


CHAPTER: <b>9</b>	SECTION: <b>18</b>	SUBJECT: Human Resources
TITLE: <b>Accessibility</b>		
EFFECTIVE DATE: 4/21/17	REVIEWED/ REVISED DATE: 5/8/18, 8/1/19, 9/25/20, 10/08/21, 11/04/22	
ISSUED AND APPROVED BY:  EXECUTIVE DIRECTOR		

- I. PURPOSE:**  
To establish policy and procedure for Americans with Disabilities Act (ADA) compliant programs, facilities, sites, and materials.
- II. APPLICATION:**  
All Community Mental Health of Ottawa County (CMHOC) programs and locations.
- III. DEFINITIONS:**
- IV. POLICY:**  
It is the policy of CMHOC to furnish accessible environments to the consumers and visitors to CMHOC by maintaining hours of operation, providing entry, and offering reasonable accommodations.
- V. PROCEDURE:**
  - A. No person shall, on the basis of disability, be excluded from participation in, denied the benefits of, or otherwise be subject to discrimination in employment or accessing services.
  - B. Every effort is made to ensure that consumers may be seen in the most appropriate and/or convenient CMHOC site(s).
  - C. The Health and Safety Coordinator is responsible for seeing that all reasonable accommodations are:
    - 1. Identified;
    - 2. Reviewed;
    - 3. Decided upon; and
    - 4. Documented
  - D. The Executive Director, in conjunction with Ottawa County's Human Resources Department, shall ensure that equality of employment opportunity is afforded to all persons in accordance with applicable Federal law.
  - E. Accessibility Planning
    - 1. The Health and Safety Committee shall ensure that an Accessibility Plan is conducted annually and revised as necessary that includes review/assessment of:
      - a. Architecture;

- b. Environment;
- c. Attitudes;
- d. Finances;
- e. Employment;
- f. Communication;
- g. Technology;
- h. Transportation;
- i. Community Integration; and
- j. Other barriers, as identified.

2. The Annual Accessibility Plan is reviewed with Leadership Group at least annually.

- F. All written materials, including informational brochures, satisfaction surveys, and programmatic bulletins shall be made available in alternative formats in accordance with ADA Requirements.
- G. The use of interpretive services shall be made available, upon request, for any individual whose primary language is not English.

**VI. ATTACHMENT:**

None

**VII. REFERENCE:**

Ottawa County Equal Employment Opportunity Policy  
Federal Register, 28 CFR, Parts 35 and 36 dated July 26, 1991  
Americans with Disabilities Act of 1990  
CARF Behavioral Health Standards