Disability Access Checklist: Determining Accessibility in Facilities and Provision of Services

The information and surveys contained in this document enable Local Equal Opportunity (EO) Coordinators to perform required system evaluations. Additionally, Local Workforce Development Areas (LWDAs) should use this information for strategic planning in order to meet the accessibility needs of customers with disabilities who come to SC Works Centers for services, based on real data. This checklist addresses requirements of Section 504 of the Rehabilitation Act of 1973, as amended, as well as those under the Americans with Disabilities Act, as amended.

Accessibility is ever changing. Technology, standards, and needs are constantly evolving and evaluating for accessibility should be viewed as an on-going process. System evaluation captures both strengths and weaknesses and allows the development of a concrete plan to increase the level of accessibility in local programs. The plan should identify priorities for barrier removal and assist in planning for continual improvement.

These tools are designed to simplify complex issues while maintaining the goal of accessibility and the requirements of the law. Questions regarding specific situations that arise within programs should be expected. Contact the DEW Office of Equal Opportunity for additional information at OEO@dew.sc.gov.

Take the following steps:

- Complete the applicable sections of the checklist for the Local Workforce Development Board's (LWDB) administrative entity and for each SC Works center/facility open to WIOA applicants, participants, and the public at-large.
- Develop internal action steps to rectify issues identified as a result.
- Develop written policies covering employment and program practices.
- Maintain copies of each checklist and any supporting/resulting documents on file.
- Submit each checklist to the DEW Office of Equal Opportunity by April 30th annually, or the following weekday if that day falls on a weekend.

For any responses that require more space than is available in the fields provided in this form, attach supplementary information or additional pages with completed answers.

SECTION I

Accommodation / Customer Service Practices

This part covers recommended customer service and accommodation practices for SC Works center programs, outlines what you are required to do, and asks you to evaluate your efforts to date.

	Yes	No
1. Has your SC Works program affirmatively sought to serve qualified individuals with disabilities?	☐	☐
a. What outreach programs have you implemented?		
b. Have you been successful?	☐ Yes	☐ No
c. How do you know?		
2. Do you have a written policy concerning discrimination on the basis of physical, psychological, emotional, or cognitive disability?	☐	☐
3. Do you regularly review your service practices (advertising, notices, signage, facility, and program access) to be certain that you, your operators, staff, and recipients are nondiscriminatory in the treatment of individuals with disabilities?	☐	☐

Program and Employment Practices

	Yes	No
1. Medical records for customers and employees must be kept in a separate, secure location. Access to medical records must be limited. Are all records that contain medical information kept in a separate place from non-medical records? (Medical information includes insurance application forms, as well as disclosure and documentation of disability, health certificates, results of physical exams, etc.)	Yes ☐	No ☐
a. Do you have a written policy regarding who has access to medical information?	Yes ☐	No ☐
b. What is the policy? (Attach a copy of your policy to this completed checklist.)		
2. Do your program and employment recruitment materials, including photo and ad copy, contain positive images of persons with disabilities and indicate your commitment to inclusion of persons with disabilities?	Yes ☐	No ☐
3. Are inquiries related to the presence of a disability limited to performance of essential functions of the job or requirements for reasonable accommodations (following a request for same)?	Yes ☐	No ☐
a. Are staff aware of what constitutes legal and illegal inquiries?	Yes ☐	No ☐
b. If "yes," how did staff obtain this information? Describe. (For example, did they participate in a training session? Read relevant literature? Etc.)		
c. Have job descriptions been analyzed to determine which functions of a job are "essential" and which are "marginal"?	Yes ☐	No ☐
If "yes," describe the process for doing this.		

	Yes	No
d. Are job descriptions in writing?	☐	☐
If "no," why not?		

e. Are any of the following questions asked during the employment application process?
 	
    i. Health or physical condition?
    ii. Physical or mental problems or disabilities?
    iii. Medical history?
    iv. Previous workers' compensation claims?
    v. Prior health insurance claims?
    vi. Past drug use or substance abuse?
 	
(NOTE: These types of employment questions are not permitted. Consider ADA training on interviewing.)
	Yes
	
	☐
	☐
	☐
	☐
	☐
	☐
		No
		
		☐
		☐
		☐
		☐
		☐
		☐

4. Do you require that applicants for employment take any of the following tests as part of the application process?
  a. Drug or alcohol test?
  b. HIV tests?
  c. Skill or performance tests?
  d. Psychological tests?
  e. Intelligence tests?
	Yes
	
	☐
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	☐
	☐
	☐
		No
		
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		☐
		☐
		☐
		☐

5. As an employer, do you have a substance abuse policy?	Yes ☐	No ☐
6. As an employer, do you have a drug policy?	Yes ☐	No ☐

Reasonable accommodations must be provided to employees and customers with disabilities. Reasonable accommodations include a broad range of adaptations to the manner or circumstances in which a service activity is performed, an interview is conducted, etc.

Reasonable accommodations may include any of the following:

- Allowing an individual with a psychiatric disability to periodically leave early or arrive late and later make up that time
- Making structural modifications to accommodate a participant who uses a wheelchair
- Providing auxiliary aids and services including sign language interpreters, readers, or alternative formats

7. Regarding reasonable accommodation:		
a. Have employees, applicants, participants, and other individuals been informed that they are entitled to reasonable accommodations?	Yes ☐	No ☐
If "yes," how have they been so informed?		
b. Are reasonable accommodations provided to SC Works center program employees, applicants, participants, and other individuals with disabilities?	Yes ☐	No ☐
How do you know?		
c. Do supervisory staff know how to proceed if an accommodation is requested?	Yes ☐	No ☐

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	Yes	No
d. Has a specific staff member been designated to coordinate reasonable accommodation requests, including determining when an accommodation is or is not reasonable and when a funding request must be made? (NOTE: This is not required but is recommended.)	☐	☐
e. Do they know how to secure a sign language interpreter if necessary?	☐	☐
f. Do they know how to get materials transcribed into Braille or recorded in audio format?	☐	☐
8. As a matter of policy, are interviews, staff meetings, and other gatherings held in accessible locations? (Accessible locations include accessible entrances, meeting areas, and restrooms.)	☐	☐
9. Are off-site staff trainings, holiday parties, picnics, or other gatherings held in accessible locations?	☐	☐
10. Are reasonable accommodations, including sign language interpreters, written materials in alternative format, etc., provided to individuals with disabilities at off-site meetings, trainings, and social events?	☐	☐

SECTION II

Communications Accessibility Checklist for SC Works Centers

Communication access refers to the way information is received and transmitted. Keep in mind that there are four distinct, broad populations that are affected by your level of accessibility in this area: persons with impaired hearing, speech, cognition, and vision. When evaluating your program in terms of access to communication, you will assess the four different ways in which communication occurs: aural, oral, cognition, and visual.

	Yes	No
1. Does the SC Works center have information that is communicated visually? (NOTE: Information communicated visually includes brochures, enrollment forms, handbooks, flip charts, slides, posters, graphic directional signs, etc.)	☐	☐
Accommodations for visual communication: ☐ Large Print ☐ Braille ☐ Videos ☐ Readers ☐ Verbal Descriptions ☐ Pictorial ☐ Signage ☐ Other, Please Specify:		
2. Does this program involve information that is communicated verbally?	Yes ☐	No ☐
Accommodations for oral communication: ☐ Interpreter ☐ TDD ☐ Relay ☐ Paper/Pen ☐ Written Copies ☐ Oral Interpreter ☐ Other, Please Specify:		
3. Does the SC Works center inform persons with disabilities that auxiliary aids and services are provided upon request? (NOTE: It is not sufficient to inform only persons who have identified themselves as having an accommodation need. You must inform the public at-large.)	Yes ☐	No ☐

4. How do you do so?		
5. Does the SC Works center have a procedure for deciding which auxiliary aids and services to provide?	Yes ☐	No ☐
6. Does the procedure provide for consideration of an individual's preferred aid or service?	Yes ☐	No ☐
7. Does the procedure include a mechanism for determining that an aid or service that was provided was equally effective?	Yes ☐	No ☐
8. Does the program communicate with the public over the phone?	Yes ☐	No ☐
9. Are telephone conversations lengthy, complex, technical, or personal?	Yes ☐	No ☐
10. Does the program have a Telecommunications Device (TDD)?	Yes ☐	No ☐
11. If so, have staff been trained on the appropriate use of a TDD?	Yes ☐	No ☐
12. Is there a mechanism for re-training?	Yes ☐	No ☐
13. Are staff trained in the use of the relay system?	Yes ☐	No ☐
14. Are staff aware of the relay number?	Yes ☐	No ☐
15. Does the program have a webpage?	Yes ☐	No ☐

		Yes	No
16. Is the webpage captioned?		☐	☐
17. Is there a mechanism for ensuring that people who are deaf or hearing impaired are aware of an activated fire or smoke alarm?		☐	☐
18. Is there an established emergency procedure that addresses the needs of persons with disabilities? (This should include the evacuation of persons with mobility impairments.)		☐	☐
19. Have staff been trained in this procedure?		☐	☐

Please describe the training, technology, and auxiliary aids and services available for people with disabilities in your LWDA's SC Works centers. If your SC Works centers need assistance to ensure that services, technology, etc., can be used by people with disabilities, consider contacting the experts at the Job Accommodation Network (JAN) for advice on hardware, software, and technology to enable people who are blind, deaf, or have physical disabilities to use the SC Works center services. The JAN phone number is 800-JAN-7234 or 800-ADA-WORK. A wide variety of resources are available to employers and individuals on their website at https://askjan.org/index.cfm.

Reviewer(s):

Date Reviewed:

LWDA: