Disabilities Act Plan

November 28, 2017

Transition and Implementation

Overview

The Americans with Disabilities Act (ADA) was approved by the federal government in 1990 (and updated periodically) to ensure that people with disabilities are not discriminated against. The definition of disabled is “*a physical or mental impairment that substantially limits one or more major life activities*” including someone who is disabled through a record of an impairment, is regarded as having an impairment, or is associated with someone who has a disability.

The ADA includes:

- Title I: Employees with disabilities are treated fairly in all areas including hiring, testing, discipline, benefits, use of leave.
- Title II: All services, programs, and activities are accessible to all when viewed in entirety.

The Town of Jonesborough, Tennessee (referred to as “Town”) is required to develop a plan to implement all components of the ADA. The Town has over 50 full and part time employees and, therefore, is required to have the plan in writing, the records maintained for at least three (3) years, and the plan and records available for the public to view.

Title I

The Town approved resolutions titled “Discrimination Prohibited-Title VI and VII” and “Discrimination Prohibited-ADA” which amend the Town’s Personnel Policy. See the Personnel Policy for issues or items related to employees.

Title II

The Town approved a resolution titled “General Town Non-Discrimination Policy” which states the Town will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, and activities.

The Town approved an ordinance adding Chapter 19 to the Jonesborough Municipal Code establishing the ADA Compliance and Advisory Committee which is comprised of Town Officials and citizens including citizens from the disability community.

The remainder of this plan addresses Title II with the following components:

1. Public Outreach
2. Facilities and Programs Inventory
3. Facilities and Programs Evaluation
4. Improvement Plan
5. Milestones
6. Records and Public Inspection

Accommodation Requests and Concerns

To the extent possible, the Town will provide an appropriate alternate format or auxiliary aids and services, including qualified sign language interpreters and assistive listening devices, whenever requested to ensure effective communication with members of the public who have hearing, sign or speech impairments, unless to do so would result in a fundamental alteration of the Town’s programs or an undue administrative or financial burden.

A person who requires an accommodation or an auxiliary aid or service to participate in a Town program, service or activity should submit a Citizens Accommodation Request and Concerns form or contact the Administrative Office at Town Hall, 423-753-1031 as far as possible, and no less than five (5) days, in advance of the scheduled event or program.

The Town will place no charge on an individual with a disability or any group of individuals with disabilities for providing reasonable accommodations approved by the Town.

If a citizen has a concern regarding accessibility or any other issue related to the ADA, they should submit a Citizens Accommodation Request and Concerns form or contact the ADA Coordinator.

The ADA Citizen Accommodation Request and Concerns form can be obtained at www.jonesboroughtn.org, calling 423-753-1031, or at 123 Boone Street in Jonesborough, TN, 37659.

ADA Coordinator

Contact Information:

Name: Phil Fritts
Address: 123 Boone St., Jonesborough, TN 37659
Phone: 423-753-1031
Email: philf@jonesboroughtn.org

ADA Compliance and Advisory Committee

The ADA Compliance and Advisory Committee (CAC) should have five (5) voting members including the ADA Coordinator, who serves as Chairperson. The members will be appointed by the Mayor serving at the pleasure of the Mayor and will remain on the CAC until replaced.

There will be additional ex officio members on the CAC providing technical and other assistance and could include:

- Building Inspector
- Town Engineer/Consulting Engineer
- Public Works Director
- Other Staff as deemed necessary
- Citizens from the disability community

The CAC should meet as necessary but at least on a quarterly basis during the calendar year, maintaining minutes of the meetings, to perform the following duties:

1. Assist in the development and periodically review of the Town's ADA Plan (ADAP) including the Transition and Implementation Plan (TIP) and provide suggested improvements, as appropriate.
2. Review of site development and/or architectural plans for new or redeveloped Town-owned or maintained facilities for compliance with the ADA. These plans do not need to be formally approved by the CAC but the CAC should provide review and feedback to the design professionals and Town staff to ensure compliance with the ADA.
3. The CAC shall serve as the Grievance Committee to hear complaints or grievances submitted to the Town by citizens concerning compliance with the ADA. The CAC

does not address or hear complaints or grievances related to employees under the Personnel Policy.

- a. The complaints should be submitted in writing, whenever possible, to the ADA Coordinator using the Town's Complaint Form. The Complaint Form can be obtained at www.jonesboroughtn.org or by contacting the ADA Coordinator.
- b. If the person filing the complaint is not able to physically write or type, the Town should, to the extent possible, provide reasonable accommodations to assist the person or allow the person to submit an alternate format.
- c. The Town complaint should include:
 - i. A detailed description of the complaint or grievance, and
 - ii. Date, time, and location of the complaint or grievance, and
 - iii. Name, phone number, address, and email (if applicable) of the complainant.
- d. The complaint is reviewed by the ADA Coordinator with assistance from others, as appropriate, and a written report generated for review by the Grievance Committee and available to the public.
- e. A date and time for the hearing is set and publicized on the Town's website and in a local newspaper. The hearing should occur within 45 days of the filing of the complaint unless more time is needed to review the complaint and generate the report. To extend the 45-day period to hear the complaint or grievance, the Grievance Committee must grant the extension and justify the reason for the extension unless all parties agree to the extension.
- f. If any party involved does not agree with the decision of the Grievance Committee, they may appeal the decision to the Town of Jonesborough's Board of Mayor and Aldermen.
- g. Approval or denial of the complaint or grievance should be by a simple majority and include justification for said decision.
- h. Files and information and minutes of the hearing related to the complaint or grievance and the decision by the Grievance Committee should be maintained by the Town for at least 5 years.

Public Outreach

The Town is required to create a public outreach plan to inform and educate the public of their rights and the Town's responsibilities under the ADA.

The Town's ADA Plan (ADAP) should be made available for review by the public upon request. The ADAP should be placed on the Town's website for review and/or download. Along with the ADAP, the Town's website should also include a web link to the ADA.

The Town, to the extent possible, should make reasonable accommodations to citizens with regards to the review of the ADAP. For instance, if a citizen does not have access to the internet, a hard copy of the ADAP should be made available. If the person is not able to read or is blind, the ADAP should be provided in a verbal format.

The information provided on the Town's website should include the ADA Coordinator's contact information and a statement that the public may provide comment or feedback on the ADAP to the ADA Coordinator.

The Town should provide the following other groups and entities with information regarding the Town's ADAP and encourage them to provide feedback on the plan and to review their own facilities and programs for accessibility issues or concerns:

1. Local business owners and/or associations.
2. Washington County Government since they own, occupy, and/or maintain facilities within the Town limits.
3. Disability groups or organizations.

Facilities and Programs Inventory

The Town should develop an inventory of all Town-owned and/or maintained facilities and programs. These could include, but not limited to, the following:

1. Buildings
2. Parking lots
3. Sidewalks and trails
4. Curb ramps at intersections and other locations
5. Transit stops
6. Parks
7. Programs such as theatre, athletic leagues, art classes, and other activities

Facilities and Programs Evaluation

Using the inventory developed, the Town should evaluate all Town-owned and/or maintained facilities and programs to assess the status of accessibility.

For physical facilities, the evaluation should use the “ADA Checklist for Existing Facilities”. The evaluation should be well documented explaining where, if any, facilities do not meet ADA and the improvements needed to comply.

For programs and activities, the evaluation should include not only the facilities the programs and activities use but also any reasonable accommodations that might be needed for citizens with a qualified disability. The accommodations could include, but not limited to, assistance with completing applications, sign language interpreters, and assisted listening devices.

Improvement Plan

Based on the evaluation of the Town’s facilities and programs, an improvement plan should be created. This improvement plan should include:

1. A detailed list of the improvements needed.
2. A schedule for implementing the improvements
3. The fiscal budget for the Town should include the improvements based on the implementation schedule.
4. The progress of the improvements should be monitored and documented until completion.

Milestones

<u>Item</u>	<u>Projected Completion Date</u>
Establish Compliance and Advisory Committee	October 10, 2016 (completed)
Develop ADA Plan and submit to Mayor	June 30, 2017 (completed)
Mayor selects the voting members of CAC	July 31, 2017 (completed)
Review of current outreach efforts	September 30, 2017 (completed)
Creation of Facilities and Programs Inventory	September 30, 2017 (completed)
Begin Evaluation of Facilities and Programs	March 31, 2018 (completed)
• Town Hall	
• Visitors Center	
• Seniors Center	
Create Initial Improvement Plan	June 30, 2018 (completed)
Continue Evaluation of Facilities and Programs	December 31, 2019
• Remaining facilities and programs	

Finalize Improvement Plan

March 31, 2019

Records and Public Inspection

The following records shall be maintained for at least three (3) years and made available to the public upon request:

1. ADA Compliance and Advisory Committee members list and meeting minutes.
2. The Grievance Committee's hearing minutes and decisions.
3. The facilities and programs evaluations. These shall be maintained for at least three (3) years from the date of completion.
4. The Improvement Plan including improvements completed. These shall be maintained for at least three (3) years from the date of completion.