

**The Maryland-National Capital Park and Planning Commission, Department of Parks
and Recreation, Prince George’s County
Americans With Disabilities Act (ADA) Transition Plan**



Wanda Ramos

Wanda Ramos, Deputy Director

Bill Tyler

Bill Tyler (Dec 18, 2024 11:58 EST)

Bill Tyler, Director

Peter Shapiro

Peter Shapiro, Chair
Prince George’s County Planning Board

TABLE OF CONTENTS

Acknowledgements.....3

Executive Summary.....4

Background/ADA Requirements4

Legislative Mandate5

History of Compliance.....5

ADA Transition Plan Strategy5

Undue Burden6

Safe Harbor Provisions6

Self-Evaluation requirements, Methods, and Status.....6

Barrier Removal Scheduling7

Construction Tolerances7

Physical Barrier Removal Priorities

 Priority One8

 Priority Two10

 Priority Three10

 Priority Four11

Program Barrier Removal Priorities11

 Accessibility.....11

Department Disability Services13

Historic Facilities14

Accessibility of Web Content and Mobile Apps14

Public Complaint Procedures14

Public Opportunity to Participate in Plan Development15

Appendix I - Definitions.....16

Appendix II - Federal and State of Maryland Program Accessibility Guidelines,
Standards, and Resources.....18

Appendix III - Findings Report from Public Outreach26

Appendix IV – M-NCPPC Notice 15-01E – ADA Grievance Procedure.....29

Acknowledgements

The Maryland-National Capital Park and Planning Commission (M-NCPPC)

Department of Parks and Recreation, Prince George's County

Bill Tyler, Director, Department of Parks and Recreation, Prince George's County
Steven Carter, Deputy Director, Parks and Facilities Management
Leonard Pettiford, Deputy Director, Administration and Development
Wanda Ramos, Deputy Director, Recreation and Leisure Services
Sean Harbaugh, Chief of Staff, Office of the Director

ADA Transition Plan Core Team Members

Kathy Consoli, Division Chief, Compliance, Performance, and Innovation Division (CPID)
Paula Benjamin, Performance Plan Manager, CPID
Carla Hilling, Performance Plan Associate, CPID

ADA Transition Plan Subject Matter Experts

Mary Bowie, Disability Services Manager, Special Programs Division (SPD), Acting ADA Coordinator
Edward Day, Chief Historic Preservation Officer, Natural Historic Resources Division (NHRD)
Sherri Eley, Assistant Division Chief, Management Services Division (MSD)
Rose Harris, Accessibility/Plans Examiner, Capital Planning + Development Division (CPDD)
Emily Lawrence, Therapeutic Recreation Regional Manager, SPD
Patrick Obi, Architect, Facility Services Division (FSD)
Tanya Simmonds, Administrative Supervisor, NHRD
Bridget Stesney, Division Chief, CPDD
Gina Vaughan, Historic Preservation and Special Projects Manager, NHRD

ADA Transition Plan Consultant

John Henderson, Consultant, Green Spaces For DC

Executive Summary

The Department of Parks and Recreation, Prince George's County, in partnership with County residents, provides comprehensive park and recreation programs, facilities, and services that support healthy lifestyles and respond to changing needs within County communities. We evaluate our facilities and programs and track changes to ensure that these assets and amenities are ADA compliant every 5-10 years. While efforts have been made to renovate numerous M-NCPPC spaces and make newly built facilities universally accessible, some of our facilities are not accessible to people of all abilities. This ADA Transition Plan is a step in the process toward adapting our parks and amenities to work for everyone.

In this report, we summarize the present regulations and our approach to a Transition Plan, which will prioritize the modifications to provide fully accessible facilities. Some small modifications, like improving paving, will be achieved in the short term, while other building-wide renovations will take more time. This ADA Transition Plan establishes the priorities and actions required to provide access to facilities and programs based upon a comprehensive self-evaluation of existing conditions.

Background/ADA Requirements

The Americans with Disabilities Act (ADA) of 1990 provides comprehensive civil rights protections to individuals with disabilities in the areas of employment, public accommodations, state and local government services, and telecommunications. The ADA defines a disability, with respect to an individual, in one of three ways: 1) having a physical or mental impairment that substantially limits one or more major life activities, 2) having a record or history of such impairment or 3) being perceived by others as having such an impairment. Major life activities include, but are not limited to caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating and working.

Title II of the law covers programs and services provided by local government, which applies to the Department of Parks and Recreation, Prince George's County. Under Title II, public entities must take all reasonable measures to render their programs accessible to individuals with disabilities and reasonably modify policies and procedures to avoid discrimination against them. Entities must initiate the process by evaluating the accessibility of their facilities and programs. The evaluations must then be used to create a Transition Plan that aims to achieve accessibility for as many people as reasonably possible.

The absence of discrimination requires that physical and programmatic accessibility be provided. Physical accessibility requires that a facility be barrier-free. Barriers include any obstacles that prevent or restrict the entrance to or use of a facility. Program accessibility includes physical accessibility. It also ensures that all policies, practices, and procedures enable people with disabilities to participate in programs and be able to access essential information. Program accessibility requires that individuals with disabilities be provided an equally effective opportunity to participate in or benefit from a public entity's programs and services. Program accessibility may be achieved by either structural or nonstructural methods. Non-structural methods include acquisition or redesign of equipment, assignment of aides to beneficiaries, and provision of services at alternate sites.

Legislative Mandate

The ADA's legislative mandate is implemented and administered by the Department of Justice (DOJ), which promulgates the regulations and enforces the ADA. The DOJ requires local government entities to perform functions, including the following:

- Complete a self-evaluation to identify and evaluate all programs, activities, and services
- Review all policies and procedures that govern the administration of programs, activities, and services
- Develop a Transition Plan if the self-evaluation identifies barriers to access and structural modifications required for compliance with the law
- Develop an ADA resident complaint procedure; and
- Designate a person to be responsible for overseeing Title II compliance

History of Compliance

The Department of Parks and Recreation, Prince George's County, has had a long history of accessibility compliance and inclusion. In 1974, the Special Services Division, now called the Special Programs Division, was created in response to the need for recreational opportunities for County residents with disabilities. This occurred 16 years prior to the ADA mandate. From specialized therapeutic recreation programs to the wide range of disability accommodations to promote and support the option for inclusive recreation, the Department supports and offers a full continuum of programs and services. We have the largest dedicated, community-based Disability Services Team in the State of Maryland, and we are a locally and nationally recognized award-winning service provider. We offer recreational programs and services that promote and facilitate individual choices. Patrons may choose to participate in specialized therapeutic recreation programs, with the support of inclusion services, or independently. At any time, patrons may use the full continuum of programs and services to facilitate participation.

ADA Transition Plan Strategy

The ADA Self-Evaluation and Transition Plan are intended to provide a framework for the continuous improvement of Department programs and facilities for people with disabilities. The Transition Plan is intended to be a living document regularly updated as programs and services change, barriers are removed, and new facilities come under ownership or control of the Department. Programs, activities, and services offered to the public must be accessible for people with and without disabilities. Accessibility applies to both recurring amenities and unique amenities. Recurring amenities are facilities or features occurring in parks such as playgrounds, athletic fields, basketball, and tennis courts. Unique amenities are identified as nonrecurring experiences that are not duplicated or offered at multiple locations within the Department such as trap and skeet, miniature golf, equestrian center, historic sites, miniature train, carousel, and ice rinks.

The Formula 2040 Functional Master Plan for Parks Recreation and Open space, adopted September 18, 2013, established nine service areas. The plan projects growth across Prince George's County with the assumption that by the year 2040 most of the County will be built out with a population of over one million. The plan determines the numbers and types of recreation facilities that will be needed in each service area. The Department's strategy is to ensure that at least one in three recurring amenities in each of the nine Formula 2040 Service Areas and all unique amenities are accessible without creating an undue burden. This strategy considers factors such as population density, park type (countywide or community), amenity uniqueness, and accessibility of therapeutic and disability programming. The goal of this strategy is to ensure that the programs, services, and opportunities offered are accessible to all regardless of abilities.

Undue Burden

The Department of Parks and Recreation is not required to take any action that it can demonstrate would result in a fundamental alteration in its program or activity, would create a hazardous condition resulting in a direct threat to the participant or others, or would represent an undue financial and administrative burden. The determination that an undue burden would result must be based on an evaluation of all resources available for use. For example, if a barrier removal action is judged unduly burdensome other options must be made available for providing access to the benefits, services, or activities by individuals with disabilities.

Safe Harbor

The 2010 ADA regulations introduced the concept of “safe harbor”, which allows facilities built prior to March 15, 2012, that comply with the 1991 ADA Standards to remain as-is until the structural feature is altered.

Self-Evaluation Requirements, Methods, and Status

The ADA Self-Evaluation and Transition Plan is intended to provide a framework for the continuous improvement of the Department’s programs and facilities for people with disabilities. The ADA Self-Evaluation for programmatic access identifies and makes recommendations to correct those policies and practices in the above-mentioned programs and services that are inconsistent with Title II requirements and result in limitations on access for persons with disabilities. As part of the self-evaluation process, the Department will:

- Identify programs, activities, and services
- Review the policies, practices, and procedures that govern the administration of programs, activities, and services
- Provide opportunity for public comment
- Make the report available to the public
- Correct any programs, activities, and services that are not consistent with the requirements

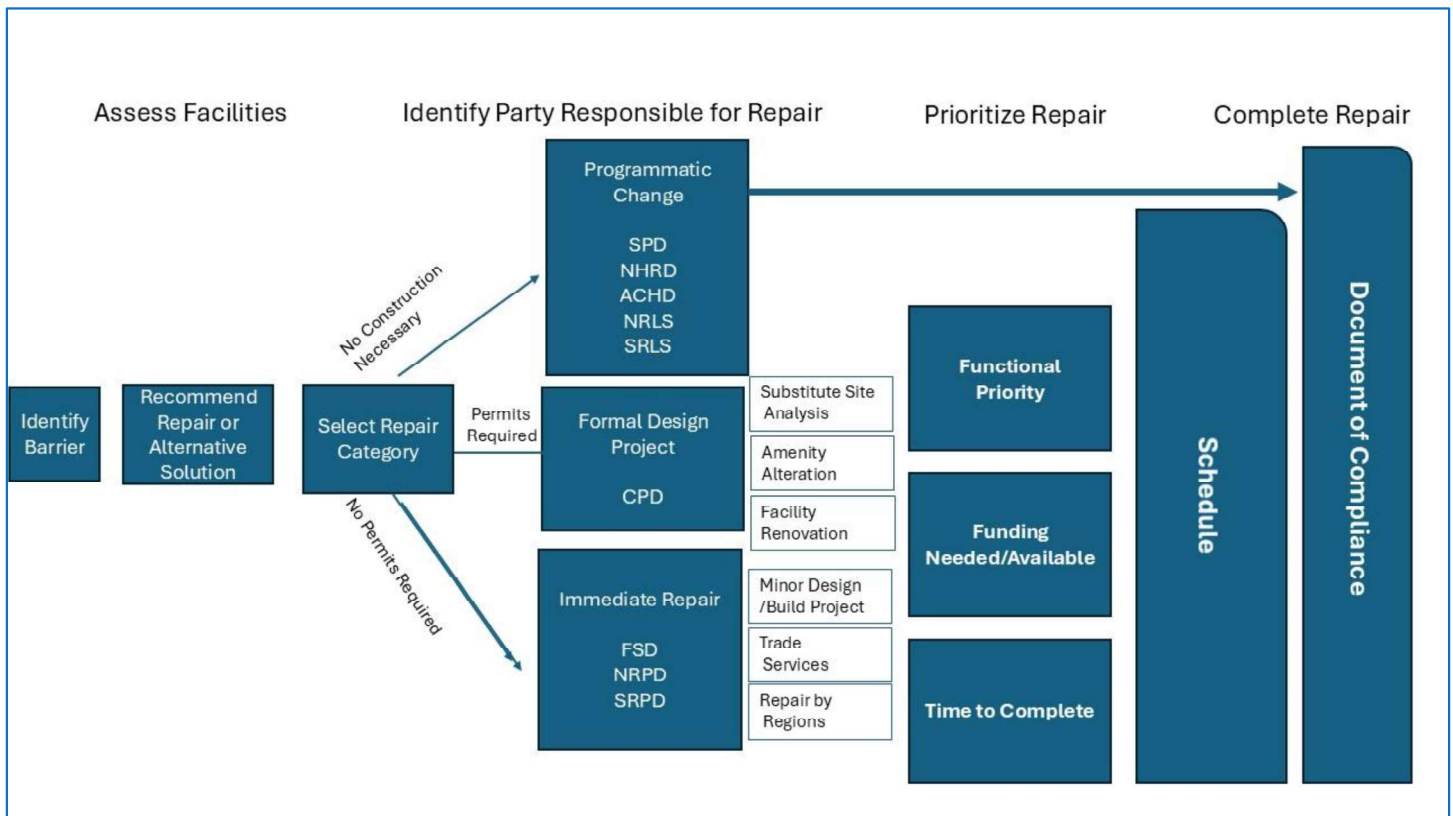
A transition plan is a document that outlines a strategy to work toward compliance with the Americans with Disabilities Act. The Transition Plan identifies barriers for persons with disabilities and a schedule to remove those barriers over time, and must include:

- A detailed outline of the methods to be used to remove barriers and make the facilities accessible;
- A schedule for taking the steps necessary to achieve compliance with the ADA, Title II;
- Provide opportunity for the public to comment on the Transition Plan; and
- The name of the individual responsible for the plan’s implementation

The Department has performed a self-evaluation of the interiors and exteriors of its recreation centers, administrative buildings, and parks, to determine if there are barriers to services, programs, and activities for persons with disabilities. It has identified access barriers for people with disabilities and has developed a schedule for barrier removal to comply with Title II and the ADA.

Barrier Removal Scheduling

Barriers identified at all Department facilities will be removed systematically, based on established program access priorities. The Barrier Identification and Priority Determination Flowchart shows the process of identification of a barrier through documentation of compliance.



The proposed FY25-FY30 Capital Improvement Plan (CIP) budget has allocated \$7.5 million in funds for ADA improvements. This does not include the funding for new construction. There is also an ADA component to all CIP projects including restoration of historic properties, provided the restoration is within compliance of the Secretary of Interior Standards for Preservation.

The Department reserves the right to modify barrier removal priorities to allow flexibility in accommodating community requests and petitions for reasonable modifications from persons with disabilities, changes in programs, and funding opportunities and constraints. Interim measures will be explored and implemented to provide programmatic access to the public, pending the implementation of physical barrier removal projects.

Construction Tolerances

The ADA Standards reflect the need for small variations between the standards and the resulting constructed feature. All dimensions are subject to conventional industry tolerances except where the requirement is stated as a range with specific minimum and maximum end points. Otherwise, application of conventional industry tolerances must be on a case-by-case, project-by-project basis. Conventional building industry tolerances include those for field conditions and those that may be a necessary consequence of a particular manufacturing process.

Recognized tolerances are not intended to apply to design work. Full compliance with ADA standards is to be achieved for new design and construction.

Physical Barrier Removal Priorities

Priority One

Removing barriers that impede accessibility at the main entrance of a facility or improving the path of travel to the portion of the facility where program activities take place.

Examples:

- Connection to the public rights-of-way
- Parking and passenger loading
- Entrance walks
- Entrance ramps
- Entrance stairs
- Entrance doors

Priority One Projects being completed include:

Tantallon N. NH Park.

11951 Autumnwood Lane FT Washington

Parking Lot: New concrete ADA parking spots.

School House Pond Conservation Area.

14700 Gov. Oden Bowie Drive Upper Marlboro

New ADA concrete walkway ramp to include steps and railings.

New Orchard NH Park.

606 New Orchard Place Largo

Parking Lot: New concrete ADA parking spaces and a new walkway to the playgrounds.

Auth Village NH Park.

6111 Baxter Drive Suitland

Parking Lot: New concrete ADA parking spots.

Captain's Cove NH Park.

13300 Warburton Drive FT Washington

New concrete sitting area at the bottom of the playground.

Watkins Regional Park (Campground Comfort Station).

310 Watkins Park Drive Upper Marlboro

New asphalt roadway for the entire campground circle, and new concrete walkway access to the comfort station.

Due to the need to comply with the Department of Health and Mental Hygiene guidelines, aquatic facilities were added to Priority One. The following aquatic facilities offer pool lifts, water wheelchairs, water walkers, accessible pool stairs with double grab rails and/or sloped entries. Not all pools have the same accessible amenities.

Year-round Pools (* indicates that facility has both indoor and outdoor facilities)

Allentown Splash, Tennis, and Fitness Park*

7210 Allentown Road

Fort Washington, MD 20744

301-449-5567

Fairland Sports and Aquatics Complex
13820 Old Gunpowder Road
Laurel, MD 20707
301-362-6060

Prince George's Sports & Learning Complex
8001 Sheri-ff Road
Landover, MD 20785
301-583-2400

Rollingcrest-Chillum Splash Pool
6122 Sargent Road
Chillum, MD 20782
301-853-9115

Southern Area Aquatics & Recreation Complex
13601 Missouri Avenue
Brandywine, MD 20613
301-782-1442

Southern Regional Aquatic Wellness Center
7011 Bock Road
Fort Washington, MD 20744
301-749-4180

Theresa Banks Memorial Aquatics Center/Glenarden Complex
8615 McLain Avenue
Glenarden, MD 20706
301-772-5515

Summer Pools:

Ellen E. Linson Splash Park
5211 Campus Drive
College Park, MD 20740
301-277-3717

Glenn Dale Splash Park
11901 Glenn Dale Boulevard
Glenn Dale, MD 20769
301-772-5515 pre-season
301-352-8980 summer

Hamilton Splash Park
3901 Hamilton Street
Hyattsville, MD 20781
301-853-9115 pre-season
301-779-8224 summer

J. Franklyn Bourne Memorial Pool
6500 Calmos Street
Seat Pleasant, MD 20743
301-583-2400 pre-season
301-350-4422 summer

Lane Manor Splash Park
7601 West Park Drive
Hyattsville, MD 20783
301-853-9115 pre-season
301-422-7284 summer

North Barnaby Splash Park
5000 Wheeler Road
Oxon Hill, MD 20745
301-749-4180 pre-season
301-894-1150 summer

The Department also has two aquatic facilities with adult changing stations. These were installed as a best practice in response to the 2022 State of Maryland ADA updates.

Southern Area Aquatics and Recreation Complex
13601 Missouri Avenue
Brandywine, MD 20613

Southern Regional Aquatic Wellness Center
7011 Bock Road
Fort Washington, MD 20744

Priority Two Projects

Removing barriers that impede access to program use areas. Examples:

- Transaction counters
- Recreation environments/features
- Public offices
- Public restrooms

Priority Three Projects

Removing barriers that impede access to amenities serving program areas. Examples:

- Drinking fountains
- Site furnishings
- Vending machines

Priority Four Projects

The fourth priority addresses features that are not required to be modified for accessibility because no public programs, services, or activities are provided in this area, or there are duplicate accessible features nearby. This priority also includes historic sites, properties, and unique amenities.

Program Barrier Removal Priorities

The ADA Self-Evaluation for programmatic access identifies and recommends correcting those policies and practices in programs and services that are inconsistent with Title II requirements and result in limitations on access for persons with disabilities.

In consultation with our Therapeutic Recreation staff, the following priorities have been identified:

- Indoor aquatic facilities
- Facilities that do not have alternative spaces for therapeutic recreation
- New construction

In October 2021, The State of Maryland incorporated adult changing stations as a requirement for ADA compliance and the Department has begun implementation.

Some criteria for prioritization of upgrades are:

- Level of use by the public: Facilities that have an elevated level of public use can be assigned a higher priority
- Program uniqueness: Some programs are unique to a building, facility, or park and cannot occur at another location
- Geographic distribution: Selecting a range of facilities that are distributed throughout Prince George's County and considering the proximity of these facilities to public transportation
- Critical nature of the service provided: Facilities that provide services related to accessibility, health, safety, and the administration of essential services such as permitting and licensing can be assigned a higher priority
- Identified complaints: Facilities that have a history of complaints related to accessibility can be assigned a higher priority

The Formula 2040 Functional Master Plan serves as the strategic plan for the Department of Parks and Recreation, Prince George's County. Formula 2040 divides the county into nine service areas. For this Transition Plan, we worked with our disability services team to select three high-need facilities in different service areas to ensure we are meeting the needs of most County residents:

- Vansville Park Building is in the northern portion of the County in Service Area 1
- Lake Arbor Community Center is in the central portion of the County in Service Area 6
- Allentown Splash, Tennis, and Fitness Park is in the southern portion of the County in Service Area 8

Accessibility - Steps for Accessible and Inclusive Programs

Taking the following steps ensures that the Department of Parks and Recreation, Prince George's County recreation programs are accessible and inclusive for all participants, including those with disabilities:

1. Review Legal Requirements: Inform staff of relevant laws and regulations such as the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act. This includes Title II of the ADA, which prohibits discrimination based on disability in programs and services provided by state and local governments, including recreation and parks departments.
2. Conduct a Comprehensive Assessment: Assess all aspects of programs, including facilities, services, programs, policies, and procedures. Identify any barriers that exist, including physical (e.g., lack of ramps, inaccessible restrooms), communication barriers (e.g., inadequate signage, inaccessible website), policy-related barriers (e.g., inadequate, or outdated policies), programmatic barriers (e.g., lack of accommodations), attitudinal barriers (e.g., lack of awareness and understanding of disabilities).
3. Policy and Procedure Review and Development: Evaluate existing policies, procedures, and practices to identify and remove barriers to programmatic accessibility. Develop new policies and update existing ones

to promote inclusivity, reasonable accommodations, and effective communication. Ensure policies comply with ADA requirements and incorporate best practices for accommodating individuals with disabilities.

4. Reasonable Modifications: Establish procedures for requesting and providing reasonable modifications and adaptations, such as modified program formats, auxiliary aids and services, or additional support services. Work closely with participants to identify their specific needs and preferences to determine appropriate accommodations to ensure full participation in programs and activities.
5. Program Design and Development: Incorporate universal design principles to create environments, services, and programs that are accessible and usable by people of all abilities, without the need for adaptation or specialized design. This includes flexibility in program design to accommodate a wide range of individual preferences and abilities and offering multiple ways for participants to engage with the program, such as different formats, modalities, or levels of challenge. Best practices include:
 - a. Communicate program information, schedules, and registration procedures in accessible formats, such as large print, Braille, and electronic formats compatible with screen readers.
 - b. Provide clear and concise information about accessibility features and accommodations available for each program.
 - c. Use inclusive language and imagery in promotional materials to welcome participants of all abilities.
 - d. Provide adaptive equipment, assistive devices, and specialized resources to accommodate participants with disabilities.
 - e. Offer options for modified equipment, adaptive technology, and personal assistance to facilitate full participation in program activities.
6. Training and Education: Train staff on ADA requirements, disability awareness, inclusive practices, effective communication techniques, and procedures for accommodating individuals with disabilities. Provide ongoing education to equip staff with the skills and knowledge to assist, support, and encourage participants with diverse needs.
7. Promote Accessibility Awareness: Raise awareness among program participants, staff, and the broader community about the importance of programmatic accessibility. Share information about available accommodations and resources to encourage inclusivity.
8. Provide Resources and Support: Allocate appropriate resources (e.g., funding, staffing) and provide ongoing support to facilitate the implementation of accessibility measures. This may include access to assistive technology, and additional staff training.
9. Community Outreach and Engagement: Collaborate with local disability organizations, advocacy groups, and community partners to gather feedback and input on accessibility needs and priorities, promote inclusive programming, and raise awareness of accessibility resources available with participants, families, and caregivers to build meaningful connections and foster a sense of belonging within the community.
10. Feedback Mechanisms: Establish feedback mechanisms for individuals with disabilities to provide input on the accessibility of programs and services. These could include comment cards, online surveys, or designated staff members to receive feedback. Use this feedback to continually improve and refine the accessibility of our programs.
11. Monitor Progress: Regularly monitor and report progress toward ADA compliance and evaluate the effectiveness of accessibility efforts. Adjust the transition plan as needed based on feedback, changing needs, and emerging best practices.

12. **Document Compliance Efforts:** Maintain thorough documentation of all accessibility assessments, remediation efforts, training initiatives, and other activities related to programmatic accessibility to demonstrate compliance with Title II of the ADA.
13. **Continuous Improvement:** Commit to ongoing efforts to enhance programmatic accessibility in recreation and parks. Stay informed about new developments in accessibility standards and technologies and strive for continuous improvement in serving individuals of all abilities.

By following these steps, the Department can create inclusive environments that provide equitable access to recreational opportunities for individuals of all abilities.

Department Disability Services

The Disability Services Team comprises 14 full-time career Therapeutic Recreation staff, 9 full-time career Program Access staff, and approximately 170 intermittent staff. Therapeutic Recreation programs are specialized programs designed to meet the needs of all participants with disabilities. Programs are offered in small groups with a high staff to participant ratio and are highly structured by trained staff utilizing adaptive equipment. These include adaptive aquatics and fitness, after-school programs, sports programs, summer day camps, teen, and adult social clubs, and performing arts. Program Access or Inclusion Services provide reasonable accommodations and modifications to ensure that general recreation programs are inclusive and accessible for individuals with disabilities.

Reasonable modifications and adaptations, which are based on individualized needs and assessed on a case-by-case basis, are available to support participation. These services include sign language interpretation, assistive listening devices, large print/braille materials, audio description, disability training, adaptive equipment, use of companions, and trained support staff. The Disability Services team also provides extensive ongoing training to Departmental staff, regarding accessibility requirements, disability etiquette, and customer service. The purpose statement of the Disability Services Team is to provide Prince George's County residents with disabilities opportunities to participate in community recreation programs of their choice.

The Program Access staff are de-centralized from the Therapeutic Recreation staff and operate from the two Recreation and Leisure Services operations offices (north and south). To ensure compliance and maintain consistency, specific operating procedures are used to help standardize roles and responsibilities, processes, and plan development. This unique team has dedicated funding and access to resources to provide individualized modifications to address requests for assistance, as well as community-wide support for temporary festivals and special event access.

Best practices include:

- Maintaining RID-certified on-call American Sign Language interpreters.
- Enlarging Printed Materials - A copy machine capable of enlarging printed materials should be available for staff.
- Mandatory training on Disabilities and Disability Etiquette - The Department conducts mandatory training for all Therapeutic Recreation staff and seasonal staff who work with people with disabilities.
- Assisted Listening Devices - Systems and devices to amplify sound for persons with hearing disabilities should be available for public meetings and events. Various technologies exist for these devices. Several types of devices are more suitable for diverse types of hearing disabilities. Devices should be chosen to accommodate the greatest number of individuals.

Historic Facilities

The Department manages approximately 46 historic structures, 14 of which are not open to the public. One of the historic structures where programming takes place is owned by the State of Maryland Department of Natural Resources (DNR). Seven are owned by the Maryland Historic Trust. Any physical alteration of the structures, including barrier removal, must be approved by the appropriate owners.

The Capital Improvement Plan (CIP) budget has a contingency for ADA improvements to restore historic structures. Restoration work must comply with the Secretary of Interior Standards for Preservation and may fall under the International Building Codes for Historic Structures, Chapter 12.

To accommodate persons with disabilities, each structure adds its own enhancements. For example, Surratt House and Marietta Mansion provide iPads with interpretation videos of areas that are not accessible (usually the 2nd floor). Montpelier Mansion has a PowerPoint presentation and photographs of the 2nd floor. Riversdale House Museum has a video tour of the 2nd floor.

Accessibility of Web Content and Mobile Apps

The ADA requires that state and local governments provide individuals with disabilities with effective communication, reasonable modifications, and an equal opportunity to participate in or benefit from their services, programs, and activities before April 26, 2027. The web content of state and local governments must meet WCAG 2.1, Level AA. The rule applies to web content that a state or local government provides or makes available.

“Web content” is defined as the information and experiences available on the web, like text, images, sound, videos, and documents. There are limited exceptions for some kinds of content that are not as frequently used or that may be particularly hard for state and local governments to address right away.

State and local governments should have accessible content on both web and mobile app platforms. It is not permitted to have content that is not accessible in one version and that is accessible in another, even if both provide the same information and features.

The Department uses multiple methods to comply with the ADA requirements for web content and mobile app accessibility. Every page on the www.pgparks.com website has a button that allows for a suite of ADA Tools including contrast control, highlight links, font size, text spacing, pause animations, hide images, Dyslexia friendly, and cursor control.

Public Complaint Procedures

Pursuant to M-NCPPC Notice 15-01E Grievance Procedure under the Americans with Disabilities Act (see Appendix), patron complaints should be in writing and contain information about the alleged discrimination such as name, address, phone number, number of complainant, and location, date, and a description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available upon request for persons with disabilities.

If a public entity has 50 or more employees, it is required to designate at least one responsible employee to coordinate ADA compliance. The ADA Coordinator organizes efforts to comply with Title II and investigates any complaints related to alleged violations of Title II of the ADA. The ADA Coordinator is also responsible for coordinating the efforts to comply with all other applicable State and Federal physical and program accessibility requirements.

The complaint should be submitted as soon as possible but no later than 60 calendar days after the alleged violation, to the appropriate departmental ADA Coordinator/office listed below, based on the department/location offering the program/services:

M-NCPPC, Department of Parks and Recreation, Prince George's County
Mary Bowie, Disability Services Manager
7833 Walker Drive, Suite 110, Greenbelt, MD 20770
Phone 301-446-3412, Fax 301-446-3401, Maryland Relay 7-1-1 Disabilityservices@pgparks.com

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or their designee will meet with the complainant to discuss the complaint and resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of M-NCPPC and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Executive Director or their designee:

M-NCPPC
Office of the Executive Director
6611 Kenilworth Avenue, Riverdale, MD 20737
Phone 301-454-1740, Fax 301-454-1750, Maryland Relay 7-1-1

Within 15 calendar days after receipt of the appeal, the Executive Director or their designee will meet with the complainant to discuss the complaint and resolutions. Within 15 calendar days after the meeting, the Executive Director or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or their designee appeals to the Executive Director or their designee, and responses from the ADA Coordinator and/or the Executive Director will be retained by M-NCPPC for at least three years.

Public Opportunity to Participate in Plan Development

The public must be given the opportunity to participate in the development of the ADA Transition Plan. The Department has provided opportunities for the public to participate in the development of the plan by attending events and caregivers' retreats, providing opportunities through newsletters, and publishing an online survey.

The three methods of communication will allow us to meet people where they are, provide groups such as veterans and seniors to express their specific needs, and allow us to reach the largest audience possible. A summary of the comments received, and the action taken in response are summarized in the Appendix.

Appendix I – DEFINITIONS

The following is a summary of many definitions found in the ADA. Please refer to the Americans with Disabilities Act for the full text of definitions and explanations.

Auxiliary Aids and Services

The term auxiliary aids and services include:

- Qualified interpreters or other effective methods of making orally delivered materials available to individuals with hearing impairments;
- Qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals with visual impairments; and
- Acquisition or modification of equipment or devices; and other similar services and actions.

Complaint

A complaint is a claimed violation of the ADA.

Disability

The term disability means, with respect to an individual:

- A physical or mental impairment that substantially limits one or more of the major life activities of such individual;
- A record of such impairment; or
- Being regarded as having such an impairment.

Discrimination On the Basis of Disability

Discrimination on the basis of disability means to:

- Limit, segregate, or classify a citizen in a way that may adversely affect opportunities or status because of the person's disability;
- Limit, segregate, or classify a participant in a program or activity offered to the public in a way that may adversely affect opportunities or status because of the participant's disability;
- Participate in a contract that could subject a qualified citizen with a disability to discrimination;
- Use any standards, criteria, or methods of administration that have the effect of discriminating on the basis of disability;
- Deny equal benefits because of a disability;
- Fail to make reasonable accommodations to known physical or mental limitations of an otherwise qualified individual unless it can be shown that the accommodation would impose an undue burden on the organization's operations; and
- Use selection criteria that exclude otherwise qualified people with disabilities from participating in the programs or activities offered to the public.

Having A Record of Impairment

An individual is disabled if he or she has a history of having an impairment that substantially limits the performance of a major life activity; or has been diagnosed, correctly or incorrectly, as having such impairment.

Impairment

Physical or mental impairments may include, but are not limited to vision, speech, and hearing impairments; emotional disturbance and mental illness; seizure disorders; mental retardation; orthopedic and neuromotor disabilities; learning disabilities; diabetes; heart disease; nervous conditions; cancer; asthma; Hepatitis B; HIV infection (HIV condition); and drug addiction if the addict has successfully completed or is participating in a rehabilitation program and no longer uses illegal drugs.

The following conditions are not physical or mental impairments: transvestitism; illegal drug use; homosexuality or bisexuality; compulsive gambling; kleptomania; pyromania; pedophilia; exhibitionism; voyeurism; pregnancy; height; weight; eye color; hair color; left-handedness; poverty; lack of education; a prison record; and poor judgment or quick temper if not symptoms of a mental or physiological disorder.

Qualified Individual with A Disability

A qualified individual with a disability means an individual with a disability who, with or without reasonable modification to rules, policies, or practices; the removal of architectural, communication, or transportation barriers; or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the Department of Parks and Recreation, Prince George's County.

Reasonable Program Modifications

If the individual's disabilities prevent them from performing the essential functions of the program or activity, it is necessary to determine whether reasonable program modifications would enable an individual to perform the essential functions of the program or activity.

Reasonable program modification is any change in program or activity or in the way things are customarily done that enables an individual with a disability to enjoy equal program opportunities.

Accommodation means modifications or adjustments:

- To a registration or application process to enable an individual with a disability to be considered for the program or activity;
- To the program or activity environment in which the duties of a position are performed so that a person with a disability can perform the essential functions of the program or activity; and
- That enables individuals with disabilities to enjoy equally the benefits of the program or activity as other similarly situated individuals without disabilities enjoy.

Modification includes making existing facilities and equipment used by individuals readily accessible and usable by individuals with disabilities.

Modification applies to:

- All decisions and to the application or registration process;
- All services provided in connection with the program or activity; and
- Known disabilities only.

Modification is not required if:

- It changes the essential nature of a program or activity of the person with a disability;
- It creates a hazardous situation;
- Adjustments or modifications requested are primarily for the personal benefit of the individual with a disability; or
- It poses an undue burden on the Department of Parks and Recreation, Prince George's County;
- It changes or alters the historic integrity or fabric of a historic structure.

Regarded As Having a Disability

An individual is disabled if she or he is treated or perceived as having an impairment that substantially limits major life activities, although no such impairment exists.

Substantial Limitations on Major Life Activities

Individuals are disabled if they have a physical or mental impairment that (a) renders them unable to perform a major life activity, or (b) substantially limits the condition, manner, or duration under which they can perform a particular major life activity in comparison to other people. Major life activities are functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.

In determining whether physical or mental impairment substantially limits the condition, manner, or duration under which an individual can perform a particular major life activity in comparison to other people, the following factors shall be considered:

- The nature and severity of the impairment;
- The duration or expected duration of the impairment; and
- The permanent or long-term impact (or expected impact) of or resulting from the impairment.

Undue Burden

Undue Burden means significant difficulty or expense incurred in the provision of accommodation. Undue burden includes, but is not limited to, financial difficulty. Undue burden refers to any modification that would be unduly costly, extensive, substantial, disruptive, or that would fundamentally alter the nature of operation of the business of the agency.

Whether a particular accommodation will impose an undue hardship is determined on a case-by-case basis. If a particular modification is determined to cause an undue burden to the agency, the agency shall attempt to identify another modification that would not pose such a burden. If cost causes the undue burden, the agency must consider whether funding for modification is available from an outside source. If no such funding is available, the agency must give the person with a disability the opportunity to provide the modification or to pay for that portion of the modification that constitutes an undue burden.

The following factors shall be considered in determining whether a program modification would create an undue burden: the nature and cost of the modification, the financial resources of the agency available to make the modification, the impact the expense of the accommodation will have on the affected operation, and the permanence of the alterations affecting the site.

Appendix II - FEDERAL AND STATE OF MARYLAND PROGRAM ACCESSIBILITY GUIDELINES, STANDARDS, AND RESOURCES

There are both State and Federal regulations for accessible facilities. Below are resources for both the Federal and State of Maryland facility regulations.

U.S. DEPARTMENT OF JUSTICE

The U.S. Department of Justice provides many free ADA materials including the Americans with Disability Act (ADA) text. Printed materials may be ordered by calling the ADA Information Line (800) 514-0301 (Voice) or (800) 514-0383 (TTY). Publications are available in standard print as well as large print, audiotape, Braille, and computer disc for people with disabilities. Documents, including the following publications, can also be downloaded from the Department of Justice website.

- ADA Website: <http://www.ada.gov/>
- Access Board's Accessibility Requirements: [U.S. Access Board - Home \(access-board.gov\)](http://www.access-board.gov/)
- Department of Justice ADA: <http://www.justice.gov/crt/about/drs/>
- Equal Employment Opportunity Commission (EEOC): <http://www.eeoc.gov/>
- USA.Gov Disability Services: <https://www.usa.gov/disability-services>
- U.S. Department of Labor: <http://www.dol.gov/odep/about/> (Office of Disability Employment Policy, Tax Incentives for Business)

ADA REGULATION FOR TITLE II

This publication describes Title II of the Americans with Disabilities Act, Pub. L. 101-336, which prohibits discrimination on the basis of disability by public entities. Title II of the ADA protects qualified individuals with disabilities from discrimination based on disability in the services, programs, or activities of all state and local governments. This rule adopts the general prohibitions of discrimination established under section 504 and the requirements for making programs accessible to individuals with disabilities and providing equally effective communications. It also sets forth standards for what constitutes discrimination based on mental or physical disability, provides a definition of disability and of qualified individual with a disability, and establishes a complaint mechanism for resolving allegations of discrimination.

<https://www.ada.gov/law-and-regs/regulations/title-ii-2010-regulations/>

TITLE II TECHNICAL ASSISTANCE MANUAL (1993) AND YEARLY SUPPLEMENTS

The manual explains in lay terms what state and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner. Many examples are provided for practical guidance.

<http://www.ada.gov/taman2.html>

ACCESSIBILITY OF STATE AND LOCAL GOVERNMENT WEBSITES TO PEOPLE WITH DISABILITIES

The 5-page publication provides guidance on making state and local government websites accessible.

<http://www.ada.gov/websites2.htm>

ADA INFORMATION FOR LAW ENFORCEMENT

This page contains compliance assistance materials to help state and local law enforcement officers understand how to interact with victims, witnesses, suspects, and others who have disabilities.

<http://www.ada.gov/policeinfo.htm>

TITLE II: U.S. DEPARTMENT OF JUSTICE PUBLICATIONS

TITLE II TECHNICAL ASSISTANCE MANUAL | SUPPLEMENT

A 56-page manual that explains in lay terms what state and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner. (1993)

<http://www.ada.gov/taman2.html>

THE ADA AND CITY GOVERNMENTS: COMMON PROBLEMS | PDF

A 9-page document that contains samples of common problems shared by city governments of all sizes, provides examples of common deficiencies, and explains how these problems affect persons with disabilities. (2000)

<http://www.ada.gov/comprob.htm>

ADA GUIDE FOR SMALL TOWNS | PDF

A 21-page guide that presents an informal overview of some basic ADA requirements and provides cost-effective tips on how small towns can comply with the ADA. (2000)

<http://www.ada.gov/smtown.htm>

ACCESSIBILITY OF STATE AND LOCAL GOVERNMENT WEBSITES TO PEOPLE WITH DISABILITIES | PDF

A 5-page publication providing guidance on making state and local government websites accessible. (2003)

<http://www.ada.gov/websites2.htm>

ADA CHECKLIST FOR POLLING PLACES | PDF

A 39-page checklist used as a self-help survey for voting officials to determine whether a polling place has basic accessible features needed by most voters with disabilities. (2004)

<http://www.ada.gov/votingchecklist.htm>

AN ADA GUIDE FOR LOCAL GOVERNMENTS: MAKING COMMUNITY EMERGENCY PREPAREDNESS AND RESPONSE PROGRAMS ACCESSIBLE TO PEOPLE WITH DISABILITIES | PDF

An 11-page illustrated publication that provides guidance on preparing for and carrying out emergency response programs in a manner that results in the services being accessible to people with disabilities. (2006)
<http://www.ada.gov/emergencyprep.htm>

ACCESS FOR 9-1-1 AND TELEPHONE EMERGENCY SERVICES | PDF

A 10-page publication explaining the requirements for direct, equal access to 9-1-1 for persons who use teletypewriters (TTYs). (1998)
<http://www.ada.gov/911ta.htm>

COMMONLY ASKED QUESTIONS ABOUT THE ADA AND LAW ENFORCEMENT

A 12-page publication providing information for law enforcement agencies in a simple question and answer format. (2006)
<http://www.ada.gov/q&a law.htm>

COMMUNICATING WITH PEOPLE WHO ARE DEAF OR HARD OF HEARING: ADA GUIDE FOR LAW ENFORCEMENT OFFICERS | PDF

An 8-panel pocket guide provides basic information for officers about ADA requirements for communicating effectively with people who are deaf or hard of hearing. (2006)
<http://www.ada.gov/lawenfcomm.htm>

MODEL POLICY FOR LAW ENFORCEMENT ON COMMUNICATING WITH PEOPLE WHO ARE DEAF OR HARD OF HEARING | PDF

A 4-page document serving as a model for law enforcement agencies to adopt policies on effective communication with people who are deaf or hard of hearing. Agencies are encouraged to download and adapt the policy to suit their needs. (2006)
<http://www.ada.gov/lawenfmodpolicy.htm>

QUESTIONS AND ANSWERS: THE ADA AND HIRING POLICE OFFICERS

A 5-page publication providing information on ADA requirements for interviewing and hiring police officers. (1997)
<http://www.ada.gov/copsq7a.htm>

U.S. ACCESS BOARD PUBLICATIONS

The full texts of federal laws and regulations that provide the guidelines for the design of accessible facilities and programs are available from the U.S. Access Board. Single copies of publications are available free and can be downloaded or ordered by completing a form available on the Access Board's website. In addition to regular print, publications are available in large print, disk, audiocassette, and Braille.
<http://www.access-board.gov/>

COMMUNICATIONS & IT

Access to information and communication technology (ICT) is addressed by Board standards and guidelines issued under Section 508 of the Rehabilitation Act and Section 255 of the Telecommunications Act.

Section 508 Standards

<http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards>

Refresh of the Section 508 Standards and the Telecommunications Act Guidelines

<http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh>

Telecommunications Act Accessibility Guidelines

Standards issued under the Americans with Disabilities Act (ADA) address access to buildings and sites nationwide in new construction and alterations.

https://www.access-board.gov/ict/guide/2555_guide.md.html Buildings & Sites

2010 ADA Standards for Accessible Design

This document contains scoping and technical requirements for accessibility to buildings and facilities by individuals with disabilities under the Americans with Disabilities Act (ADA) of 1990. These scoping and technical requirements are to be applied during the design, construction, and alteration of buildings and facilities covered by Titles II and III of the ADA, to the extent required by regulations issued by federal agencies including the Department of Justice and the Department of Transportation.

[ADA Accessibility Standards \(access-board.gov\)](https://www.access-board.gov/)

RECREATION FACILITIES

Access to recreation facilities, including play areas, swimming pools, sports facilities, fishing piers, boating facilities, golf courses and amusement rides, is addressed in the ADA standards. The ABA standards address outdoor developed areas guidelines applicable to Federal facilities and cover access to trails, picnic sites, camping sites, and beach access routes.

ABA Standards (enhanced single file version) ([access-board.gov](https://www.access-board.gov/))

Public Rights-of-Way:

New guidelines in development by the Board cover access to public rights-of-way including sidewalks, intersections, street crossings and on-street parking. The Board is also addressing access to shared use paths providing off-road means of transportation and recreation.

[About PROWAG \(access-board.gov\)](https://www.access-board.gov/)

RESOURCES FOR PROVIDING ACCESSIBLE PROGRAMS AND FACILITIES

ADA DOCUMENT PORTAL

This website provides links to an ADA Collection consisting of more than 7,400 documents on a wide range of topics. The ADA Document Portal is supported by the ten ADA & IT Technical Assistance Centers.

<https://adata.org/ada-document-portal/results>

AMERICAN ALLIANCE OF MUSEUMS

Accessible exhibit design publications are available for purchase from AAM's website, including Everyone's Welcome (available in a variety of formats), which addresses museum programs and the ADA, The Accessible Museum, which offers model programs of accessibility for older people and people with disabilities, and What Museum Guides Need to Know to provide access to blind and visually impaired visitors.

<http://www.aam-us.org>

BENEFICIAL DESIGNS

Beneficial Designs works toward universal access through research, design, and education. Beneficial Designs develops assistive and adaptive technology, performs rehabilitation research, contract design, legal consultation and standards development and serves as a rehabilitation information resource. Contact Beneficial Designs, Inc. at 2240 Meridian Blvd, Suite C, Minden, NV 89423-8628, (775) 783-8822.

<http://www.beneficialdesigns.com/>

USA.Gov

The website is a one-stop interagency portal for information on Federal programs, services, and resources for people with disabilities, their families, employers, service providers and other community members.

<https://www.usa.gov/disability-services>

NATIONAL CENTER ON ACCESSIBILITY (NCA)

The Center is a cooperative project between the National Park Service and Indiana University to provide information and technical assistance, primarily on recreation access. An example of the research activities of the NCA is the National Trails Surface Study. This study is primarily the result of questions that NCA receives from organizations, agencies and individuals who desire to make their trails accessible and are interested in an unobtrusive surface that blends, is friendly to the environment and provides a quality trail experience for people with and without disabilities. NCA also publishes 'What is an Accessible Trail?' which summarizes the Federal guidelines for outdoor developed areas and is available for downloading from its website. The NCA website also has information on campground accessibility, accessible picnic tables, access to beaches and inclusion of people with disabilities in aquatic venues.

<https://ncaonline.org/>

NATIONAL CENTER ON HEALTH, PHYSICAL ACTIVITY AND DISABILITY

The Center provides information and resources on physical activity to help people with disabilities find ways to become more active and healthier. The Center also provides information on how to provide access to fitness centers, schools, recreation facilities, camps and health and leisure services.

NCHPAD - Building Healthy Inclusive Communities

SMITHSONIAN INSTITUTION

The Accessibility Program developed the Smithsonian Guidelines for Accessible Exhibition Design (1996), available for downloading from their website. Further information is available from the Smithsonian Accessibility Program at the Arts and Industries Building, Room 1239 MRC 426, Washington, D.C. 20560 (202) 786-2942.

<http://www.si.edu/accessibility>

RESOURCES FOR ASSISTIVE TECHNOLOGIES (GENERAL)

The district should utilize the many disability-related resources available through the Internet.

THE NATIONAL INSTITUTE ON DISABILITY AND REHABILITATION RESEARCH

This agency of the U.S. Department of Education maintains a national web-based service that provides up-to-date links to assistive technologies and disability-related resources.

[National Institute on Disability and Rehabilitation Research, Office of Special Education and Rehabilitative Services \(OSERS\) | NIDCD \(nih.gov\)](#)

ALTERNATIVE FORMAT COMMUNICATIONS

Resources to produce standardized publications such as applications and registration forms in Braille, audiotape, large-print text, and accessible electronic media will be assembled.

Information regarding Braille Services and other accommodations for people with visual disabilities is available by contacting one of the following resources:

AMERICAN COUNCIL OF THE BLIND

ACB is a national organization advocating on behalf of persons who are blind or have low vision. ACB also publishes A Guide to Making Documents Accessible to People Who Are Blind or Visually Impaired, which is available online, in regular print, large print, Braille or on cassette tape. ACB is located at 1155 15th St. NW, Suite 1004, Washington, DC 20005 (800) 424-8666. Email info@acb.org or go to <http://www.acb.org/>.

NATIONAL CENTER ON ACCESSIBILITY

NCA publishes 'What are Alternative Formats? How Do They Apply to Programs and Services?' which is available for downloading from their website. [National Center on Accessibility \(ncaonline.org\)](#)

NATIONAL CENTER FOR ACCESSIBLE MEDIA

NCAM is a research and development facility dedicated to the issues of media and information technology for people with disabilities in their homes, schools, workplaces, and communities. Developers of Web- and CD- ROM-based multimedia need an authoring tool for making their materials accessible to persons with disabilities. NCAM has developed two such tools, version 1.0 and 2.01 of the Media Access Generator (MAGpie), for creating captions and audio descriptions for rich media. MAGpie is available for downloading from NCAM's website.

<http://ncam.wgbh.org>

Closed Caption Machine

To the practical extent, the agency should have access to a device for encoding closed captioning on films and videotapes used for training and other programs.

Optical Readers

Equipment that can translate printed information into an audio format should be available to agency programs.

Text Telephone (TTY)

Department of Parks and Recreation, Prince George's County programs should have access to a text telephone or have access to a telephone transfer service as required by law and offered by public telephone companies. See the Text Telephones Technical Bulletin available on the U.S. Access Board's website.

[Information and Communication Technology \(access-board.gov\)](http://access-board.gov)

TDI

TDI's (formerly known as Telecommunications for the Deaf, Inc.) mission is to promote equal access to telecommunications and media for people who are deaf, hard of hearing, late deafened or deaf blind. TDI's on-line resources include information about telecommunications access such as TTY, pagers, telephony, VoIP, and more.

<http://tdiforaccess.org/>

Video Relay Services (VRS)

Video Relay Services (VRS) is a form of Telecommunications Relay Service (TRS) that enables persons with hearing disabilities who use American Sign Language to communicate with voice telephone users through video equipment, rather than through typed text. Video equipment links the VRS user with a TRS operator – called a “communications assistant” (CA) – so that the VRS user and the CA can see and communicate with each other in signed conversation. Because the conversation between the VRS user and the CA flows much more quickly than with a text-based TRS call, VRS has become a popular form of TRS.

www.fcc.gov/guides/video-relay-services

RESOURCES AND ORGANIZATIONS SERVING PEOPLE WITH DISABILITIES

THE ARC

The Arc (formerly Association for Retarded Citizens of the United States) is the country's largest voluntary organization committed to the welfare of all children and adults with mental retardation and their families. <http://www.thearc.org>

AMERICAN ASSOCIATION OF PEOPLE WITH DISABILITIES

The American Association of People with Disabilities is the largest nonprofit, nonpartisan, cross-disability organization in the United States.

<http://www.aapd.com/>

AMERICAN FOUNDATION FOR THE BLIND

The American Foundation for the Blind (AFB) is committed to improving accessibility in all aspects of life—from cell phones to ATMs, on web sites and in workplaces. Services include assistance in making products and services accessible to people with visual impairments. AFB offers expert consulting services and accessible media production. AFB provides objective product evaluations of adaptive technologies through its assistive technology product database.

<http://www.afb.org/>

CENTER ON TECHNOLOGY AND DISABILITY

Funded by the U.S. Department of Education's Office of Special Education Programs, the Center on Technology and Disability provides a wide range of resources on assistive technology, from introductory fact sheets and training materials to in-depth discussion of best practices and emerging research.

[Center on Technology and Disability | American Institutes for Research \(air.org\)](http://www.air.org/)

DISABILITY.GOV

Guidelines for Accessing Alternative Format, inclusion materials, educational technology, a comprehensive list including college preparatory materials, transition issues for children with special needs and more.

[How Disability.gov Can Help Students with Disabilities Succeed in & out of the Classroom | Office of Special Education and Rehabilitative Services Blog](http://www.disability.gov)

DISABILITY RESOURCES, INC.

Disability Resources, Inc. is a national nonprofit organization that provides information about resources for independent living. DRI maintains an on-line directory of assistive technology resources.

<http://www.disabilityresources.org/>

INSTITUTE FOR HUMAN CENTERED DESIGN

The Institute (formerly known as Adaptive Environments) is a nonprofit organization committed to advancing the role of design in expanding opportunity and enhancing experience for people of all ages and abilities. The organization provides education and consultation to public and private entities about strategies, precedents and best practices that go beyond legal requirements for human centered design for places, things, communication, and policy that integrate solutions with the reality of human diversity.

<http://humancentereddesign.org/>

NATIONAL ASSOCIATION OF THE DEAF

NAD is a national consumer organization representing people who are deaf and hard of hearing. NAD provides information about standards for American Sign Language Interpreters and the Captioned Media Program on its website.

<http://www.nad.org/>

NATIONAL FEDERATION OF THE BLIND

NFB is a national organization advocating on behalf of persons who are blind or have low vision. NFB provides on-line resources for technology for the blind, including a technology resource list, a computer resource list, screen access technology, sources of large print software for computers and sources of closed-circuit TV (CCTV's).

<http://www.nfb.org/>

NATIONAL ORGANIZATION ON DISABILITY

The National Organization on Disability promotes the full and equal participation and contribution of America's 54 million men, women, and children with disabilities in all aspects of life. NOD maintains an on-line directory of information and links including transportation-related resources.

<http://www.nod.org/>

PARALYZED VETERANS OF AMERICA

PVA is a national advocacy organization representing veterans. PVA's Sports and Recreation Program promotes a range of activities for people with disabilities, with special emphasis on activities that enhance lifetime health and fitness. PVA's website provides information on useful sports publications and a list of contacts.

<http://www.pva.org>

UNITED CEREBRAL PALSY ASSOCIATION

UCP's mission is to advance the independence, productivity, and full citizenship of people with cerebral palsy and other disabilities, through a commitment to the principles of independence, inclusion, and self-determination. UCP's Sports and Leisure Channel is designed for people with disabilities who are interested in sports and other leisure activities and proposes creative ideas for inclusive community recreation programs, including outdoor adventure activities for people with disabilities. Information about the Sports and Leisure Channel is available on UCP's website.

<http://www.ucp.org>

UNITED SPINAL ASSOCIATION

United Spinal Association is a membership organization serving individuals with spinal cord injuries or disease. Formerly known as the Eastern Paralyzed Veterans Association, the organization expanded its mission to serve people with spinal cord injuries or disease regardless of their age, gender, or veteran status. Information on accessibility training and consulting services and recreational opportunities for people with spinal cord injuries or disease is available on their website.

<http://www.unitedspinal.org>

WORLD INSTITUTE ON DISABILITY

WID is an international public policy center dedicated to carrying out research on disability issues. WID maintains an online information and resource directory on technology, research, universal design, and ADA.

<http://www.wid.org/resources/>

IMAGINE POSSIBILITIES

Imagine Possibilities was formerly The Arc of Washington County but disaffiliated from the national and state organizations in 2012. The organization provides services to children and adults with intellectual and developmental disabilities.

<http://www.imaginepossibilities.net/wordpress/>

INDEPENDENT LIVING RESOURCES

In 1957, Independent Living Resources (ILR) manually transcribed and duplicated Braille textbooks. Eventually expanded services to the blind community included activities such as orientation and mobility, skills training, crafts, and recreation. Since 1994 services have been extended to people with all disabilities. ILR helps people to help themselves through the four core services of Advocacy, Information and Referral, Peer Counseling and Skills Training.

<http://www.ilr.org>

NORTHWEST ADA CENTER, NATIONAL INSTITUTE ON DISABILITY AND REHABILITATION RESEARCH

The ADA National Network Centers are a national platform of ten centers comprised of ADA professionals and experts charged with assisting businesses, state and local governments and people with disabilities as they manage the process of changing our culture to be user friendly to persons with disabilities. The Northwest ADA Center is a part of the Department of Rehabilitation Medicine at the University of Washington and collaborates with the Center for Technology and Disability Studies, a program within the Center for Human Development and Disability and the Department of Rehabilitation Medicine.

<http://nwadacenter.org/>

STATE OF MARYLAND GOVERNMENT RESOURCES

- Maryland Motorist with Disabilities: <https://mva.maryland.gov/about-mva/Pages/Disabilities.aspx>
- Maryland Department of Disabilities: <https://mdod.maryland.gov/Pages/Home.aspx>

Appendix III - FINDINGS REPORT FROM PUBLIC OUTREACH

Overview

This findings report compiles the results from a series of public outreach efforts at various events to celebrate M-NCPPC's 50th anniversary of providing therapeutic recreation and inclusion services, meetings with caregivers, publishing our online survey, and sending newsletters to close to 2,000 community members.

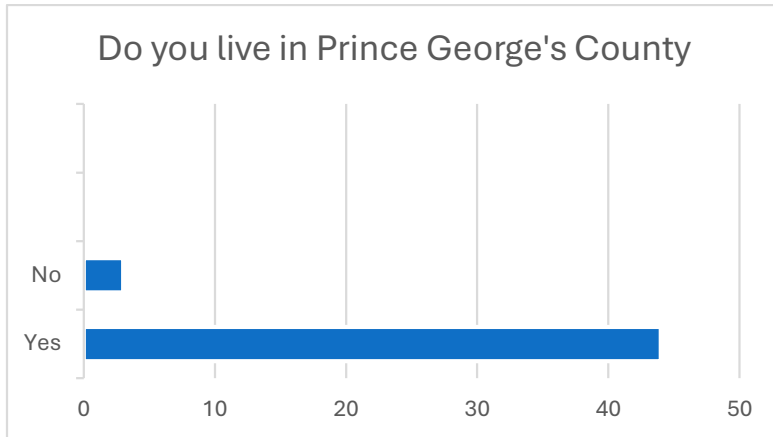
The team began the project by drawing upon a large database of stakeholders of all ages and abilities representing residents of Prince George's County and other users of M-NCPPC facilities and inclusion services. To reach as many people as possible at events, a team of staff members used iPads to conduct the survey. Participants could request a staff member to populate their answers or fill out the survey using the iPad.

The feedback received was used to adjust the plan's language to reflect evolving needs and to confirm that the priorities established in the plan reflect those of facility and program users.

The survey was a mix of multiple-choice questions and questions for comment.

1. Are you a resident of Prince George's County?
2. What best describes you?
 - a. Person with a disability
 - b. Caregiver or family member to a person with a disability
 - c. Work in the disability or ADA field
 - d. Community member
 - e. Other
3. In the past 5 years, what facility or park upgrades have you noticed that improved access?
4. When visiting, do you feel that the Department staff are welcoming and inclusive toward people with disabilities?
5. What physical barriers have you faced when using, or trying to use, a facility or park?
6. Please list any facilities or parks that you feel should be made more accessible for people with disabilities. Please list the name and share details.
7. How often do you use the www.pgparcs.com website?
 - a. Never
 - b. Once a year
 - c. Every few months
 - d. Every week
 - e. Every day
8. What additional website or online accessibility features would you like to see?
9. Do you have any other accessibility thoughts or stories to share regarding a department-owned facility or park?
10. Please provide your email address if you wish to receive updates to the Department's ADA Transition Plan.

The following findings are derived from the survey conducted in-person and online:



When respondents were asked what facility or park upgrades, they have noticed in the past 5 years, approximately half of the respondents mentioned programming. The top areas of improvement were:

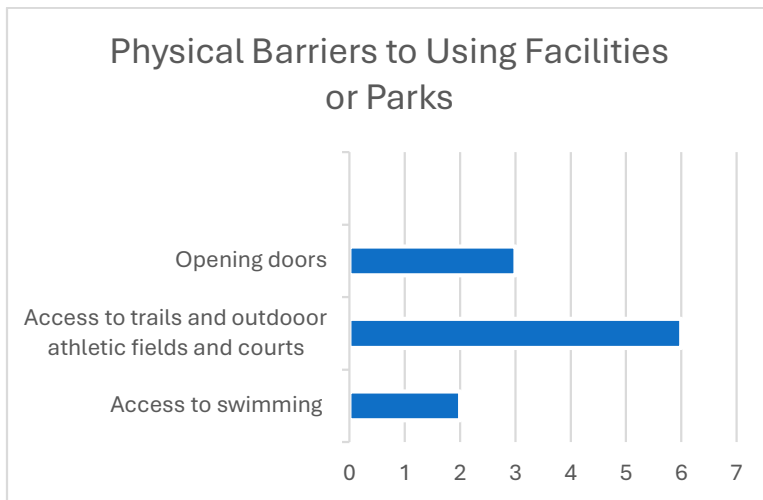
- Surratt House Museum and Research Center - a historic property
- Therapeutic pool access
- More programs for seniors
- Palmer Park Community Center - a facility that was demolished and rebuilt to meet all current State and Federal ADA requirements
- Better accessible parking lots and trails

When asked if Department staff are welcoming and inclusive, our staff at all facilities received a 100% positive rating.

When asked what physical barriers you have faced when using or trying to use a facility or park, Surratt House Museum and Research Center, for all its improvements, was still top of list. Another historic property, Marietta House Museum and Research Center also topped the list.

Several historic properties are under the management of the Department but owned by the Maryland Department of Natural Resources (DNR) or the Maryland Historic Trust (MHT) which limits our ability to alter the structures for ADA improvements.

Other areas for continuous improvement include:



Other noteworthy suggestions for improvements were adaptive paddling, better access to weight rooms, more benches on trails and in parks, and multi-sensory parks and playgrounds.



NOTICE

No. 15-01E

Issue date: 05/06/2015

Last amended: 11/03/2023

GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT (FOR POSTING)

This Notice, titled Grievance Procedure under the Americans with Disabilities Act, is issued as an appendix to Notice 15-01. Copies of any policies may be requested from the Corporate Policy Office.

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Maryland-National Capital Park and Planning Commission (M-NCPPC).⁴

Patron complaints should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available upon request for persons with disabilities.

The complaint should be submitted as soon as possible but no later than 60 calendar days after the alleged violation to the appropriate departmental ADA Coordinator/office listed below, based on the department/location offering the program/services:

Prince George's County Department of Parks and Recreation

Disability Services Manager

7833 Walker Drive, Suite 110, Greenbelt, MD 20770

Phone 301-446-3412, Fax 301-446-3401, Maryland Relay 7-1-1

Disabilityservices@pgparks.com

Prince George's County Planning Department

Office of the Director, Prince George's County Planning

14741 Governor Oden Bowie Drive, Upper Marlboro, MD 20722

Phone 301-952-3595, Fax 301-952-5804, Maryland Relay 7-1-1

Montgomery County Department of Parks

ADA Compliance Project Manager

Wheaton Headquarters, 11th Floor, 2425 Reddie Drive, Wheaton, MD 20902

Phone 301-650-2885, Maryland Relay 7-1-1

ADACompliancePM@montgomeryparks.org

⁴ The Merit System Rules and Regulations, Administrative Practice 2-25 (Employment Dispute Resolution), and applicable Collective Bargaining Agreements govern employment-related complaints of disability discrimination.

Montgomery County Planning Department

Montgomery Planning ADA Coordinator
Wheaton Headquarters, 2425 Reedie Drive, Wheaton, MD 20902
Phone 301-495-1324, Fax 301-933-3520, Maryland Relay 7-1-1

Executive Office Building/Bi-County Operations

Office of the Executive Director
6611 Kenilworth Avenue, 4th Floor, Riverdale, MD 20737
Phone 301-454-1740, Fax 301-454-1750, Maryland Relay 7-1-1

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of M-NCPPC and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Executive Director or their designee:

Office of the Executive Director

6611 Kenilworth Avenue, Riverdale, MD 20737
Phone 301-454-1740, Fax 301-454-1750, Maryland Relay 7-1-1

Within 15 calendar days after receipt of the appeal, the Executive Director or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive Director or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or their designee, appeals to the Executive Director or their designee, and responses from the ADA Coordinators and/or the Executive Director will be retained by M-NCPPC for at least three years.



ADA Transition Plan (December 2024)

Interim Agreement Report






2024-12-18

Created:	2024-12-18
By:	Paula Benjamin (paula.benjamin@pgparks.com)
Status:	Out for Signature
Transaction ID:	CBJCHBCAABAAv6fAozcrD2hQ_B7zaFgVeonsSwIP7HbG

Agreement History

Agreement history is the list of the events that have impacted the status of the agreement prior to the final signature. A final audit report will be generated when the agreement is complete.

"ADA Transition Plan (December 2024)" History

-  Document created by Paula Benjamin (paula.benjamin@pgparks.com)
2024-12-18 - 3:17:00 PM GMT- IP address: 73.250.205.34
-  Document emailed to Wanda Ramos (wanda.ramos@pgparks.com) for signature
2024-12-18 - 3:23:30 PM GMT
-  Email viewed by Wanda Ramos (wanda.ramos@pgparks.com)
2024-12-18 - 3:24:35 PM GMT- IP address: 104.47.57.254
-  Document e-signed by Wanda Ramos (wanda.ramos@pgparks.com)
Signature Date: 2024-12-18 - 3:24:54 PM GMT - Time Source: server- IP address: 107.0.121.66
-  Document emailed to Steven Carter (Steven.Carter@pgparks.com) for signature
2024-12-18 - 3:24:56 PM GMT










ADA Transition Plan (December 2024)

Final Audit Report

2024-12-18

Created:	2024-12-18
By:	Paula Benjamin (paula.benjamin@pgparks.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAIBnn-h1TJHQL_z6JOUxYqGd_Ycl8ftW

"ADA Transition Plan (December 2024)" History

-  Document created by Paula Benjamin (paula.benjamin@pgparks.com)
2024-12-18 - 3:52:39 PM GMT- IP address: 73.250.205.34
-  Document emailed to bill.tyler@pgparks.com for signature
2024-12-18 - 3:53:54 PM GMT
-  Email viewed by bill.tyler@pgparks.com
2024-12-18 - 4:57:58 PM GMT- IP address: 104.47.56.254
-  Signer bill.tyler@pgparks.com entered name at signing as Bill Tyler
2024-12-18 - 4:58:20 PM GMT- IP address: 107.0.121.66
-  Document e-signed by Bill Tyler (bill.tyler@pgparks.com)
Signature Date: 2024-12-18 - 4:58:22 PM GMT - Time Source: server- IP address: 107.0.121.66
-  Document emailed to Peter Shapiro (peter.shapiro@mncppc.org) for signature
2024-12-18 - 4:58:25 PM GMT
-  Email viewed by Peter Shapiro (peter.shapiro@mncppc.org)
2024-12-18 - 5:21:58 PM GMT- IP address: 140.248.44.111
-  Document e-signed by Peter Shapiro (peter.shapiro@mncppc.org)
Signature Date: 2024-12-18 - 5:33:51 PM GMT - Time Source: server- IP address: 174.198.0.84
-  Agreement completed.
2024-12-18 - 5:33:51 PM GMT