

This sample is for informational purposes only.

Disability Access Plan Worksheet

To help ensure compliance with federal disability laws, recipients are encouraged to develop and periodically update a written plan regarding the provision of accessibility services for people with disabilities. Each element of this plan should include specific action items that the recipient will take to promote equal access to its programs and services by people with disabilities.

What is the name of this organization, program, or service?

What is the nature or mission of this organization, program, or service?

Section 504/ADA Coordinator

What is the name and contact information of the Section 504/ADA Coordinator?

Reasonable Modifications

A reasonable modification is any modification you make to your policies, practices, or procedures to avoid discrimination on the basis of disability. Specifically, it is a change in the way that your organization would normally operate that allows a person with a disability an equal opportunity to benefit from, participate in, or otherwise enjoy your program or service. Modifications should be made on a case-by-case basis, considering the unique needs and limitations of the individual due to his or her disability.¹

What is the process for requesting a reasonable modification?

What is your procedure for responding to requests for reasonable modifications?

Effective Communication and Auxiliary Aids

What types of auxiliary aids will be provided to participants?

¹ As a starting point in considering potential accommodations and modifications based on disability, visit <https://askjan.org/a-to-z.cfm>.

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- Alternative formats
 - Large Print Media
 - Braille Materials
 - Audio Recordings
 - Other:

- Audio/Video Captioning
- Qualified Readers
- Qualified Sign Language Interpretation (to include American Sign Language, Signed Exact English, Cued Speech, and combinations thereof) will be provided by:
 - In-person staff interpreters
 - In-person volunteer interpreters
 - In-person contract interpreter service
 - Name of service provider/s:

 - Video remote interpreting (VRI) services:
 - Name of service provider/s:

- Other communication aids:
 - _____
 - _____

How will you ensure the quality and effectiveness of the auxiliary aids and services that you provide?

For a sample Auxiliary Aid Policy, see: <https://www.hhs.gov/civil-rights/for-providers/clearance-medicare-providers/auxiliary-aids-persons-disabilities/index.html>.

Electronic and Information Technology

What types of electronic and information technology are used by this organization, program, or activity?

- Web-based Communications
- Online/Electronic Scheduling
- Software and Applications
- Videos and Multimedia
- Training, Instructional Materials and Online Learning Modules
- Computers/Laptops and other computing devices
- Copiers, Fax Machines, and other office equipment
- Digital Content, Files or Products
- Other computer files that are accessible to participants/the public.
- Other:

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How do you ensure that each type of electronic and information technology you utilize is accessible to individuals with disabilities?

If you are unable to make all of your electronic and information technology accessible because of undue financial and administrative burdens, or because it would fundamentally alter your program, how will you provide information in an alternative format that allow individuals with disabilities to receive the same benefits or services that are provided to individuals without disabilities?

Grievance Procedures

Do your grievance procedures include the following information?

- Name and contact information of 504 Coordinator
- Requested format for filing a complaint (i.e., in writing).
- Timeframe for filing a complaint
- Timeframe for issuing a decision
- How to appeal the decision
- How to file a complaint with the HHS Office for Civil Rights

How do you make your grievance procedures available to participants?

- On website
 - In welcome/application package
 - By request
 - Other:
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For Sample Grievance Procedures, see: <https://www.hhs.gov/civil-rights/for-providers/clearance-medicare-providers/section-504-grievance-procedure/index.html> and <https://www.hhs.gov/civil-rights/for-providers/clearance-medicare-providers/example-grievance-procedure/index.html>.

Training

Which staff members will receive disability access training?

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> Frontline Staff | <input type="checkbox"/> Volunteers |
| <input type="checkbox"/> Administrative Staff | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Managers and Supervisors | |
| <input type="checkbox"/> Health Care Providers | |
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What type/s of training will staff members receive and how often will they receive it? (For example: staff members will attend a 2-hour, in-person training and receive an annual email reminding them of our disability access policies and procedures).

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Notice

How will you notify program participants that reasonable modifications and auxiliary aids are available to them at no cost?

- Posting signs in intake areas and other entry points
 - Posting notice on website
 - Including notice outreach documents
 - Providing notice during initial point of contact
 - Other:
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For translated notice templates, see <https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html>.