

# **Self-Evaluation**

## **For Accessibility**

### **In California State Parks**



**Accessibility Section**  
**Acquisition and Development Division**

**September 2001**  
**Updated December 2003**

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# **Self-Evaluation For Accessibility In California State Parks**

**Prepared by  
Accessibility Section  
Acquisition and Development Division  
September 2001  
Updated December 2003**



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# Executive Summary

## Introduction

The Americans with Disabilities Act (ADA) is a civil rights law that mandates equal opportunity for individuals with disabilities. The ADA prohibits discrimination in access to jobs, public accommodations, government services, public transportation and telecommunications. The California Department of Parks and Recreation has undertaken a comprehensive evaluation of its policies, programs and facilities to determine the extent to which individuals with disabilities may be restricted in their access to services and activities.

Presented in three parts, the report consists of a Self-Evaluation Plan that describes the process developed to complete the evaluation of the Department's activities and provides policy and program recommendations; it further presents a Transition Plan for the modification of facilities to ensure program accessibility, and a Trail Plan for statewide programmatic access to trails.

This report will guide the planning and implementation of necessary facility and program modifications to continue through 2016. The ADA Self-Evaluation and Transition Plans are significant in that they establish the Department's commitment to the development and maintenance of policies, programs and facilities that ensure inclusion of all of its visitors.

## ADA Self-Evaluation and Transition Plan Development Process and Summary Findings

### Self-Evaluation (Part I)

In 1999 the California State Department of Parks and Recreation established the Accessibility Section, which began an evaluation of its policies and programs to determine current levels of service and the integration of persons with disabilities. A questionnaire administered to all divisions and park districts provided information on the nature of the program, forms and methods used to advertise the program's services and activities, a profile of current participants, the types of equipment and materials used, testing and entrance requirements, the level of staff training and any special modifications provided. A public input website was established to evaluate existing programs and services and make recommendations for improvements. Appendix B reports the recommendations made through the website.

Interviews and meetings were held with division heads and staff. Issues concerning each division were discussed as well as general issues that affect the entire Department. Staff training has begun throughout the Department and guidelines provided to districts and divisions providing information with recommendations on how to improve access to programs, activities and services.

The published policies and practices of the Department of Parks and Recreation were analyzed to determine whether services offered or language used is

discriminatory to people with disabilities. These assessments are provided within each Departmental Program Section with a report of the findings regarding current practices that require modification. Recommendations were made for each Program as well as general recommendations for issues that affect the entire department. General policies include: customer service, public meetings, staff training, public information, signs, public telephones, and emergency evacuation procedures. Also included are the Department's action steps that were developed over the course of the program evaluation process and projected completion dates. Other new accessibility-related communications policies follow

## **Accessibility Improvement Efforts**

Accessibility Section staff have been developing policy recommendations to provide barrier-free programs and facilities. The newest of the policies is on Accessibility in Historic Structures. The Department has initiated steps to further communications efforts designed to benefit the public. Departmental notices have been developed and implemented to improve all Department publications. A Departmental notice on the Use of Qualified Sign Language Interpreters provides information and guidelines for Department staff on providing sign language interpreters for visitors with hearing impairments. All new policies are described in Chapter 10 and presented in full in Appendix B.

Interpretive programs have been improved by creating 40 new captioned videos and adding captions to many other existing videos. Assistive Listening Systems were provided for about 50 parks. Specialized accessibility training has been provided to park interpretive staff.

The Department has created a detailed website of accessible features in State Parks linked to the State Parks website front page. It allows visitors to search for accessible features by activity, or by park name and to locate parks on a map. These web pages are updated constantly and are still adding more features.

A review process implemented by the Accessibility Section provides assistance and oversight of all Departmental construction projects, publications and exhibits in order to ensure accessibility improvements.

## **Complaint Procedure**

The Department adopted an accessibility complaint/comment procedure to resolve complaints related to discrimination under the ADA. Appendix B details the complaint procedure and materials.

## **Transition Plan (Part II)**

The California Department of Parks and Recreation began the Transition Plan Development process in January 1999 with the initiation of a survey of the architectural barriers in park facilities throughout the State. This review provided the Department an overview of the architectural barriers that prevent people with disabilities from using their parks and recreation facilities and participating in our programs.



In order to address both architectural and programmatic access, the Transition Plan is organized by 12 major program categories. Included within these categories are all park-sanctioned regular activities and special programs.

Recognizing that funding is limited and that the Department cannot immediately make all facilities fully accessible, the following criteria were used as the basis for prioritizing improvements to park units statewide:

- Geographic distribution
- Level of use by the public
- Number of programs offered
- Program uniqueness

Using these factors, each park was evaluated to establish priorities for accessibility improvements. Part II, the Transition Plan details the process for prioritizing barrier removal. .

### **Trail Plan (Part III)**

The Department maintains over 1400 trails and pedestrian routes throughout the state. State Park trails provide a variety of experiences, settings, and terrain, which allow the park visitor to experience the significant natural and cultural features of our parks. Through an abbreviated survey of all trails, and meetings with park management, a plan for statewide programmatic access to trails has been developed. The details of this plan are provided in Part III of this report.

### **Schedule for Modifications**

The Department's Transition Plan and Trail Plan include a schedule for the completion of facilities modifications and trail accessibility projects. It is anticipated that the completion of all projects will take 14 years. The Department began these modifications in July 2002. Changes are anticipated to be completed no later than June 30, 2016. All questions and inquiries regarding these documents should be directed to:

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## 1.0 Introduction

### 1.1 Overview

The American with Disabilities Act of 1990 (ADA) protects Americans who have physical or mental impairments that limit daily activities. Title II of the ADA specifically applies to state and local government agencies. It protects the rights of qualified individuals with disabilities and assures equality of opportunity, full participation and benefit from the State's programs, services, and activities.

Title II of the ADA requires the completion of a Self-Evaluation, which is an assessment of a public agency's programs and should include a corrective plan for any policies and practices found to be inconsistent with ADA requirements.

This Self-Evaluation describes the process of identifying potential barriers to access and the means used to assess structural barriers. It also describes the review of the Department's programs, policies and procedures for delivering services and its methods of communicating with the public.

### 1.2 Physical Accessibility and Program Accessibility

People with disabilities seek out park activities such as camping, hiking, sightseeing, exploring exhibits and taking tours with the same interest and enthusiasm as other visitors. There are two kinds of accessibility that must be addressed in order to allow all visitors equal access to park activities: **physical accessibility** and **program accessibility**. Physical accessibility requires an integrated network of facilities, including routes of travel, to be barrier free. Program accessibility includes physical accessibility, but also requires non-discriminatory policies, procedures and communication methods that allow people with hearing, visual or learning disabilities to receive the full benefit of a park program.

### 1.3 Undue Burden

The ADA provides that the obligations for compliance do not require a public entity to take any action that it can demonstrate would result in a fundamental alteration in the nature of its services, programs, or activities, or is an undue financial and administrative burden. This determination can only be made by the Director of the Department or designee and must be accompanied by a written statement of the reasons for reaching that conclusion.

This provision with regard to undue burden may allow for considerations based on ensuring public safety, maintaining the fundamental purpose of a program and preserving a facility's historic significance.

The determination that undue burdens would result must be based on a documented evaluation of all resources available for use in the program. For example, if a barrier removal action is judged unsafe, the Department of Parks and Recreation must consider other options for providing access to the benefits and services of the program or activity by individuals with disabilities.

## **1.4 Requirements for Self-Evaluation and Transition Plan**

### **Self-Evaluation**

The Self-Evaluation addresses the policies, practices and procedures that need to be changed in order to provide equal programmatic access for people with disabilities. As part of the Self-Evaluation, the Department must:

1. Identify all of its programs, activities and services; and
2. Review all of the policies, practices and procedures that govern the administration of its programs, activities and services.

### **Transition Plan**

The ADA sets forth specific requirements for preparation of an acceptable Transition Plan. At a minimum, the elements of the plan should:

1. Identify physical barriers to access throughout the Department's programs, services and activities.
2. Establish a plan for barrier removal; including costs and timelines, necessary to ensure program-wide access to all of the Department's programs, services and activities.

## 2.0 Definitions

The following is a summary of many definitions found in the ADA. Please refer to the Americans with Disabilities Act of 1990 and the Title II Technical Assistance Manual for the full text of definitions and explanations.

### 2.1 Auxiliary Aids and Services

The term ***auxiliary aids and services*** includes:

- 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
- acquisition or modification of equipment or devices; and other similar services and actions

### 2.2 Disability

The term ***disability*** means, with respect to an individual:

- a physical or mental impairment that limits one or more of the major life activities of such individual
- a record of such impairment
- being regarded as having such impairment

#### 2.2.1 Qualified Individual with a Disability

A ***qualified individual with a disability*** means an individual with a disability who meets the essential requirements to receive services or participate in programs from the Department of Parks and Recreation either with or without the following: reasonable modification to rules, policies, or practices; removal of architectural, communication or transportation barriers; or the provision of auxiliary aids and services.

#### 2.2.2 Regarded as Having a Disability

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

## 2.3 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 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
- fail to make reasonable modifications for known physical or mental limitations of an otherwise qualified individual with a disability unless it can be shown the modification would impose an undue burden on the Department's operations
- use selection criteria that exclude otherwise qualified people with disabilities from participating in the programs or activities offered to the public
- fail to use tests in a manner that ensures the test results accurately reflect the qualified applicant's skills or aptitude to participate in a program or activity

## 2.4 Physical or Mental Impairments

***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 abuse if the drug user 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; transsexualism; current 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.

## 2.4.1 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 an impairment.

## 2.5 Program Accessibility

A public entity's services, programs, or activities, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities. This standard, known as **program accessibility**, applies to existing facilities of a public entity.

## 2.6 Reasonable Modification

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

- Reasonable 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. Modifications may mean 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 a person with a disability can perform the essential functions of the program or activity
- that enable 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
- known disabilities only

Modification is not required if:

- it changes the essential nature of a program or activity
- it creates a hazardous situation
- it poses an undue hardship

## **2.7 Substantial Limitation of Major Life Activities**

An individual is disabled if he or she has a physical or mental impairment which:

- renders the individual unable to perform a major life activity
- substantially limits the condition, manner or duration under which an individual 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
- the permanent or long-term impact (or expected impact) of or resulting from the impairment



## **3.0 Self-Evaluation and Transition Plan Development Process**

Services and programs offered by the Department of Parks and Recreation must be accessible. Accessibility applies to all aspects of a program or service, including advertisement, orientation, eligibility, participation, evaluation, physical access, provision of program aids, and transportation.

The goals of the Self-Evaluation are:

- To ensure that people with disabilities have an equal opportunity to benefit from the Department's programs and activities
- To develop policy recommendations for the Department and each of its Divisions, Districts and Units that ensure the rights of persons with disabilities
- To foster greater understanding within the Department's organizational culture of the needs of people with disabilities

Making State Park facilities and programs accessible to all individuals will be an ongoing process. This document will help guide the accessibility improvements and will serve as a roadmap to compliance. The Department will continue to review accessibility issues and incorporate new developments in the interpretation of accessibility laws into Department policies and procedures.

The Department may achieve program accessibility by a number of methods:

- Structural methods such as altering an existing facility
- Acquisition or redesign of equipment
- Use of auxiliary aids or accommodations
- Providing services at alternate accessible sites
- When appropriate, providing alternative experiences

When choosing a method of providing program access, the Department will give priority to the one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In compliance with the requirements of the ADA, the Department provides equality of opportunity but does not guarantee equality of results.

This section details the Self-Evaluation and Transition Plan development process. The evaluation of the services and programs of the Department included the following activities.

### **3.1 Accessibility Section Planning**

Department staff worked with the Attorney General's Office and the consulting firm of Moore, Iacofano and Goltsman (MIG) as well as other community

organizations to facilitate the completion of the Self-Evaluation and Transition Plan.

In the fall of 1999, the California Department of Rehabilitation (DOR) provided extensive accessibility training and technical assistance to the staff of the Accessibility Section. After this training, the staff of analysts developed a customized Program Accessibility Survey, detailed below.

### **3.2 Program Accessibility Survey**

Accessibility Section staff prepared a customized Program Accessibility Survey and a DPR Core Programs packet to assist in compiling the data needed for completion of the Department-wide Self-Evaluation. The survey was designed to assess whether a District's programs, when viewed in their entirety, are accessible to persons with disabilities.

The Self-Evaluation of the Department's core programs required the participation of every Division, District and Unit. The Department distributed the program accessibility survey in April of 2000 to every District and to the Park Services Division. In the months following, meetings were held with staff and management at Headquarters to determine policy documents for review and to provide general information about the Department's accessibility program.

The survey was compiled using the examples offered by the consulting firm of MIG and the Department of Rehabilitation.

The packet, ***DPR Core Programs***, consists of the following:

- A definition and description of the five core programs, plus Departmental Administration Support:
  1. Education/Interpretation
  2. Public Safety
  3. Resource Protection
  4. Facilities
  5. Recreation
- Examples of the activities and services provided within each program
- Policies, procedures, manuals, codes, handbooks, etc. that govern the implementation of each program
- Administration Services was surveyed along with the Core Programs, it is essentially a support function for the five Core Programs.

Each unit of the Department was addressed in the survey process, however, several park units were grouped together if survey answers were identical. Analysts from the Accessibility Section facilitated the completion of the programmatic surveys and prepared an overall summary of recommendations for each district.

The survey included a review of the following information for each core program:

- A summary of communications, advertising and outreach used in promoting the program
- Any admission or eligibility requirements to the program
- An overview of participation in the program, including how participation is facilitated
- The methods used to provide accessibility to the program
- Concessions, Cooperating Associations and other outside organizations involved in providing the program
- Recruitment, emergency procedures, and ADA compliance information

See Appendix A for a copy of the Program Accessibility Survey document and the DPR Core Programs document.

### **3.3 Facilities Survey – Transition Plan Preparation**

Access to Parks Guidelines was developed in 1994 and has been used by the Department since that time. As new interpretations and guidelines for ADA became available, the document was updated. The document contains guidelines and recommendations for making park facilities and programs accessible. The document also contained survey documents for identifying barriers to access. With input from Department of Rehabilitation and consultants (MIG), Accessibility Transition team members revised the facilities surveys from Access to Parks Guidelines in November and December of 1999. These revisions were based on the following documents:

- California Code of Regulations, Title 24 (Building Code)
- Americans with Disabilities Act Accessibility Guidelines (ADAAG)
- The Americans with Disabilities Act – Title II Technical Assistance Manual
- Accessibility Guidelines for Recreational Facilities and Outdoor Developed Areas, developed for the U.S. Architectural and Transportation Barriers Compliance Board (1994)
- Final Report of the Regulatory Negotiations Committee on Accessibility Guidelines for Outdoor Developed Areas (September 1999)
- Swimming Executive Report – Access Board

Using the newly revised facility surveys from Access to Parks Guidelines, Accessibility Transition team members visited park units to survey for facilities accessibility. They verified previously conducted surveys and entered the data into a database designed to provide accurate public information on accessibility.

The survey team conducted a physical inventory of all park recreational facilities. In addition, they prioritized accessibility improvement needs and determined what structural modifications might be necessary to meet ADA accessibility guidelines.

Criteria were developed for prioritizing physical improvements for the park units' recreational facilities. The categories that were used to rank the facilities were:

1. Level of Use by the Public
2. Number of Programs Offered
3. Uniqueness of the Park Activity
4. Geographic Distribution

### **3.4 Training Programs**

Training has been identified as a high priority in working toward compliance with the ADA. At virtually every level of the Department, staff must develop sensitivity to people with disabilities. From front-line staff to the executive level, everyone needs to understand the law and its implications. In addition, staff needs to become aware of the rights of individuals with disabilities and the techniques for making parks accessible for all visitors.

#### **3.4.1 Training Classes**

Direct training by the Accessibility Section has been provided in a variety of venues for Department staff. At the William Mott Training Center, Asilomar, accessibility training has been attached to several courses, including Supervisory Refresher, Basic Visitor Services Training (Ranger Cadets) and Maintenance Management. Training has been provided at some Districts for front-line staff. For the past several years, groups of interpreters (including ranger cadets) have received training in accessible interpretive/communication techniques.

Accessibility Section staff members have frequently traveled to District field sites to provide awareness training to a broad spectrum of employee classifications. The Human Rights Office has incorporated an accessibility unit into their training module for new employees. More specialized on-site efforts have been aimed at certain groups, for example, interpreters, who have received training in the interpretive techniques, and integrated access networks. Specialized design training, incorporating accessibility design concepts is being provided to Department design staff (Architects, Engineers and Landscape Architects).

The Accessibility Section provides training materials such as videotapes and training manuals to District Accessibility Coordinators and/or District Interpretive Coordinators throughout the Department. In June of 1999 and 2000 Park Accessibility Training was offered for District Accessibility Coordinators. The focus for the first year was on the survey process. In 2000, the focus was on site planning and connecting features through an integrated access network. The Park Accessibility Training Class is now provided 1-2 times per year to a variety of park staff. See Appendix E for a full list of accessibility training.

### **3.5 Public Input Surveys**

As part of the California State Parks Transition Planning process, a statewide outreach to the disability community was conducted from December 2000 through April 1, 2001.

A questionnaire (Appendix C) was developed by consultants, Moore, Iacofano, Goltsman, Inc., to identify park use among people with disabilities and accessibility improvements needed. The questionnaire was distributed through organizations that serve people with disabilities. A Website was specifically created for increased outreach and questionnaire dissemination, and was linked to the California State Parks Website. In addition, the availability of the questionnaire on this Website was announced on seven national disability listserves and eight National Public Radio/Capital Public Radio stations primarily reaching disability populations in Northern California.

Information about the statewide transition plan and the questionnaire was made available in a variety of formats including electronic text for different readers, large print and Braille.

A total of 16,431 questionnaires were distributed. For a further breakdown by agency/organization please see the Distribution Directory (Appendix C). A total of 678 questionnaires of the total mailed were returned to MIG, Inc. due to insufficient or inaccurate mailing information as supplied by participating agencies/organizations. Over 200 completed questionnaires were mailed to the Accessibility Office at California State Parks. 1,087 hits on the Website containing the questionnaire were received. Survey response information is provided in Appendix C.

### **3.6 Policy Review Process**

Accessibility staff read and reviewed policies from Department Manuals, Government Codes, Departmental Notices, Handbooks and procedural guidelines. These reviews and recommendations are included under the most applicable core program chapter in this self-evaluation.

Some Manual chapters were under revision and unavailable for review. In order to assure that all new Departmental Notices (policies) and Manual chapters are in compliance with accessibility laws, the Accessibility Section will be included in the formal review process for the Department Administrative Manual (DAM) and the Department Operations Manual (DOM).

### **3.7 Trails Assessment Process**

Trails are an important component of outdoor recreation. They provide the means for one of the primary activities offered by State Parks. Trails can be viewed as a facility, but with many special considerations since no two are completely alike. Federal guidelines that contain technical specifications for accessible trails are still being developed, however a review of the Department's trail system was necessary to develop a plan for programmatic access.

An abbreviated survey process was developed as the main criteria to evaluate the Department's existing trail system, and to determine which trails, if any, would require modification in order to ensure program wide access. Two surveys were distributed to qualified field staff. The first survey, known as the General Characteristics Survey, was conducted on all trails and was designed to capture information that was deemed necessary to provide managers and policy makers with an overview of the trail settings and experiences that are provided within each park unit that has trails. This survey also identified the level of use of each trail, whether the trail leads to a prominent feature and the estimated average grade on each trail.

The second survey, known as the Physical Characteristics Survey was designed to identify existing trails that could be considered accessible based upon proposed guidelines put forth by the United States Access Board in the final report of the Regulatory Negotiation Committee on Outdoor Developed Areas, (September 1999). Furthermore, the survey sought to identify and initially evaluate the feasibility of removing barriers to accessibility on existing trails with slight to moderate average grades. Department managers then reviewed the results of the two surveys and through a series of meetings, established a list of potential trail projects that would improve the trail experiences offered throughout the state to users with disabilities.

The Department Trail Plan identifies the location of trails that were found to be accessible and makes recommendations for the completion of several trail projects to institute a system of accessible trails that will provide all visitors with an equally effective opportunity to participate in the activity of hiking. For detailed results of this process as well as other actions and recommendations related to trails see the Department's Trail Plan.

## **4.0 Recreation Core Program**

### **4.1 Definition**

The Recreation Core Program consists of the recreational services, activities and programs for visitors at California State Parks. Providing high-quality recreational opportunities is part of the primary mission of the Department.

### **4.2 Examples**

#### **Recreation Management**

As a recreation provider, the Department is charged with the management of campgrounds, day use areas, special use areas, trails, boating areas, and related campsite and tour reservation programs.

#### **Customer Relations**

In order provide recreational opportunities, the Department communicates with the public through public information efforts. These efforts include signs, displays, maps, brochures, web pages, press releases and direct public contact. Customer relations convey a large volume of information to park visitors and encourage visitation.

#### **Concessions**

Many recreation services are provided through contracts with concessionaires. There are a total of 222 “for profit” concessions providing visitors with amenities such as food service, horseback riding, lodging, supplies, boating services, boat rentals and merchandise sales. Departmental staff members are responsible for planning and management of concession facilities and programs in State Parks.

Although concessionaires are private “for profit” agencies, they operate on property administered through a public agency. Therefore, both Title II and Title III of the ADA apply to concessions.

#### **Fee Collection**

To facilitate park operation, the Recreation Core program encompasses fee collection, kiosk operation and cash handling. These responsibilities are usually assigned to visitor services staff in the field.

#### **Special Event Marketing**

To raise public awareness and build support for park recreational opportunities, special events marketing and merchandise sales are also included in this core program.

## Volunteer Management

The Volunteers in Parks program is considered a part of the Recreation Core Program, although volunteers themselves may be involved in interpretation, facility maintenance or other core program activities. The oversight of formal and informal volunteer programs, including docents, camp hosts, trail groups and more is best categorized within the realm of recreation.

### 4.3 Policies and Procedures

- A. Programmatic Survey Results
- B. California Public Resources Code
- C. California Code of Regulations
- D. Department's Operations Manual (DOM) Chapter 1900 – Concessions, Reservations and Fees Program
- E. DOM *Former* Chapter 1400 – Field Operations
- F. Departmental Notices\*
- G. Concessions Contract Boilerplate 6/2000
- H. Volunteers in Parks Program Handbook

#### \* Departmental Notices Reviewed

Number		Subject	Chapter	Issue Date
99	16	Disposition of Woody Plant Material and Debris	DOM 1625	09/23/99
98	08	Interpretive Concessions Policy	DOM 1700	05/04/98
97	42	Complimentary Passes	DOM 1400	11/17/97
97	38	Concession Performance Evaluation Standards and Guidelines	DOM 1700	10/31/97
97	37	Concession Appeal Resolution Policy	DOM 1700	10/31/97
97	34	Concession Five Year Plan	DOM 1700	09/17/97
97	33	Introduction to Concession Revenue Assessment Policy	DOM 1700	09/17/97
97	24	New and Revised Concessions Forms	DOM 1700	07/07/97
97	23	Concession Contract Extensions	DOM 1700	06/09/97
97	22	Accessible Campsite Policy and Procedures	DOM 1400	06/09/97
97	20	Concessions Contracts - 10-Year Term	DOM 1700	05/21/97
97	01	Golden Bear Pass Application and Obsolete Passes	DOM 1400	01/17/97
96	31	DPR 332, Reservations Improvement Report	DOM 1400	08/15/96
96	26	Receipts, Tickets and Passes Accountability	DOM 1400	07/23/96
96	24	Visitor Attendance Reporting	DOM 1400	07/16/96
96	05	State Park System Fee Schedule	DOM 1400	03/14/96
95	21	Visitor Attendance Report (DPR 449) & Courtesy Passes	DOM 1400	07/18/95
95	20	Golden Bear Pass Program	DOM 1400	06/26/95
94	36	Annual Decal Passes	DOM 1400	11/29/94
94	09	1994 Reservations Program	DOM 1400	03/01/94
93	25	Rock Climbing	DOM 1600	09/09/93
93	19	Concession Review Report	DOM 1700	07/07/93
93	16	Visitor Attendance System	DOM 1400	06/10/93
93	15	Disabled Veteran/Prisoner of War Pass Program	DOM 1400	06/04/93



93	12	Volunteers in Parks Passes and Forms	DOM 1400	04/14/93
93	02	State Park System Fee Schedule	DOM 1400	01/27/93
92	12	Revised Guidelines for Parks Ministry Program	DOM 1400	07/02/92
92	09	Department Passes/Discounts at Park Ur Self and Iron Ranger	DOM 1400	04/28/92
92	08	Day Use Ticket Transferability and Upgrade Policy	DOM 1400	04/02/92
91	31	Off-Highway Vehicle Fees	DOM 1400	12/17/91
91	12	DPR 319, Notice to Appear	DOM 0600	03/25/91
91	04	Camping Reservation Discounts	DOM 1400	01/23/91
91	02	Hot Pay Showers	DOM 1400	01/07/91
90	09	Disabled Discount Pass	DOM 1400	03/15/90
90	05	Special Event Permit	DOM 1400	02/21/90
89	37	Revised DPR 308A, Record of Passes Issued, and DPR 308B, Record of Replacement Passes Issued	DOM 1400	11/21/89
88	35	DPR 53, Camp Registration Form	DOM 1400	06/21/88
89	07	Disabled Discount Pass Program Procedures	DOM 1400	02/21/89
88	65	Mountain Bike Use Policy		12/13/88
87	32	New Special Use Fee Ticket	DOM 1400	12/07/87
87	21	Replacement Passes	DOM 1400	09/17/87

#### 4.4 Findings and Action Steps

##### Findings – Practices that Require Modification

##### Action Steps and Timeframes

A. Programmatic Survey Results	
<u>Alternate Formats and Auxiliary Aids/Services</u>	
Program announcements and advertisements for recreational programs are usually only provided in written format.	Alternative formats such as Braille, electronic file, large print and/or Internet must be available upon request. This must be implemented on an ongoing basis at each park unit and at the District and Headquarter levels, as appropriate.
Reports and other publications are usually only provided in written format.	Alternative formats such as Braille, electronic file, large print and/or Internet must be available upon request. This must be implemented on an ongoing basis at each park unit and at the District and Headquarters level.

<p>Auxiliary aids or accommodations are not always provided for persons with hearing or speech impairments.</p>	<p>Auxiliary aids or accommodations, such as computer aided technology, pictorial signage, sign language interpreters, transcripts, TTYs, paper and pen, and/or captioning, must be provided upon request for persons with hearing or speech impairments who wish to participate in recreational programs. These are also required for public meetings and special events. See 10.2 - Sign Language Interpreter Departmental Notice for guidelines on advanced notice, etc.</p>
<p>Auxiliary aids or accommodations are not always provided for persons with visual impairments.</p>	<p>Auxiliary aids or accommodations such as computer aided technology, large print, Braille, audio description, tactile maps and/or hand-held objects must be provided upon request for persons with visual impairment who wish to participate in recreational programs. These are also required for public meetings and special events.</p>
<p><u>Public Information</u></p>	
<p>Information on the availability of TTY is not provided on printed advertising and outreach materials. In addition, the phone number for the California Relay Service is not provided.</p>	<p>All printed advertising and outreach materials must include either a TTY number or the following statement, "To use the California Relay Service with TTY, call (888) 877-5378 or without TTY, call (888) 877-5379." See 10.1 – Accessibility and Publications Departmental Notice. This is to be implemented as new publications are printed or reprinted.</p>

<p>The public is not consistently informed about how to request communication aids or services.</p>	<p>All publications, including announcements and advertisements must provide information to the public about how to request communication aids or services. The following statement is required on publications; "Prior to arrival, visitors with disabilities who need assistance should contact (contact information)." See 10.1 – Accessibility and Publications Departmental Notice. This is to be implemented as new publications are printed or reprinted. Signage shall also be used to indicate the availability of alternate formats.</p>
<p>Potential participants in recreational programs are not provided with a notice that California State Parks does not discriminate against people with disabilities.</p>	<p>This statement must be used in all publications, "California State Parks does not discriminate against people with disabilities." See 10.1 – Accessibility and Publications Departmental Notice.</p>
<p><u>Training</u></p>	
<p>Many front line staff members have not been provided with formal disability awareness training. Many front line staff members are also not trained in how to provide alternative forms of communication.</p>	<p>All front line staff members must receive training in how to provide information or instructions in large print, Braille or written notes. They must also be trained to know when to provide a sign language interpreter or real time captioning for individuals with hearing impairments/deafness. By September 2002, all seasonal and front line staff will receive this training through field training sessions, the employee orientation process, seasonal employee training, interpreter training and/or maintenance safety training.</p>

<p>Staff members are not consistently trained regarding the possibility of needing to modify a policy or procedure to accommodate an individual with a disability.</p>	<p>Through disability awareness training, Equal Employment Opportunity counseling, employee orientation, and other training programs, all staff members will understand the possible need to modify a policy or procedure to accommodate an individual with a disability. Staff shall be trained on an ongoing basis.</p>
<p><u>Procedures</u></p>	
<p>Most park units do not have a procedure in place for responding to public requests for reasonable modification/accommodation.</p>	<p>Each park unit must develop a procedure for responding to public requests for reasonable modification/accommodation. By September of 2002, staff members who answer public telephone lines will have written instructions on how to refer calls requesting reasonable accommodation.</p>
<p>There was some uncertainty as to whether or not additional costs for auxiliary aids, services or formats were incurred by individuals with disabilities.</p>	<p>Park program managers must ensure that costs for auxiliary aids, services or formats are not passed on to individuals with disabilities. Costs may be included in fees for all visitors</p>
<p><u>Contracts</u></p>	
<p>Not all contracts with outside organizations who provide recreational program activities include language regarding compliance with ADA.</p>	<p>There is currently new boilerplate language regarding compliance with accessibility laws for all contracts with outside organizations. However, if the contract has not been renewed in the past two years, it may not include current language. Contracts must be updated as they are renewed.</p>
<p><u>Special Events</u></p>	
<p>Not all special events that are open to the public are held in accessible facilities.</p>	<p>Park staff must utilize the Special Events Accessibility Checklist (see Appendix F) at all special events open to the general public to ensure that accessibility is addressed throughout such events.</p>

<p>Special event or public meeting announcements do not consistently inform participants about how to request reasonable accommodation.</p>	<p>A notice regarding how to request reasonable accommodation shall be included in announcements for public meetings and special events as a standard operating procedure.</p>
<p><b>B. California Public Resources Code</b></p>	
<p><u>General Provisions – Section 1-18, Number 8</u></p>	
<p>“Writing includes any form of recorded message capable of comprehension by ordinary visual means. Whenever any notice, report, statement or record is required by this code, it shall be made in writing in the English language.”</p>	<p>Add: “For people with visual impairment who request information, an alternative format such as audio recording, electronic file, or Braille text may be provided.” This change should be incorporated at the next revision.</p>
<p><u>Division 5, Chapter 1 – State Parks and Monuments, Section 5001.8</u></p>	
<p>The guidelines regarding prohibitions and allowances for motor vehicles have implications for wheelchairs with electric motors and new potential technologies.</p>	<p>In general, a wheelchair is not considered a vehicle, but these limitations may inadvertently limit access and cause some confusion about the use of motorized wheelchairs. The following statement should be added, “A motorized wheelchair is not considered a motor vehicle.” This change should be incorporated at the next revision.</p>
<p><u>Section 5002.3</u></p>	
<p>This section provides only for written and visual formats.</p>	<p>Add to first paragraph: “In order to inform individuals with visual impairment, additional formats such as public service announcements on local radio and television stations and internet posting should be utilized.” This change should be incorporated at the next revision.</p>

<u>Section 5002.45, (2)</u>	
<p>“Provision for a system of non-motorized transportation, at least for those unable to hike long distances because of age or disability. The department may contract for a privately owned and operated system of horse-drawn carriages to be operated at no cost to the state in order to provide this non-motorized transportation.</p> <p><u>Section 5051</u></p>	<p>Horse drawn carriages are often an unacceptable alternative for people with disabilities, including older adults. Use the term “low impact” transportation and add, “or other transportation system” after horse-drawn carriages. This change should be incorporated at the next revision.</p>
<p>This section mentions cycling and walking routes</p>	<p>Add: “Cycling and walking includes individuals with disabilities who may use wheelchairs on travel routes.” This change should be incorporated at the next revision.</p>
<u>Chapter 1.2 Operation and Management of State Park System Properties Section 5080.18 and Section 5080.34 (Concessions) (f)</u>	
<p>These non-discrimination statements do not include people with disabilities.</p>	<p>Add “disability” to lists. This change should be incorporated at the next revision.</p>
<u>Chapter 1.3 California Wilderness Preservation System Section 5093.36 (b)</u>	
<p>This section provides that in wilderness areas, there will be “no use of motor vehicles, motorized equipment..., no other form of mechanical transport.” This explicitly prohibits wheelchairs, which are mechanical transport, thereby discriminating against people with disabilities.</p>	<p>Add, after transport, “with the exception of manual or electric wheelchairs.” This change should be incorporated at the next revision.</p>
<u>Chapter 2.6 Public Playground Equipment Section 5410-5411</u>	
<p>This section uses the term “able-bodied” as opposed to physically disabled. Many people with disabilities find the term inappropriate. Disabled Olympic runner, swimmers, etc. are able-bodied.</p>	<p>Response: Change “able-bodied” to “non-disabled” This change should be incorporated at the next revision.</p>

<p><b>C. California Code of Regulations</b>  <b>Title 14. Natural Resources</b>  <b>Division 3. Department of Parks and Recreation</b></p>	
<p><u>§4301 Definitions</u></p>	
<p>(i) – Currently this makes a general reference to posting notices in areas used by the public and in offices.</p>	<p>This paragraph should include the requirement for alternate formats of communication. “Posting should be in 18-pt. type minimum and placed at a height that is visible from a seated position. For people with visual impairment, posted information must be available in audio format and Braille.” This change should be incorporated at the next revision.</p>
<p><u>§ 4306 Plants and Driftwood</u></p>	
<p>(d) – Use of tools, vehicles and equipment for collecting of driftwood is prohibited.</p>	<p>This statement should be added: “A person with a disability may use a tool or equipment (such as a wheelchair) to gather driftwood in approximately the same quantity as other visitors.” This change should be incorporated at the next revision.</p>
<p><u>§ 4312 Control of Animals</u></p>	
<p>This entire section is in the process of being revised in order to accommodate visitors with service animals.</p>	<p>This section will need to be reviewed as the revised copy becomes available.</p>
<p><u>§ 4320 Peace and Quiet</u></p>	
<p>(c) – Re: generators between 8 p.m. and 10 am.</p>	<p>A statement should be added: “permission may be granted on a case-by-case basis for the use of generators for operation of medical equipment. Staff should attempt to minimize the impact on other park visitors.” This change should be incorporated at the next revision.</p>

<u>§ 4501 Hunting Authorized</u>	
	Hunting is allowed in a very limited number of state parks, but it is a Fish and Game program and license. Parks does not provide any facilities or staff support for hunting, which usually takes place on inaccessible terrain away from areas of regular visitation.
<u>§ 4600 Hearst San Simeon State Historical Monument</u>	
(b) – Prohibits any touching of objects by visitors.	Currently, blind visitors are allowed to touch some objects at the site. This statement should include the phrase, “Except as authorized by the Department” to match the statements used in the section for the Railroad Museum.
<u>§ 4609 Pismo Dunes SVRA</u>	
(3) & (4) – Requirements for a whip, flag, roll bar and other safety equipment.	The requirement for a whip and other safety equipment should extend to motorized wheelchairs if they are used in the vehicle recreational area of the dunes. This change should be incorporated at the next revision.
<b>D. DOM Chapter 1900 – Concessions, Reservations and Fees Program</b>	
This chapter is in the early draft stage.	Chapter 1900 has not yet been revised, but standard language regarding accessibility is now added to all contracts. As the chapter revision develops, the Accessibility Section will be consulted on specifics. Staff has been contacted on specific contracts and on providing ways to evaluate concessionaire responsiveness to accessibility issues.
<b>E. Former DOM Chapter 14 – Field Operations</b>	
This entire chapter is out of date. Several issues regarding reservations, Disabled Veteran Discount passes and camping are not in compliance with accessibility laws.	More current policies are in the revised chapter on Concessions, Reservations and Fees. This document should not be used for current policy on reservations because it is superceded.



	When chapter is updated, take into consideration the Americans with Disabilities Act ensures equal access to persons with disabilities to programs and activities. Ensure that sections referencing public contact provide direction on providing customer service to all users of our parks. Ensure that staff is aware that all users include people with disabilities.
Section 1461 makes reference to attitudes toward visitors. If a section like this is included in future DOM chapters, it should be more specific.	The following statement is recommended: "California State Parks offers equal recreational opportunities for all visitors. Quality customer service shall be extended to all visitors regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation." This change should be incorporated at the next revision.
<b>F. Departmental Notices (Current)</b>	
<u>Dept. Notice Number 97-38</u>	
In the section on "Use of Premises, Appropriate Signage/Advertising," The question, "Are signs appropriate, in an approved location, accurate, professional, and well-maintained?"	Replace with: "Are signs appropriate, in an approved location, accurate, professional, well-maintained and in compliance with Access to Parks Guidelines when they pertain to: 1) permanent rooms and spaces; 2) directional matters and functional space; 3) utilities for public use."
In the section "Customer Service," the question "Are rates and prices visibly posted and easy to read?"	Replace with: "Are rates and prices visibly posted and easy to read with a non-glare finish and good contrast?"
Under "Safety, General Safety" the question "Are aisles wide enough to provide access for more than one person?"	Replace with: "Are aisles minimum 36" if serving one side and 44" if serving both sides?"

<u>Dept. Notice Number 95-32</u>	
Is not up-to-date regarding responsibilities and reporting divisions.	#1, #9 – Reference to oversight of the Access to Parks Guidelines by the Human Resources Office should be changed to “oversight by the Accessibility Section.”  #8, #10-C, #13 – Reference to Park Services Division should be changed to “Acquisition and Development Division”
Goals: Does not include reasonable accommodation of visitors	Goals: #3 – Should read: “Provide reasonable accommodation to employees and visitors.”
Actions: Does not address publications other than General Plans	Actions: #4 – Should read: “Accessibility will be specifically addressed in all appropriate departmental general plans, manuals and other publications.”
<u>Dept Notice Number 94-09</u>	
This reservation information is out-of-date.	When updated, the reservation number should include a TTY number.
<u>Dept. Notice Number 92-12</u>	
Rules: #1 – Facilities for religious programs should be accessible	Rules: #1 – Add “...making appropriate, accessible facilities available...”
<b>G. Concessions Contract Boilerplate 6/2000 Revision</b>	
<u>Page 51, XX. Nondiscrimination</u>	
There are three paragraphs containing the wording “race, color, religion, sex, status, national origin, physical handicap or ancestry.”	The wording has been changed to “race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.”

<u>Page 52, XX. Americans with Disabilities Act:</u>	
The third paragraph references “Government Code Section 4450, et seq.: Access to Public Buildings by Physically Handicapped Persons, and Government Code Section 7250, et seq.: Facilities for Handicapped Persons, and any other applicable laws.”	The term Physically Handicapped has been updated to “Persons with Disabilities.” This term encompasses people with hearing, speech, vision and learning impairment. It is also less derogatory.
<u>Public Resources Code – Section 5080.02-5080.28</u>	
5080.18 (f) – The wording “race, color, religion, sex, status, national origin, physical handicap or ancestry” is outdated.	The wording has been updated to read “race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.”
<u>Definitions and Procedures for Approval of Schematics, Preliminary Plans, and Working Drawings</u>	
D. Working Drawings (d) – Coastal permits, Handicap Accessibility, Fire Marshall...	Change terminology to “Coastal permits, State Accessibility Compliance, Fire Marshall...”
<b>H. Volunteers in Parks Handbook</b>	
<u>Page 14 – Volunteer Eligibility – Section 6, Medical Condition and Physical Limitation</u>	
The criteria for filling out a Health Questionnaire (Std. 610) are as follows:  1. A district superintendent, based on the volunteer duty statement, may determine that a Health Questionnaire is needed.  2. Whenever a prospective volunteer indicates on the Volunteer Service Agreement that he or she has a medical condition or physical limitation which may restrict performance of the duties that are described in the individual’s duty statement, a health questionnaire must be completed.	This is a key issue that is not addressed in the guidelines. It is important that the Health Questionnaire is not used to screen out people with disabilities. It may be advisable to revise the guidelines to require a Health Questionnaire of every volunteer <i>who is offered a position</i> . This would eliminate the potential for different treatment for volunteers with disabilities. A majority of volunteers are senior citizens, many of whom have a variety of limitations. Without being required to fill out the questionnaire, they may not feel it necessary to let staff know about any impairment.

<p><u>Page 51 – B. Finding the Right Volunteers – Section 2, Selection of Volunteers, a Screening</u></p>	
<p>The following statement could be misleading: “Do not feel compelled to accept everyone who walks through the door... It is essential to screen all potential volunteers properly in order to assure that the impact they have is positive for you, the volunteer, and the public.” It leaves the judgment of what may be “positive” very much to individual discretion, which may allow for discrimination.</p>	<p>The following sentence, reflecting civil rights law, should be added; “Screening must not be based on the applicant’s race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.”</p>
<p><u>Page 52 – b. The Interview Process</u></p>	
	<p>A statement should be made in the first paragraph about the importance of conducting non-discriminatory interviews. A set of “Pre-Employment Inquiry Guidelines” from the Human Rights Office should be included in the appendix of the VIP Program Guidelines.</p>

#### **4.5 Recreation Core Program Activities by Travel Region**

The following matrix represents each of the state's 12 travel regions with the individual park units and the major recreational activities offered in each unit.

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
<b>North Coast Travel Region</b>										
Admiral William Standley SRA	118		X							
Anderson Marsh SHP	701		X	X	X			X		
Annadel SP	246		X	X	X	X	X	X		
Armstrong Redwoods SR	208		X		X	X				
Austin Creek SRA	245	X	X		X	X				
Azalea SR	109				X					
Bale Grist Mill SHP	251		X		X					
Benbow Lake SRA	123	X	X	X	X			X	X	
Bothe-Napa Valley SP	240	X	X		X	X	X	X		
Caspar Headlands SB	161			X	X			X		
Caspar Headlands SR	160			X	X			X		
Clear Lake SP	218	X	X	X	X			X	X	
Del Norte Coast Redwoods SP	103	X	X		X		X			
Fort Humboldt SHP	120		X							
Fort Ross SHP	207	X	X		X					
Greenwood Creek SB	165		X	X				X		
Grizzly Creek Redwoods SP	110	X	X	X	X			X		
Harry A. Merlo SRA	136			X				X	X	
Hendy Woods SP	148	X	X		X		X	X		
Humboldt Lagoons SP	105		X	X	X			X	X	
Humboldt Redwoods SP	119	X	X	X	X	X	X	X		

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Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
Jack London SHP	241		X		X	X	X			
Jedediah Smith Redwoods SP	102	X	X	X	X	X	X	X		
Jug Handle SR	154		X		X					
Kruse Rhododendron SR	206				X	X				
Little River SB	108			X				X		
MacKerricher SP	146	X	X	X	X	X	X	X	X	
Mailliard Redwoods SR	149		X							
Manchester SP	147	X	X	X	X			X		
Mendocino Headlands SP	158			X	X			X		
Montgomery Woods SR	143		X		X					
Navarro River Redwoods SP	144	X	X	X				X		
Patrick's Point SP	106	X	X	X	X			X		
Pelican SB	101		X	X				X		
Petaluma Adobe SHP	219		X							
Prairie Creek Redwoods SP	104	X	X		X		X			
Reynolds WC	131									
Richardson Grove SP	116	X	X	X	X			X		
Robert Luis Stevenson SP	215		X		X					
Russian Gulch SP	141	X	X	X	X	X	X	X		
Salt Point SP	248	X	X	X	X	X	X	X	X	
Schooner Gulch SB	164		X	X	X			X		
Sinkyone Wilderness SP	133	X	X	X	X	X		X		

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
Smithe Redwoods SR	130			X				X		
Sonoma Coast SB	209	X	X	X	X	X	X	X	X	
Sonoma SHP	243		X		X					
Standish-Hickey SRA	117	X	X	X	X			X		
Sugarloaf Ridge SP	247	X	X		X	X				
Tolowa Dunes	134		X	X	X	X	X	X		
Trinidad SB	107		X	X	X	X		X		
Van Damme SP	142	X	X	X	X		X	X		
Westport-Union Landing SB	150	X	X	X	X			X		
<b>Shasta Cascade Travel Region</b>										
Ahjumawi Lava Springs SP	190		X	X	X			X	X	
Bidwell Mansion SHP	139		X							
Bidwell-Sacramento River SP	163		X	X	X			X	X	
Castle Crags SP	124	X	X	X	X			X		
Lake Oroville SRA	151	X	X	X	X	X		X	X	
McArthur-Burney Falls Memorial SP	125	X	X	X	X	X		X	X	
Plumas-Eureka SP	321	X	X	X	X		X	X		
Shasta SHP	126		X							
Weaverville Joss House SHP	127									
William B. Ide Adobe SHP	128		X	X				X		
Woodson Bridge SRA	129	X	X	X	X			X		
<b>Gold Country Travel Region</b>										
Auburn SRA	398	X	X	X	X	X	X	X	X	

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
California Mining/Mineral Museum	707									
California State Capitol Museum	357									
Columbia SHP	307		X			X				
Delta Meadows	338			X	X			X	X	
Empire Mine SHP	383		X		X	X	X			
Folsom Lake SRA	318	X	X	X	X	X	X	X	X	
Folsom Powerhouse SHP	370		X		X				X	
Governor's Mansion SHP	377									
Indian Grinding Rock SHP	373	X	X		X					
Leland Stanford Mansion SHP	328									
Malakoff Diggins SHP	356	X	X	X	X	X	X	X		
Marshall Gold Discovery SHP	304		X	X	X			X	X	
Old Sacramento SHP	372		X				X			
Prairie City SVRA	367		X							X
Railtown 1897 SHP	335		X							
South Yuba River SHP	359		X	X	X			X		
State Indian Museum SHP	309									
Sutter's Fort SHP	308									
<b>High Sierra Travel Region</b>										
Bodie SHP	324		X							
Burton Creek SP	348				X					
Calaveras Big Trees SP	306	X	X	X	X			X		



Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
D.L. Bliss SP	303	X	X	X	X			X		
Donner Memorial SP	301	X	X	X	X			X		
Emerald Bay SP	313	X	X	X	X			X	X	
Grover Hot Springs SP	322	X	X	X	X			X		
Mono Lake Tufa SR	366		X		X			X		
Sugar Pine Point SP	339	X	X	X	X		X	X		
Tahoe SRA	302	X	X	X				X		
Ward Creek	349									
Washoe Meadows SP	390				X					
Wassama Round House SHP	376		X					X		
<b>San Francisco Bay Area Travel Region</b>										
Angel Island SP	231		X	X	X		X	X	X	
Año Nuevo SP	222				X					
Año Nuevo SR	228		X	X	X			X		
Bean Hollow SB	266		X	X	X			X		
Benicia Capitol SHP	221									
Benicia SRA	224		X	X	X		X	X		
Bethany Reservoir SRA	744		X	X			X	X	X	
Big Basin Redwoods SP	406	X	X		X	X	X	X		
Burleigh H. Murray Ranch	285		X		X	X	X			
Butano SP	423	X	X		X					
Candlestick Point SRA	214		X	X	X		X	X		

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Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
Carnegie SVRA	272	X	X							X
Castle Rock SP	404		X		X					
China Camp SP	202	X	X	X	X	X	X	X	X	
Forest of Nisene Marks SP	465		X		X		X			
Gray Whale Cove SB	270			X	X			X		
Half Moon Bay SB	277	X	X	X	X	X	X	X		
Henry Cowell Redwoods SP	418	X	X		X	X	X			
John Marsh Home	254									
Manresa SB	416	X		X				X		
Montara SB	278			X	X	X	X	X		
Mount Diablo SP	203	X	X		X	X	X			
Mount Tamalpais SP	239	X	X	X	X	X	X	X		
Natural Bridges SB	407		X	X				X		
New Brighton SB	408	X	X	X	X			X		
Olompali SHP	201		X		X	X				
Pescadero SB	227		X	X	X	X		X		
Pomponio SB	226		X	X	X			X		
Portola Redwoods SP	405	X	X		X					
Samuel P. Taylor SP	233	X	X		X	X	X	X		
San Gregorio SB	273		X	X				X		
Santa Cruz Mission SHP	433		X							
Seacliff SB	409	X	X	X	X			X		

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
Sunset SB	410	X	X	X	X			X		
Thornton SB	275									
Tomales Bay SP	237		X	X	X			X		
Twin Lakes SB	422			X	X			X		
Wilder Ranch SP	456		X	X	X	X	X	X		
<b>Central Coast Travel Region</b>										
Andrew Molera SP	491		X	X	X	X		X		
Carmel River SB	437			X	X			X		
Carpinteria SB	514	X	X	X				X		
Chumash Painted Cave SHP	525									
El Capitan SB	519	X	X	X	X		X	X		
Emma Wood SB	530	X	X	X	X		X	X		
Estero Bay	749									
Fremont Peak SP	412	X	X		X					
Garrapata SP	467			X	X			X		
Gaviota SP	542	X	X	X	X	X		X		
Hearst San Simeon SHM	494		X							
Henry W. Coe SP	432	X	X	X	X	X	X	X		
Hollister Hills SVRA	244	X	X		X		X			X
John Little SR	438									
Julia Pfeiffer Burns SP	462		X		X			X		
La Purisima Mission SHP	513		X		X	X				

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Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
Limekiln SP	461	X		X	X			X		
Los Osos Oaks SR	739				X					
Marina SB	479			X	X			X		
McGrath SB	567	X		X	X			X		
Montaña de Oro SP	441	X	X	X	X	X	X	X		
Monterey SB	460		X	X				X		
Monterey SHP	455		X							
Morro Bay SP	443	X	X	X	X			X	X	
Morro Strand SB	442	X	X	X				X		
Moss Landing SB	454			X	X	X		X		
Oceano Dunes SVRA	264	X	X	X	X	X		X		X
Pacheco SP	369				X	X	X			
Pfeiffer Big Sur SP	448	X	X		X					
Pismo SB	446	X	X	X	X	X		X		
Point Lobos SR	449		X		X			X		
Point Mugu SP	573	X	X	X	X	X	X	X		
Point Sal SB	535									
Point Sur SHP	419									
Refugio SB	527	X	X	X			X	X		
Salinas River SB	451		X	X	X	X		X		
San Buenaventura SB	515		X	X			X	X		
San Juan Bautista SHP	411		X							

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
San Simeon SP	487	X	X	X	X			X	X	
William Randolph Hearst Memorial SB	486		X	X				X		
Zmudowski SB	450			X	X			X		
<b>Central Valley Travel Region</b>										
Brannan Island SRA	314	X	X	X	X			X	X	
Caswell Memorial SP	316	X	X	X	X			X		
Colonel Allensworth SHP	341	X	X							
Colusa-Sacramento River SRA	140	X	X	X	X			X	X	
Fort Tejon SHP	351		X							
Franks Tract SRA	329			X				X	X	
George J. Hatfield SRA	312	X	X	X				X		
Great Valley Grasslands SP	352			X				X		
McConnell SRA	310	X	X	X				X		
Millerton Lake SRA	378	X	X	X	X	X	X	X	X	
San Luis Reservoir SRA	333	X	X	X	X		X	X	X	
Tule Elk SR	350		X							
Turlock Lake SRA	311	X	X	X				X	X	
<b>Los Angeles County Travel Region</b>										
Antelope Valley California Poppy Reserve SR	560		X		X					
Antelope Valley Indian Museum	579		X		X					
Arthur B. Ripley Desert Woodland SP	595				X					
Hungry Valley SVRA	521	X	X							X
Leo Carrillo SP	540	X	X	X	X			X		

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
Los Encinos SHP	546		X							
Malibu Creek SP	537	X	X	X	X	X	X	X		
Malibu Lagoon SB	548		X	X	X			X		
Pio Pico SHP	551		X							
Point Dume SB	553				X			X		
Robert H. Meyer Memorial SB	590		X					X		
Saddleback Butte SP	543	X	X		X	X				
Santa Susana Pass SHP	505				X	X				
Tomo-Kahni Site	368									
Topanga SP	572		X		X	X	X			
Verdugo Mountains	597									
Will Rogers SHP	559		X		X	X	X			
<b>Orange County Travel Region</b>										
Bolsa Chica SB	534	X	X	X			X	X		
Crystal Cove SP	594		X	X	X		X	X		
Doheny SB	610	X	X	X				X		
Huntington SB	564		X	X			X	X		
San Clemente SB	611	X	X	X	X			X		
<b>San Diego Coast Travel Region</b>										
Border Field SP	669		X	X	X	X	X	X		
Cardiff SB	621			X				X		
Carlsbad SB	612		X	X				X		
Cuyamaca Rancho SP	618	X	X	X	X	X	X	X		

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
Old Town San Diego SHP	667		X							
Palomar Mountain SP	617	X	X	X	X			X		
San Elijo SB	654	X		X				X		
San Onofre SB	663	X		X	X			X		
San Pasqual Battlefield SHP	615		X		X					
Silver Strand SB	614		X	X	X			X		
South Carlsbad SB	652	X		X				X		
Torrey Pines SB	631		X	X				X		
Torrey Pines SR	630				X					
<b>Inland Empire Travel Region</b>										
California Citrus SHP	570		X		X					
Chino Hills SP	508	X	X		X	X	X			
Lake Perris SRA	665	X	X	X	X	X	X	X	X	
Mount San Jacinto SP	616	X	X		X	X				
Silverwood Lake SRA	592	X	X	X	X		X	X	X	
<b>Desert Travel Region</b>										
Anza-Borrego Desert SP	622	X	X		X	X				
Heber Dunes SVRA	444									X
Ocotillo Wells SVRA	439	X	X							X
Picacho SRA	658	X	X	X	X			X	X	
Providence Mountains SRA	538	X	X		X					
Red Rock Canyon SP	577	X	X		X					
Salton Sea SRA	623	X	X	X	X			X	X	

## **5.0 Education/Interpretation Core Program**

### **5.1 Definition**

The Education/Interpretation Core Program consists of activities related to the interpretation of park resources and the education of park visitors and the public-at-large.

### **5.2 Examples**

#### **Interpretive, Educational Activities**

Campfire programs, hikes, tours, talks, demonstrations, audio-visual programs, Junior Rangers, Junior Lifeguards, K-12 school programs (in-park, off-site, and Environmental Living and Environmental Studies), Living History, and interpretive special events.

#### **Museums and Visitor Centers**

Activities related to museums, visitor centers, house museums, interpretive centers, and other interpretive facilities.

#### **Interpretive Media**

Distribution and sales of interpretive books, brochures, newsletters, maps, trail/tour guides, handouts, teacher's guides, etc. Exhibits, displays, signs, both indoor and outdoor.

#### **Cooperating Associations**

Oversight of nonprofit interpretive and educational fund-raising organizations.

### **5.3 Policies and Procedures**

- A. Programmatic Survey Results
- B. DOM *Former* Chapter 1300 – Interpretation
- C. Departmental Notices\*
- D. Aiming for Excellence
- E. Workbook for Planning Interpretive Projects in California State Parks
- F. All Visitors Welcome
- G. Jr. Rangers Handbook
- H. Cooperating Association Handbook

\* Departmental Notices Reviewed



Number		Subject	Chapter	Issue Date
99	17	Department Logo	DAM 0100	12/01/99
97	15	Department Signature (Logo)	DAM 0100	04/16/97
97	10	Media Contact Policy	DAM 0110	03/07/97

## 5.4 Findings and Action Steps

### Findings – Practices that Require Modification

### Action Steps and Timeframes

A. Programmatic Survey Results	
<u>Alternate Formats and Auxiliary Aids/Services</u>	
Program announcements and advertisements for interpretive programs are usually only provided in written format.	Alternate formats such as Braille, electronic file, large print and/or Internet must be available upon request. This must be implemented on an ongoing basis at each park unit and at the District and Headquarters level, beginning in July of 2002.
Reports and other publications are usually only provided in written format.	Alternate formats such as Braille, electronic file, large print and/or Internet must be available upon request. This must be implemented on an ongoing basis at each park unit and at the District and Headquarters level, beginning in July of 2002.
Auxiliary aids or accommodations are not always provided for persons with hearing or speech impairments.	Auxiliary aids or accommodations such as computer aided technology, pictorial signage, sign language interpreters, transcripts, TTYs, paper and pen and/or captioning must be provided upon request for persons with hearing or speech impairments who wish to participate in interpretive programs. These are also required for public meetings and special events. See 10.2 – Sign Language Interpreter Departmental Notice for guidelines on advanced notice, etc.

<p>Auxiliary aids or accommodations are not always provided for persons with visual impairments.</p>	<p>Auxiliary aids or accommodations such as computer aided technology, large print, Braille, audio description, tactile maps and/or hand-held objects must be provided upon request for persons with visual impairment who wish to participate in interpretive programs. These are also required for public meetings and special events.</p>
<p><u>Public Information</u></p>	
<p>Information on the availability of TTY is not provided on all printed advertising and outreach materials. In addition, the phone number for the California Relay Service is not provided.</p>	<p>All printed advertising and outreach materials must include either a TTY number or the following statement, "Relay Service, 711 " See 10.1 – Accessibility and Publications Department Notice.</p>
<p>The public is not consistently informed about how to request communication aids or services.</p>	<p>All outreach publications, including announcements and advertisements must provide information to the public about how to request communication aids or services. The following statement is required on publications; "Prior to arrival, visitors with disabilities who need assistance should contact (contact information)." See 10.1 – Accessibility and Publications Department Notice. Signage shall also be used to indicate the availability of alternate formats.</p>
<p>Potential participants in interpretive programs are not provided with a notice that California State Parks does not discriminate against people with disabilities</p>	<p>This statement must be used in all publications: "California State Parks does not discriminate against people with disabilities." See 10.1 – Accessibility and Publications Department Notice.</p>

<u>Training</u>	
<p>Many front line staff members have not been provided with formal disability awareness training. Many front line staff members are also not trained in how to provide alternate forms of communication.</p>	<p>All front line staff members must receive training in how to provide information or instructions in large print, Braille or written notes. They must also be trained to know when to provide a sign language interpreter or real time captioning for individuals with hearing impairments/ deafness. By September 2002, all seasonal and front line staff will receive this training through field training sessions, the employee orientation process, seasonal employee training, interpreter training and/or maintenance safety training.</p>
<p>Staff members are not consistently trained regarding the possibility of needing to modify a policy or procedure to accommodate an individual with a disability.</p>	<p>Through disability awareness training, Equal Employment Opportunity counseling, employee orientation and other training programs, all staff members must understand the possible need to modify a policy or procedure to accommodate an individual with a disability. All staff should have training by September of 2002. Ongoing training shall be incorporated into the program.</p>
<u>Procedures</u>	
<p>Most park units do not have a procedure in place for responding to public requests for reasonable modification/accommodation in educational/interpretive programs.</p>	<p>Each park unit must develop a procedure for responding to public requests for reasonable modification/accommodation in educational/interpretive programs. By September of 2002, staff members who answer public telephone lines will have written instruction on how to refer calls requesting reasonable accommodation.</p>
<p>There was some uncertainty as to whether or not additional costs for auxiliary aids, services or formats were incurred by individuals with disabilities.</p>	<p>Park program managers must ensure that costs for auxiliary aids, services or formats are not passed on to individuals with disabilities. Costs may be included in fees for all visitors.</p>

<b><u>Contracts</u></b>	
Not all contracts with outside organizations that provide educational/interpretive programs include language regarding compliance with accessibility laws.	There is currently new boilerplate language regarding compliance with accessibility laws for concessions and other contracts. The Cooperating Association contract language has been updated and accessibility has been addressed.
<b><u>Special Events</u></b>	
Not all special events that are open to the public are held in accessible facilities.	Park staff must use the Special Events Accessibility Checklist (see Appendix F) to ensure that accessibility is provided throughout all special events that are open to the public.
Special event or public meeting announcements do not consistently inform participants about how to request reasonable accommodation.	A notice regarding how to request reasonable accommodation shall be included in announcements for public meetings and special events. This must be a standard operating procedure.
<b>B. DOM Former Chapter 1300 – Interpretation</b>	
This chapter has been completely revised and will be distributed by early 2005.	The revised chapter has been reviewed by the Accessibility Section. No changes are necessary.
<b>C. Departmental Notices</b>	
	No changes are necessary at this time.

<b>D. Aiming for Excellence</b>	
<u>Page 5 – “District Interpretive Improvement Team”</u>	
Could highlight involvement of people with disabilities.	The second paragraph (Team Makeup) should read: “...offering their experience in day-to-day operation of the interpretive programs. To best benefit the function of the DIIT, inclusion of persons who represent user groups should be considered, i.e., inclusion of a person with a disability would tend to benefit programmatic accessibility. If appropriate, a DIIT may have temporary members...”
<u>Page 31 – “Learning and Behavior”</u>	
When surveys are conducted, there should be alternative methods for collecting data from individuals with disabilities.	The last paragraph should read: “...easy for the visitor to return their response to a staff member. It is important to keep in mind that completion of a survey form may be difficult for some visitors, such as those with visual or mobility impairments. It may be appropriate to ask a visitor if they would like to have the survey read aloud and have the staff member record the responses. It should be made clear that the purpose is not to judge their skills, but to measure the effectiveness...”

<u>Page 48 – "Coaching Techniques"</u>	
Certain criteria for effective interpretation may not be possible due to an interpreter's disability.	The second paragraph should read: "...and sensitive to the uniqueness of each individual interpreter. At one time, for example, the Department benefited from the skills of a tour guide that is blind and who had a unique ability to lead and inspire visitors. While eye contact is normally an essential part of conducting an effective tour, this guide overcame a disability and demonstrated expertise in presenting quality interpretive programs. The coach must foster mutual respect..."
<b>E. Workbook for Planning Interpretive Projects in California State Parks</b>	
<u>Page 5 – "Why is This Project Needed?"</u>	
This section does not mention accessibility.	Under the section "Consider the value of the following to the park," add "Improve accessibility for all visitors."
<u>Page 6 – "Assembling a Team"</u>	
This should include people with disabilities.	Under the section "Consider the individuals who will provide" add "accessibility perspective"
<u>Page 8 – "Planning Documents, Review"</u>	
Does not mention Access to Parks Guidelines	Add to list: "Access to Parks Guidelines"
<u>Page 19 – "Graphics"</u>	
Does not mention reasonable modifications	Add to "Images selected for any interpretive project should:" the phrase: "be available in alternative formats."
<u>Page 24 – "Barrier-Free Access or Other Alternatives"</u>	
This information is incomplete	Add to "Consider how each of the following might impact your audience:" the phrases; "route of travel and turning widths" and "encroachment of overhanging exhibits into travel corridors."

	Add to the last paragraph: "...contact disabled members of the community. Check with your District Accessibility Coordinator and District Accessibility Resource Group. They can best advise your planning team."
<u>Page 46 – "Public Involvement"</u>	
Does not mention alternative communication systems.	Add to "Methods for involving the community" the phrase: "install alternative communication systems such as TTY for phones."
<u>Page 53 – "Visitor Flow Plans"</u>	
Fourth paragraph on "way-finding" doesn't mention alternative formats for people with disabilities.	Add to fourth paragraph: "Keep in mind that alternate formats of information are important for allowing visitors with disabilities to navigate."
<u>Page 55 – "Design Concepts"</u>	
This section does not mention Access to Parks Guidelines.	Add to "Consider these factors in your designs" the titles: "Standards of the Americans with Disabilities Act and Access to Parks Guidelines."
<u>Page 62 – "Special Equipment List"</u>	
Does not list Braille and large print	Add to list: "Braille and large print format materials."
<b>F. All Visitors Welcome</b>	
<u>Page 120 – "Interpretive Sales and Concessions"</u>	
Does not include a statement about contract language requiring compliance with ADA	Add after the first paragraph: "All contracts with concessionaires must include language regarding compliance with the Americans with Disabilities Act." This language is currently included in the Concessions Contract Boilerplate.
<u>Page 161 – "Off-site Interpretive Programs, Visual Impairments"</u>	
The first paragraph does not include methods of description.	Add to first paragraph, last sentence: "and Methods of Description on page 41."

<u>Page 171 – "Puppet Shows, Visual Impairment"</u>	
The second paragraph does not include methods of description.	Add to second paragraph, last sentence: " and Methods of Description on page 41"
<b>G. Junior Rangers Handbook</b>	
<u>"Including Children with Disabilities in the Junior Ranger Program"</u>	
<p>This chapter is a good attempt to offer helpful suggestions. However, park staff would benefit from more in-depth information about the legal requirements.</p>	<p>Suggest adding the following paragraphs to the beginning of this chapter:</p> <p><b><u>BACKGROUND</u></b>            Title II of the Americans with Disabilities Act prohibits state and local governments from discriminating against people with disabilities by excluding them from participation or denying them benefits of programs, services or activities.</p> <p>A public entity may not make unnecessary inquiries into the existence of a disability. A questionnaire is acceptable, if the department can demonstrate that each piece of information requested is needed to ensure safe participation in activities. Completion of such a questionnaire should be required of all program applicants. Information gathered may not be used to screen out children with disabilities.</p> <p>Normally, a park is not required to provide individuals with disabilities with personal or individually prescribed devices such as wheelchairs. In some instances reasonable accommodation may be necessary. For example, if providing beach activities a beach wheelchair may be needed.</p>



<u>Page 31 – "General Tips"</u>	
<p>"General Tips" could be expanded to give a broader variety of suggestions.</p>	<p>Add the following:</p> <p>When asking questions, include all in the opportunity to answer and allow extra time for a child with a disability to respond.</p> <p>Adjustments of reach or height may be necessary to allow for accessibility by all children.</p> <p>When active learning, such as chase games, is a part of the program, make an effort to include children with disabilities. If the disability is such that the child is not able to participate even with reasonable accommodation, find another way to include the child, such as timekeeper, judge, etc.</p>
<u>Page 33 – "Visual Impairments"</u>	
<p>"Visual Impairments" could be expanded to give a broader variety of suggestions.</p>	<p>Add the following suggestions:</p> <p>Some activities may involve critical written directions or reference materials. Always consider the appropriateness of having these items provided in alternate formats.</p> <p>Attempt to have on hand touchable objects or cut out the shape of objects for use by sight impaired children.</p>
<b>H. Cooperating Association Handbook</b>	
<p>Former version did not have a chapter on accessibility.</p>	<p>The new version, to be available in early 2001 will have an entire section on accessibility.</p>

<u>Section One – Introduction, Volunteer Coordination and Liability Protection</u>	
There is no reference to non-discrimination.	The following issues are being added to the next revision, due out in early 2001: “These organizations must not discriminate against people with disabilities in admission requirements, testing, or recruitment and must make their programs available to all who would like to participate, regardless of disability. Additionally, this organization will not discriminate against any employee or applicant because of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual preference.”
<u>Section Two – Directives, Public Resources code (PRC) Section 5010.1, MOU Outline</u>	
“Discrimination” is a general term that may not be specific enough.	The new manual should include the following language to ensure that an association’s contract provisions provide for non-discrimination: “These organizations must not discriminate against people with disabilities in admission requirements, testing or recruitment and must make their programs available to all who would like to participate, regardless of disabilities.”
<u>Section Five – Documentation 12, Non-discrimination</u>	
This statement is not consistent with other recommendations	This statement should be updated for consistency to the following; "... race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual preference.”

## 5.5 Interpretation Core Program Activities by Travel Region

The following matrix represents each of the state's 12 travel regions with the individual park units and the interpretive programs offered in each unit.

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
<b>North Coast Travel Region</b>										
Admiral William Standley SRA	118									
Anderson Marsh SHP	701		X	X	X		X	X		X
Annadel SP	246		X				X	X	X	X
Armstrong Redwoods SR	208		X	X	X		X		X	X
Austin Creek SRA	245									
Azalea SR	109									
Bale Grist Mill SHP	251		X		X		X	X	X	X
Benbow Lake SRA	123	X	X			X		X		X
Bothe-Napa Valley SP	240	X	X					X	X	X
Caspar Headlands SB	161									
Caspar Headlands SR	160									
Clear Lake SP	218	X	X	X	X	X	X	X	X	X
Del Norte Coast Redwoods SP	103	X	X			X	X			X
Fort Humboldt SHP	120			X	X	X	X	X	X	
Fort Ross SHP	207			X	X		X	X	X	X
Greenwood Creek SB	165			X			X		X	
Grizzly Creek Redwoods SP	110	X	X			X	X		X	X
Harry A. Merlo SRA	136									
Hendy Woods SP	148	X	X		X		X		X	X
Humboldt Lagoons SP	105								X	
Humboldt Redwoods SP	119	X	X			X	X	X	X	X

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Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
Jack London SHP	241		X	X	X		X		X	X
Jedediah Smith Redwoods SP	102	X	X			X	X	X	X	X
Jug Handle SR	154									X
Kruse Rhododendron SR	206									X
Little River SB	108									
MacKerricher SP	146	X	X	X	X	X	X	X	X	X
Mailliard Redwoods SR	149									
Manchester SP	147		X		X	X	X			
Mendocino Headlands SP	158		X	X	X			X	X	
Montgomery Woods SR	143						X			X
Navarro River Redwoods SP	144							X		
Patrick's Point SP	106	X	X		X	X	X	X	X	X
Pelican SB	101									
Petaluma Adobe SHP	219		X	X	X				X	
Prairie Creek Redwoods SP	104	X	X			X	X	X	X	X
Reynolds WC	131									
Richardson Grove SP	116	X	X			X	X		X	X
Robert Louis Stevenson SP	215		X				X	X	X	
Russian Gulch SP	141	X	X		X	X				X
Salt Point SP	248		X		X	X	X		X	X
Schooner Gulch SB	164				X					
Sinkyone Wilderness SP	133								X	

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
Smithe Redwoods SR	130									
Sonoma Coast SB	209	X			X		X		X	X
Sonoma SHP	243			X	X		X	X	X	
Standish-Hickey SRA	117	X	X			X				
Sugarloaf Ridge SP	247	X	X		X				X	X
Tolowa Dunes	134	X	X					X		
Trinidad SB	107									
Van Damme SP	142	X	X		X	X	X	X	X	X
Westport-Union Landing SB	150									X
<b>Shasta Cascade Travel Region</b>										
Ahjumawi Lava Springs SP	190									X
Bidwell Mansion SHP	139			X	X		X	X	X	X
Bidwell-Sacramento River SP	163						X			X
Castle Crags SP	124	X	X		X	X	X		X	X
Lake Oroville SRA	151	X		X	X	X	X	X	X	X
McArthur-Burney Falls Memorial SP	125	X	X		X	X		X	X	X
Plumas-Eureka SP	321	X								X
Shasta SHP	126			X	X		X	X	X	
Weaverville Joss House SHP	127			X			X	X	X	
William B. Ide Adobe SHP	128			X	X		X	X	X	
Woodson Bridge SRA	129					X	X			X

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
<b>Gold Country Travel Region</b>										
Auburn SRA	398		X					X		
California Mining/Mineral Museum	707			X	X		X	X	X	
California State Capitol Museum	357			X	X		X	X	X	X
Columbia SHP	307			X	X		X	X	X	X
Delta Meadows	338			X				X		
Empire Mine SHP	383		X	X	X		X	X	X	X
Folsom Lake SRA	318					X	X	X		
Folsom Powerhouse SHP	370		X				X			X
Governor's Mansion SHP	377			X	X		X	X	X	
Indian Grinding Rock SHP	373		X		X		X		X	X
Leland Stanford Mansion SHP	328			X						
Malakoff Diggins SHP	356			X			X	X	X	
Marshall Gold Discovery SHP	304			X	X		X	X	X	X
Old Sacramento SHP	372			X	X		X	X	X	X
Prairie City SVRA	367				X					
Railtown 1897 SHP	335			X	X		X	X	X	
South Yuba River SHP	359		X	X			X	X	X	
State Indian Museum SHP	309			X	X		X	X	X	
Sutter's Fort SHP	308			X	X		X	X	X	X
<b>High Sierra Travel Region</b>										
Bodie SHP	324						X		X	X

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
Burton Creek SP	348									
Calaveras Big Trees SP	306	X	X	X	X	X	X	X	X	X
D.L. Bliss SP	303	X				X	X		X	X
Donner Memorial SP	301	X		X	X	X	X	X	X	
Emerald Bay SP	313	X		X		X	X		X	
Grover Hot Springs SP	322	X				X				
Mono Lake Tufa SR	366		X		X		X	X		X
Sugar Pine Point SP	339	X		X	X	X	X	X	X	X
Tahoe SRA	302					X			X	
Ward Creek SP										
Washoe Meadows SP	390									
<b>San Francisco Bay Area Travel Region</b>										
Angel Island SP	231		X	X	X		X	X	X	X
Año Nuevo SP	222									
Año Nuevo SR	228		X	X	X		X	X	X	X
Bean Hollow SB	266									X
Benicia Capitol SHP	221		X	X			X	X	X	
Benicia SRA	224		X					X		
Bethany Reservoir SRA	744									
Big Basin Redwoods SP	406	X	X	X	X	X	X	X	X	X
Burleigh H. Murray Ranch	285									X
Butano SP	423	X	X		X	X			X	X

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Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
Candlestick Point SRA	214		X	X	X		X			X
Carnegie SVRA	272				X		X			
Castle Rock SP	404		X							X
China Camp SP	202	X		X	X		X	X	X	X
Forest of Nisene Marks SP	465		X	X	X					X
Gray Whale Cove SB	270									
Half Moon Bay SB	277	X				X	X		X	X
Henry Cowell Redwoods SP	418	X	X	X	X	X	X	X	X	X
John Marsh Home	254									
Manresa SB	416	X	X	X	X	X				
Montara SB	278									X
Mount Diablo SP	203	X	X	X	X		X	X	X	X
Mount Tamalpais SP	239	X	X					X	X	X
Natural Bridges SB	407		X	X	X		X	X	X	X
New Brighton SB	408	X	X	X	X	X				
Olompali SHP	201			X	X		X		X	
Pescadero SB	227		X				X			X
Pomponio SB	226									X
Portola Redwoods SP	405	X	X	X	X	X			X	X
Samuel P. Taylor SP	233	X	X		X	X	X			X
San Gregorio SB	273									X
Santa Cruz Mission SHP	433			X	X		X	X	X	X



Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
Seacliff SB	409		X	X	X	X	X	X	X	
Sunset SB	410	X	X	X	X	X	X			
Thornton SB	275									
Tomales Bay SP	237			X	X		X			X
Twin Lakes SB	422					X	X			
Wilder Ranch SP	456		X	X	X		X	X	X	X
<b>Central Coast Travel Region</b>										
Andrew Molera SP	491		X					X	X	X
Carmel River SB	437		X	X	X		X			X
Carpinteria SB	514	X	X		X	X	X	X	X	X
Chumash Painted Cave SHP	525			X						
El Capitan SB	519	X	X			X	X	X		
Emma Wood SB	530		X							X
Estero Bay	749									
Fremont Peak SP	412		X		X	X	X	X	X	X
Garrapata SP	467		X							X
Gaviota SP	542					X	X			
Hearst San Simeon SHM	494			X	X		X	X	X	
Henry W. Coe SP	432		X		X		X	X	X	X
Hollister Hills SVRA	244				X		X		X	
John Little SR	438									
Julia Pfeiffer Burns SP	462		X		X					X

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Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
La Purisima Mission SHP	513		X	X	X		X	X	X	X
Limekiln SP	461		X							X
Los Osos Oaks SR	739		X							
Marina SB	479		X		X		X	X		X
McGrath SB	567	X	X			X	X		X	
Montaña de Oro SP	441	X	X		X	X			X	X
Monterey SB	460		X		X	X	X			X
Monterey SHP	455			X	X		X	X	X	X
Morro Bay SP	443	X	X	X	X	X	X	X	X	X
Morro Strand SB	442		X							
Moss Landing SB	454				X					X
Oceano Dunes SVRA	264						X	X		X
Pacheco SP	369		X	X	X		X		X	
Pfeiffer Big Sur SP	448	X	X		X	X	X	X	X	X
Pismo SB	446	X	X		X	X	X		X	X
Point Lobos SR	449		X	X	X		X	X	X	X
Point Mugu SP	573		X	X	X	X	X	X	X	X
Point Sal SB	535									
Point Sur SHP	419			X	X		X	X	X	
Refugio SB	527	X	X	X		X	X	X		
Salinas River SB	451									
San Buenaventura SB	515				X	X	X	X		

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
San Juan Bautista SHP	411			X	X		X	X	X	X
San Simeon SP	487	X	X		X	X	X	X		X
William Randolph Hearst Memorial SB	486		X		X	X	X	X		X
Zmudowski SB	450									
<b>Central Valley Travel Region</b>										
Brannan Island SRA	314	X			X	X	X	X	X	X
Caswell Memorial SP	316	X	X		X	X	X	X		
Colonel Allensworth SHP	341			X	X	X	X	X	X	X
Colusa-Sacramento River SRA	140				X	X	X	X		
Fort Tejon SHP	351		X	X	X		X	X	X	X
Franks Tract SRA	329									
George J. Hatfield SRA	312	X			X		X			
Great Valley Grasslands SP	352		X	X			X			
McConnell SRA	310				X	X	X	X		
Millerton Lake SRA	378	X	X	X	X		X	X	X	X
San Luis Reservoir SRA	333	X		X	X	X	X	X	X	
Tule Elk SR	350			X	X	X	X		X	X
Turlock Lake SRA	311	X			X	X	X			
<b>Los Angeles County Travel Region</b>										
Antelope Valley California Poppy Reserve SR	560		X	X	X		X		X	X
Antelope Valley Indian Museum	579		X	X	X		X	X	X	X
Arthur B. Ripley Desert Woodland SP	595									

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
Hungry Valley SVRA	521		X				X	X		X
Leo Carrillo SP	540	X	X		X	X	X	X	X	
Los Encinos SHP	546							X		X
Malibu Creek SP	537		X		X		X		X	X
Malibu Lagoon SB	548			X	X		X	X		X
Pio Pico SHP	551			X	X		X	X	X	X
Point Dume SB	553		X	X			X			X
Robert H. Meyer Memorial SB	590									
Saddleback Butte SP	543	X	X		X				X	X
Santa Susana Pass SHP	505									
Tomo-Kahni Site	368			X			X	X		
Topanga SP	572		X		X		X	X	X	X
Verdugo Mountains	597									
Will Rogers SHP	559			X	X		X	X	X	X
<b>Orange County Travel Region</b>										
Bolsa Chica SB	534		X		X	X	X			X
Crystal Cove SP	594		X		X		X	X	X	X
Doheny SB	610	X			X	X	X	X	X	X
Huntington SB	564				X	X	X			X
San Clemente SB	611	X	X		X	X	X	X		X
<b>San Diego Coast Travel Region</b>										
Border Field SP	669		X	X	X	X	X	X	X	X

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
Cardiff SB	621				X			X		
Carlsbad SB	612	X			X	X	X			
Cuyamaca Rancho SP	618	X	X			X	X		X	
Old Town San Diego SHP	667			X	X		X	X	X	
Palomar Mountain SP	617	X	X		X	X	X			X
San Elijo SB	654	X		X	X	X	X			
San Onofre SB	663	X	X				X			X
San Pasqual Battlefield SHP	615		X	X	X		X	X	X	X
Silver Strand SB	614				X	X	X			X
South Carlsbad SB	652				X	X	X			
Torrey Pines SB	631		X	X	X		X	X		
Torrey Pines SR	630		X	X	X		X	X	X	X
<b>Inland Empire Travel Region</b>										
California Citrus SHP	570	X		X	X		X	X	X	X
Chino Hills SP	508	X	X		X	X	X	X		X
Lake Perris SRA	665	X		X	X	X	X	X	X	X
Mount San Jacinto SP	616	X	X		X	X	X		X	X
Silverwood Lake SRA	592	X	X	X	X	X	X	X	X	
<b>Desert Travel Region</b>										
Anza-Borrego Desert SP	622	X	X	X	X	X	X	X	X	X
Heber Dunes SVRA	444									
Ocotillo Wells SVRA	439			X				X		

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<b>Unit Name</b>	<b>Unit #</b>	<b>Campfire Programs</b>	<b>Hikes</b>	<b>Tours</b>	<b>Talks/ Demonstrations</b>	<b>Jr. Rangers / Lifeguards</b>	<b>School Programs</b>	<b>Special Events</b>	<b>Visitor Center/ Museum</b>	<b>Self-Guided Trails/Tours</b>
Picacho SRA	658	X	X				X			X
Providence Mountains SRA	538			X	X		X		X	X
Red Rock Canyon SP	577	X	X	X	X		X	X	X	X
Salton Sea SRA	623	X	X	X	X	X	X		X	X

## **6.0 Public Safety Core Program**

### **6.1 Definition**

The Public Safety Core Program consists of activities related to public safety, emergency services and law enforcement in the State Park System.

### **6.2 Examples**

#### **Visitor Safety**

Detection and prevention of emergencies and accidents, including general visitor safety activities.

#### **Emergency Visitor Services**

Activities related to emergency services, search and rescue, responses, evacuations, first aid, visitor accidents, etc.

#### **Law Enforcement**

Activities related to law enforcement duties, investigations, court-related activities, mutual aid, arrests, citations, reports, etc.

#### **Dispatch**

Operation of dispatch centers.

#### **Departmental Organization**

The Public Safety Core Program is administered through the Public Safety Section of the office of Field Services. Each District administers the public safety program at each of its field units, as appropriate. Due to the nature of law enforcement and the regulation of emergency services, the Public Safety Core Program is implemented in a relatively consistent manner throughout the State Parks System.

There are three Communications Centers that offer dispatch services in Northern, Central and Southern California.

There are circumstances where State Park peace officers participate in activities outside the park unit and where peace officers from outside agencies provide services on state park property.

### 6.3 Policies and Procedures

- A. Programmatic Survey Results
- B. Department's Operations Manual (DOM) Chapter 800 – Hazardous Materials
- C. DOM Chapter 1100 – Visitor Safety
- D. DOM Chapter 1200 – Aquatic Safety
- E. DOM Chapter 1300 – Public Protection
- F. DOM *Former* Chapter 1400 – Park Operations
- G. DOM Chapter 1400 – Public Safety Telecommunications Program
- H. DOM Chapter 1500 – Standardized Emergency Management
- I. DOM Chapter 1800 – Park Operations
- J. DOM *Former* Chapter 1900 – Safety
- K. Public Resources Code
- L. California Code of Regulations
- M. Departmental Notices\*
- N. DPR Radio System User's Handbook
- O. Aquatic Operations Handbook

\* Department Notices Reviewed

Number	Subject	Chapter	Issue Date
98 05	Information Security Policy Handbook	DAM 1600	02/27/98
98 04	Visitor Safety and Boating Operations Policies Reissued	DAM 1200	02/20/98
97 30	Implementation of the Federal Gun Control Act	DAM 1200	08/08/97
97 03	Revisions to DAM 0210.315, Permissive Reinstatement of Peace Officers	DAM 0200	01/24/97
95 07	Speed Control - Pavement Undulations	DOM 1400	03/15/95
94 25	Fingerprinting for Recordable Misdemeanors	---	08/05/94
94 12	Employment/Pre-Employment Criminal History Checks	DAM 0200	04/21/94
90 04	Revised First Aid Requirements	DAM 1200	02/20/90
88 67	New Traffic Collision Reporting Procedures	DAM 1200	12/27/88
88 16	Replacement of Repaired Tires on Public Safety Vehicles	DOM 1100	03/21/88

The following codes are written and revised through the legislative process and/or by other agencies. The Accessibility Section has not addressed changes that may be required in these codes and action plans, as they are not within our jurisdiction:

Penal Code

Harbors and Navigation Code



- Vehicle Code
- Health and Safety Code
- Fish and Game Code
- County Emergency Action Plans

## 6.4 Findings and Action Steps

### Findings – Practices that Require Modification

### Action Steps and Timeframes

<b>A. Programmatic Survey Results</b>	
Dispatch services for law enforcement and medical assistance, including emergencies may not have adequate alternative forms of communication for people with hearing or speech impairment.	Automatic, audible TTY identifiers are part of the phone systems at NorCom and SurCom, and will soon be at CenCom, where a separate TTY phone line now exists. Staff members are trained in the use of the equipment.
Formal disability awareness training is inconsistent and in many cases lacking with regard to public safety. Procedures for communicating with and transporting people with disabilities need to be formalized.	All front line peace officers must have formal disability awareness training. This training shall include strategies and auxiliary aids or accommodations for communicating with people with hearing or speech impairment and/or visual impairment during a law enforcement or medical contact, including emergencies. In addition, it shall include strategies for transporting an individual with a mobility impairment, for example if the individual does not want to transfer from a wheelchair into a park vehicle.
The need for adaptive mobility equipment has not been established consistently. Where it is provided, staff is not consistently trained in its use.	Adaptive mobility equipment shall be provided as needed in case of emergencies. Large, state owned office buildings have very detailed standard state emergency procedures for various emergency types. Monitors are assigned to clear certain areas, provide first aid and assist persons with disabilities. Meeting places outside the facility are usually specified.  In state park units, public buildings

	<p>have posted Emergency Evacuation Plans that identify evacuation procedures for that specific facility. Plans include the location of emergency exit routes and equipment and are updated periodically by staff as part of their job responsibilities.</p> <p>Field staff may use PA systems and flashing sirens to alert all visitors of emergency announcements and assist them to exit the area. Staff search all structures and outdoor areas and may use off-road vehicles and additional help to do so. All field staff who deal with the public are required to take a minimum of first aid and CPR on a regular basis. Ranger training includes emergency medical training and techniques to safely carry persons, and most parks have equipment to carry those unable to walk.</p>
<p>Most park units have no means of making a hearing impaired person aware of an activated alarm both outdoors in core areas and inside buildings.</p>	<p>Emergency Evacuation Plans for all locations must provide for flashing alarms wherever emergency alarms are provided, or other means of providing emergency warning to persons with hearing impairments.</p>
<p><b>B. DOM Chapter 800 – Hazardous Materials</b></p>	
	<p>No changes are necessary.</p>
<p><b>C. DOM Chapter 1200 Aquatic Safety</b></p>	
<p><u>1210.1 Junior Lifeguard Program Overview</u></p>	
<p>The only modifications mentioned are “shorter programs.”</p>	<p>Include: "Reasonable accommodation should be made for participants with disabilities. If unable to participate in physical activities, participants should nevertheless be allowed to participate in meetings or class sessions and observe the program to the fullest</p>

	extent possible.”
<b>D. Aquatic Operations Handbook</b>	
<u>4.7 Basic Public Contact Guide: “How To” Tips for Public Contacts Representation, Translation and Mediation Suggested Steps For Making Rules &amp; Regulations Contacts</u>	
This section does not mention the diversity of public customers that visit and are interested in our Aquatic Program and how diverse customers may have hidden disabilities that require alternate forms of communicating.	Ensure that this section offers lifeguards the knowledge and sensitivity of providing alternate ways of communicating with customers that may have a hearing disability; have limited English proficiency; and visual impairments.
<b>E. DOM Chapter 1300 – Public Protection</b>	
	No changes are necessary.
<b>F. DOM Chapter 1400 – Public Safety Telecommunications Program</b>	
The entire radio communications system is inaccessible for people with speech and hearing impairment. There are no provisions in the manual for alternative formats for people with a hearing or speech impairment.	As radio equipment such as consoles and intelligent workstation telephones are installed, they will include TTY equipment. This installation is in progress. There will be monthly testing to ensure that Communications Center personnel know how to use the TTY equipment. A statement regarding the need for TTY in the communications equipment should be added to the manual chapter.
<u>1402.1 Radio Equipping Standards, D. Public Safety Officer Vehicles</u>	
The requirements call for a Public Address (PA) System and a Siren. These features only allow for communication with people who hear.	Although it is assumed that light bars on the vehicles are included in the vehicle’s public safety equipment, it should be noted in the manual that visual communications are necessary for individuals with hearing impairments. A visitor may not respond to the commands of a PA system and a peace officer must use an alternative format such as written words.
<b>G. DOM Chapter 1500 – Standardized Emergency Management</b>	
	No changes are necessary.

<b>H. DOM Chapter 1800 – Park Operations</b>	
This chapter is outdated and formerly Chapter 1400. It is in the process of being updated and revised. If the old Section 1411, which mentions “Dealing With Visitors” is included in the future DOM chapters, 1800, it should be more specific.	The following statement is recommended: “California State Parks offers equal recreational opportunities for all visitors. Quality customer service shall be extended to all visitors regardless of age, ancestry, color, creed, disability, marital status, medical condition, national origin, race, religion, sex or sexual orientation.” This should be incorporated at the next revision.
<b>I. DOM Former Chapter 1900 – Safety</b>	
	No changes are necessary.
<b>J. Public Resources Code</b>	
	Changes are addressed in “Recreation Core Program”.
<b>K. California Code of Regulations</b>	
	Changes are addressed in “Recreation Core Program”.
<b>L. Departmental Notices</b>	
<u>Dept. Notice Number 98-04</u>	
Page 2 – "Departmental Boat Operation" Audible alarms	Where audible alarms are installed, a visual alarm must be provided for people with hearing impairment. See Alarm guidelines in Access to Parks Guidelines.
<u>Dept. Notice Number 97-28</u>	
"General Information Systems for Registered Sex Offenders" – A. The phone number provided for the Department of Justice does not include TTY information.	After DOJ's phone number, add: Relay Service, 711.
<b>M. DPR Radio System User's Handbook</b>	
	No changes are necessary.

## **7.0 Resource Protection Core Program**

### **7.1 Definition**

Management and perpetuation of the natural and cultural resources of the State Park System.

### **7.2 Examples**

#### **Natural Resource Management**

Monitoring, restoration, and management of listed, sensitive, exotic, and natural habitats; including general habitat improvement, tree hazard management, prescribed burning, inventorying research, grant management, and general resource protection activities.

#### **Environmental and Preventive Planning**

Site impact evaluation, resource evaluation, mitigation, including DPR CEQA and 5024 reviews, regional collaboration, permitting, etc.

#### **Cultural Resource Management**

Monitoring, restoration, reconstruction, rehabilitation, stabilization, conservation, collection management, inventorying, research, cataloging, grant management, etc. of structures, objects, photographs, and archival materials.

#### **Environmental and Preventive Planning**

Site impact evaluation, resource evaluation, mitigation, including DPR CEQA and 5024 reviews, regional collaboration, permitting, etc.

### **7.3 Policies and Procedures**

- A. Programmatic Survey Results
- B. Department's Operations Manual (DOM) Chapter 0300 – Natural Resources
- C. DOM Chapter 0400 – Cultural Resources
- D. DOM Chapter 0600 – Environmental Review
- E. California Historical Building Code
- F. California State Law and Historic Preservation
- G. Departmental Notices\*
- H. Collections Management Handbook
- I. Guide to California State Parks Photographic Archives
- J. Argus Reference Manual

\* Departmental Notices Reviewed

Number		Subject	Chapter	Issue Date
99	18	Coastal Erosion	DOM 1600	12/28/99
99	08	New Departmental Process for General Planning	DOM 0500	04/27/99
99	05	Scattering of Cremated Human Remains in State Parks		
97	45	Museum Collections Facility Index (MCFI), DPR 956A, DPR 956B	DOM 2000	12/19/97
97	41	Pest Management Operations	DAM 0700	11/12/97
97	40	DPR 922, Gift or Loan of Personal Property	DAM 0900	11/05/97
97	19	Report of Collections User Packet	DOM 0600	05/14/97
94	10	Report of Tree Failure (DPR 371)	DOM 1600	04/04/94
93	13	Wildfire Management	DOM 1600	05/17/93
92	17	Pest Management		
91	24	New Facility Inventory and Inspection Categories	DOM 0800	07/22/91
81	25	Historic Preservation Policy	DOM 1600	12/21/81

## 7.4 Findings and Action Steps

### Findings – Practices that Require Modification

### Action Steps and Timeframes

A. Programmatic Survey Results	
<u>Alternate Formats and Auxiliary Aids/Services</u>	
Program announcements and publications are usually only provided in written or electronic format.	While resource protection announcements and publications are available in electronic file on the Internet, they must also be available upon request in large print or Braille. This shall be implemented on an ongoing basis, as requested.
Auxiliary aids or accommodations are not always provided for persons with hearing or speech impairments.	Auxiliary aids or accommodations, such as computer aided technology, pictorial signage, sign language interpreters, transcripts, TTYs, paper and pen, and/or captioning, must be provided upon request for persons with hearing or speech impairments who wish to participate in recreational programs. These are also required for public meetings and special events. See Appendix B - Sign Language Interpreter Departmental Notice for guidelines on advance notice, etc.

<p>Auxiliary aids or accommodations are not always provided for persons with visual impairments.</p>	<p>Auxiliary aids or accommodations, such as computer aided technology, large print, Braille, audio description, tactile maps, and/or hand-held objects, must be provided upon request for persons with visual impairment who wish to participate in recreational programs. These are also required for public meetings and special events.</p>
<p><u>Training</u></p>	
<p>Many staff members have not been provided with formal disability awareness training. Many staff members are also not trained in how to provide alternative forms of communication.</p>	<p>In-depth park accessibility training programs and other specialized accessibility training classes at all staff levels will address this issue. See Appendix E: Training</p>
<p>Staff members are not consistently trained regarding the possibility of needing to modify a policy or procedure to accommodate an individual with a disability.</p>	<p>Through disability awareness training, Equal Employment Opportunity counseling, employee orientation and other training programs (see Appendix E), all staff members must understand the possible need to modify a policy or procedure to accommodate an individual with a disability. Staff is being trained on an ongoing basis.</p>
<p><u>Public Meetings</u></p>	
<p>Public meetings may not always be held in accessible facilities.</p>	<p>Public meetings shall always be held in an accessible facility.</p>
<p>Announcements for public meetings do not state that reasonable accommodations and alternative formats are available. They also do not always give a contact number for requesting accommodation.</p>	<p>Announcements for public meetings must give a contact number for requesting reasonable accommodations, such as alternative formats.</p>
<p><b>B. DOM Chapter 0300 – Natural Resources</b></p>	
<p>This chapter and 0400 are incorporated into one chapter. It addresses the internal processes in relation to the protection of the resources.</p>	<p>No changes are necessary.</p>

<b>C. DOM Chapter 0400 – Cultural Resources</b>	
Chapters 0300 and 0400 have been combined into Chapter 1600.	No changes are necessary.
<b>D. DOM Chapter 0600 – Environmental Review</b>	
<u>Section 0606.2.1 Public Participation</u>	
Portions of this publication were reviewed in draft form.	<p>The following text has been added to the draft:</p> <p><i>In order to maximize public participation in the environmental review process it is necessary to assure that communication with individuals with disabilities are as effective as with other segments of our society. Environmental documents distributed for public review and notices should make use of the following methods to achieve this goal (reference DN Publications Accessibility, 2000-07):</i></p> <ul style="list-style-type: none"> <li>• Provide notice that "This publication is available in alternate formats by contacting (contact and phone number)." Due to the large number of environmental documents, which this Department publishes, and the statutory time frames that must be met, alternate formats are limited to large print and electronic versions and will be made available upon request. Large print materials shall be at least 18-point size in sans serif type font.</li> <li>• Contact numbers shall state the availability of a teletypewriter (TTY) if available. If a TTY is not available, the publications shall include the following statement: "Relay Service, 711."</li> </ul> <p>If a public hearing or meeting is planned, the notice shall prominently display a standardized accessibility</p>



	<p>statement: "California State Parks does not discriminate against individuals with disabilities. Prior to arrival, visitors with disabilities who need assistance should contact (contact name and phone number)." Venues used by the Department for public hearings or meetings shall conform to Department standards for accessibility in meeting compliance with the Americans with Disabilities Act of 1990.</p>
<p><b>E. California Historical Building Code</b></p>	
<p>There is no contact information provided for alternative format.</p>	<p>This publication is not produced by the Department. It should contain information about who to contact for alternative formats.</p>
<p><b>F. California State Law and Historic Preservation</b></p>	
<p>There is no contact information provided for alternative format.</p>	<p>This publication is not produced by the Department. It should contain information about who to contact for alternative formats.</p>
<p><b>G. Departmental Notices</b></p>	
	<p>There were no changes required for Departmental Notices related to Resource Protection.</p>

<b>H. Collections Management Handbook, Volumes I and II</b>	
<u>Use of Museum Objects</u> 20.10	
There is no mention of the use of handheld objects and how that enhances the experience of people with disabilities.	Add a section 20.10.5: "HANDS-ON OBJECTS FOR ACCESSIBILITY ENHANCEMENT. For many persons with disabilities, the use of hand-held objects will facilitate, and may be essential to, an understanding of cultural history. Examples of persons who will benefit from the opportunity to touch objects are individuals with visual impairments and those with learning disabilities. Objects that are central to the interpretive themes and topics should be reproduced in accordance with procedures outlined in this handbook, if possible. It is important to keep in mind that often characteristics of an item, such as weight or texture, may be conveyed through alternative means.
<b>I. Guide to California State Parks Photographic Archives</b>	
The contact number on this publication provides neither TTY information, nor any contact information for alternative formats.	When this publication is reprinted it should include the following statements near the phone number; "Relay Service 711." "Please call _____ to obtain this publication in alternative formats."
<b>J. Argus Reference Manual</b>	
	No changes are necessary.

## 8.0 Facilities Core Program

### 8.1 Definition

Maintenance of facilities, systems and roads in the State Park System.

### 8.2 Examples

#### Housekeeping/Maintenance

All efforts devoted to the care of property, facilities and equipment, including maintenance and grounds keeping.

#### Category I Facilities

All recurring activities and those on a 2-5 year cycle as identified in current maintenance program.

#### Category II Facilities

All recurring activities on more than a 6-year cycle or those that do not recur on periodic intervals as identified in the current maintenance program.

#### Category I & II Roads and Trails

All preventative, recurring and non-recurring maintenance and repair.

#### Equipment Maintenance

All activities related to the maintenance and repair of equipment.

#### Capital Improvements

Activities related to the planning and accomplishment of major and minor capital outlay projects, roads and other special category projects.

### 8.3 Policies and Procedures

- A. Programmatic Survey Results
- B. Department's Operations Manual (DOM) Chapter 1600 – Maintenance
- C. Departmental Notices\*

#### \*Departmental Notices Reviewed

Number		Subject	Chapter	Issue Date
99	10	Replacement of Tires	DOM 1100	06/03/99
99	07	General Plan Policy Committee	DOM 0500	04/14/99
99	06	Acquisition Planning Process	DOM 0500	04/12/99
96	17	Bridge Inspections	DOM 0800	06/06/96

91	23	Signs	DOM 0800	07/15/91
88	62	Boundary Identification	DOM 0800	11/28/88
87	04	New DPR Satellite Antenna Policy and Revised Photography Permit Procedure	DOM 1400	02/04/87

## 8.4 Findings and Action Steps

### Findings – Practices that Require Modification

### Action Steps and Timeframes

A. Programmatic Survey Results	
<p>TTYs (teletypewriters) are not found in most field or Headquarters offices. Some public phones are not accessible.</p>	<p>A survey of District field offices is underway to determine where TTYs are and where additional ones – or perhaps TTY modems and software - might be helpful. Currently many offices rely on the 711 relay service to receive calls and are not open to the public to make outgoing calls of any type. Those offices that provide public information, that are located in parks where no public TTY phone is available, and that are staffed at least 5 days a week may be candidates to have TTYs in some form. New pay phones shall include TTYs where required. New pay phones installed in parks shall be accessible.</p>
<p>Signage is a key form of communication that often lacks appropriate accessibility information.</p>	<p>Provide signage with the international symbol of accessibility at all accessible entrances. Use signage at inaccessible entrances to direct persons to accessible entrances. Provide signage concerning the availability and location of volume control phones, TTYs and assistive listening systems.</p>
<p>Not all staff members have been provided with disability awareness training. Many maintenance staff members need appropriate training to construct and maintain accessible facilities.</p>	<p>In-depth park accessibility training and other specialized accessibility training at all levels will address this issue short-and long-term. See Appendix E: Training.</p> <p>A new project review process that is now a part of DOM Chapter 1600, Maintenance, addresses accessibility review in major and minor projects.</p>

<p>Not every park unit and/or District has a District Accessibility Resource Group (DARG) to assist with finding accessibility solutions.</p>	<p>Each District must have a DARG, made up of people with disabilities in the local community, to assist with compliance issues.</p>
<p><b>B. DOM Chapter 1600 – Maintenance</b></p>	
<p>This chapter is in the process of being revised and in draft form.</p>	<p>Recommendation: When this chapter is in its final draft form, it should be reviewed before being finalized for publication.</p> <p>Include accessibility project review process and ADA projects in project section.</p>
<p><b>C. Departmental Notices</b></p>	
	<p>There were no changes required on Departmental Notices for the Facilities Core Program.</p>

## 9.0 Administration Services Support

### 9.1 Definition

General administrative activities performed by district and headquarters administrative staff.

### 9.2 Examples

Personnel, accounting, purchasing, training, clerical support and other activities not attributable to a major program.

### 9.3 Policies and Procedures

- A. Programmatic Survey Results
- B. Department Administration Manual (DAM) Chapter 200 – Personnel
- C. DAM Chapter 300– Training and Development
- D. DAM Chapter 400 – Travel
- E. DAM Chapter 500 – Budgeting
- F. DAM Chapter 600 – Accounting
- G. DAM Chapter 700 – Contracts
- H. DAM Chapter 800 – Records, Forms and Manuals
- I. DAM Chapter 900 – Property
- J. DAM Chapter 1000 – Support Services
- K. DAM Chapter 1200 – Employee Safety
- L. DAM Chapter 1300 – Purchasing
- M. DAM Chapter 1400 – Human Rights
- N. DAM Chapter 1500 – Labor Relations
- O. DAM Chapter 1600 – Information Technology
- P. Departmental Notices\*
- Q. Personnel Procedure Manual
- R. Director’s Recognition Program Guidelines
- S. Discrimination Complaint Program Handbook

\* Departmental Notices Reviewed

Number		Subject	Chapter	Issue Date
2000	04	AIG Claims Service, Inc.-New Provider of the Department’s Workers’ Compensation Insurance Policy	DAM 0200	08/14/00
2000	03	Employee Appraisal and Development	DAM 0200	03/10/00

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2000	02	Ergonomic Policy	DAM 0200	02/17/00
2000	01	Purchasing Delegation	DAM 1300	01/24/00
99	15	Reasonable Accommodation	DAM 0200	08/20/99
99	14	Official State Fuel Card: Voyager	DOM 1100	07/27/99
99	13	Sexual Harassment	DAM 1400	07/07/99
99	12	DPR Equal Employment Opportunity Policy	DAM 1400	07/07/99
99	11	Uniforms – field Jeans and Bicycle Patrol	DOM 0500	06/04/99
99	09	Employee Opportunity Transfer open Enrollment Period – Begins July 1, 1999	DAM 0200	05/21/99
99	04	Outsourcing Policy	DOM 1700	01/12/99
99	03	Delegated Purchasing Program	DAM 1300	02/01/99
99	02	Windows 98	DAM 1600	01/08/99
99	01	E-Mail “Spam”	DAM 1600	01/08/99
98	18	Revision to DOM Chapter 500, Uniforms	DOM 0500	12/29/98
98	17	Employee Opportunity Transfer open Enrollment Period – Begins January 4, 1999	DAM 0200	12/29/98
98	16	Automated Forms	DAM 0800	10/27/98
98	15	Out-of-Class Experience Credit for Civil Service Examinations	DAM 0200	10/27/98
98	14	Duties of Seasonal Classifications	DAM 0200	10/16/98
98	13	Family School Partnership Act (FSPA)	DAM 0200	08/18/98
98	12	Sesquicentennial Pin	DOM 0500	08/05/98
98	11	Employee Occupied Housing	DAM 0200	07/23/98
98	10	Employee Opportunity Transfer Open Enrollment Period - Begins July 1, 1998	DAM 0200	06/17/98
98	09	Windows 95/Office 97 Department Standard	DAM 1600	06/01/98
98	07	Donor and Sponsorship Recognition Policy and Guidelines	DOM 1000	04/27/98
98	06	Elimination of DPR 328, Cash Purchase Voucher	DAM 1300	03/03/98
98	03	DN 97-43, Automatic resignations Under the “AWOL” Statute Rescinded	DAM 0200	02/09/98
98	02	Workplace Violence Policy	DAM 0200	02/09/98
98	01	Delegated Purchasing Program	DAM 1300	01/14/98
97	44	Change in DPR Travel Agency	DAM 0400	12/16/97
97	39	Surety Policy - Performance Bond and Alternatives	DOM 1700	10/31/97
97	36	Clarification of Paid Moves	DAM 0400	10/07/97
97	35	Revised Property Accountability for Budgetary Purposes	DAM 0900	10/03/97
97	32	Migration to Windows 95/Office 97	DAM 1600	08/29/97
97	31	Standards of Performance for Managers and Designated Supervisors	DAM 0200	08/28/97
97	27	DMV Request for Confidentiality of Home Addresses	DAM 0200	07/15/97
97	26	Catastrophic Leave	DAM 0200	07/09/97
97	25	Parks and Recreation Employee Opportunity Transfer Open Enrollment Period – Begins July 1, 1997	DAM 0200	07/09/97
97	21	DPR Policy for the Commercial Driver’s License (CDL) Drug and Alcohol Testing Program	---	05/27/97
97	09	Revised Property Accountability	DAM 0900	03/04/97
97	08	Department Policies on Nepotism, Smoking, Incompatible Activities and Conflict of Interest	DAM 1500	02/26/97
96	39	Public Works Required Contract Language Employment of Undocumented Aliens	DAM 0700	11/27/96
96	38	Revised Personnel Forms	DAM 0200	10/30/96
96	36	Administrative Services Division Reorganization	DAM 0000	09/26/96

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96	32	SPS Units Operated by Local Agencies	---	08/16/96
96	30	Revisions to DOM Chapter 0500, Uniforms	DOM 0500	08/15/96
96	28	Official Number of State Park System Units	---	07/31/96
96	25	Driver Training and Records Retention Programs	DAM 0800 DAM 1200	07/17/96
96	23	Non-Mandated Printing Services	DAM 1000	07/15/96
96	21	Guide to the California State Parks World Wide Web Home Page	DAM 1600	06/20/96
96	20	Uniform Replacement Allowance Process	DOM 0500	06/18/96
95	37	Unit Naming/Classification	---	11/30/95
95	36	Proposed Development, Programs or Activities - Determination of Consistency with General Plan or Exemption from General Plan Amendment	---	11/30/95
95	32	Accessibility Program Policy	DAM 1400	11/08/95
95	31	DPR 81, Position Action Request	DAM 0200	11/13/95
95	30A	Revised DPR Employee Selection Policy, etc.	DAM 1400	11/07/95
95	29	DPR Equal Employment Opportunity Policy	DAM 1400	10/12/95
95	25	9/8/80 Alternate Work Schedule Policy	DAM 0200	08/21/95
95	23	DPR 914 - Report of Potential Exposure to a Communicable Disease	DAM 1200	08/04/95
95	17	Revised Employee Appraisal & Career Development	DAM 0200	05/12/95
95	16	Uniforms	DOM 0500	05/15/95
95	12	Housing Plan Guidelines	---	04/18/95
95	06	Discrimination Complaint Program	DAM 1400	02/07/95
95	02	Revised DPR 152 - Property Survey Report	DAM 0900	01/03/95
94	38	Guidelines for Personalized Sports Cards	DAM 0100	11/30/94
94	29	Executive Personnel Review Committee	DAM 0200	09/13/94
94	24	General Plan Policy Committee	---	07/29/94
93	23	Discipline and Separation of Seasonal Employees	DAM 0200	08/24/93
93	11	California Coastal Commission/Coastal Conservancy and Bay Conservation and Development Commission Hearings	---	03/26/93
92	25	Property Survey Report Approvals	DAM 0900	12/14/92
92	20	Verification of Student Status	DAM 0200	10/21/92
92	15	Sexual Harassment	DAM 1400	07/08/92
92	04	Property Survey Report (DPR 152) Approvals	DAM 0900	01/31/92
91	25	DPR 213, Separation/Transfer/Promotion Information and Checklist	DAM 0200	09/17/91
91	05	Revised Notice to Appear	DOM 0600	02/01/91
91	01	Accessibility Program Policy, Goals, and Objectives	DAM 1400	01/02/91
90	23	Revised DPR 451, Public Use Facilities Inventory	DOM 1400	08/28/90
90	08	DPR 252, Employee Lease Agreement	DOM 1400	02/27/90
90	06	Commercial Photography Permit Overtime Reporting	DAM 1100	02/22/90
89	35	Sexual Orientation Policy	DAM 1400	11/09/89
89	24	Advertising in the Job Opportunity Bulletin	DAM 0200	07/05/89
88	63	Skelly Hearings	DAM 0200	12/06/88
88	58	Promotions While on Training and Development Assignments	DAM 0200	10/24/88
88	47	Reasonable Accommodation	DAM 1400	08/10/88
88	46	DPR 794, Complaint Intake Form	DAM 1400	08/10/88
88	22	Form I-9, Employment Eligibility Verification Information	DAM 0200	04/12/88
88	17	Prohibited Incompatible Activities	DAM 1500	03/22/88



88	11	California Administrative Code Title Change	---	02/26/98
87	24	Promotion Policy	DOM 0300	10/08/87
87	09	Policy, Procedure, Program Direction and Instruction	DAM 0800	04/28/87

## 9.4 Findings and Action Steps

### Findings – Practices that Require Modification

### Action Steps and Timeframes

A. Programmatic Survey Results	
<u>Alternate Formats and Auxiliary Aids/Services</u>	
Job announcements and exam information is not always available in alternate formats.	Upon request, job announcements and exam information must be available in alternate formats such as large print, Braille, audio recording or electronic file.
Reports and other publications are usually only provided in written format.	Alternative formats such as Braille, electronic file, large print and/or Internet must be available upon request. This must be implemented on an ongoing basis at each park unit and at the District and Headquarters level.
Auxiliary aids or accommodations are not always provided for persons with hearing or speech impairments.	Auxiliary aids or accommodations such as computer aided technology, pictorial signage, sign language interpreters, transcripts, TTYs, paper and pen, and/or captioning must be provided upon request for persons with hearing or speech impairments. See Appendix B - Sign Language Interpreter Departmental Notice for guidelines on advanced notice, etc.
Auxiliary aids or accommodations are not always provided for persons with visual impairments.	Auxiliary aids or accommodations such as computer aided technology, large print, Braille, audio description, tactile maps, and/or hand-held objects must be provided upon request for persons with visual impairment.

<p>Most respondents in the field and Headquarters did not have guidelines for interview panel members on how to conduct non-discriminatory interviews.</p>	<p>Guidelines are available from the Human Rights Office for panel members regarding non-discriminatory interview. These guidelines must be widely distributed. They are included in the appendix of this document and should be attached to the Admin. Weekly Report on an annual basis. These techniques should be emphasized in Supervisory Practices and Supervisory Refresher training courses at Mott Training Center.</p>
<p>Many field units had no consistent methods for notifying the public about how to file a complaint regarding accessibility in park units.</p>	<p>A policy has been developed to identify required methods for notifying the public about how to file a discrimination complaint. (See Appendix B)</p>
<p><u>Training</u></p>	
<p>Many front line staff members have not been provided with formal disability awareness training. Many front line staff members are also not trained in how to provide alternative forms of communication.</p>	<p>All front line staff members must receive training in how to provide information or instructions in large print, Braille or written notes. They must also be trained to know when to provide a sign language interpreter or real time captioning for individuals with hearing impairments/deafness. Front line and seasonal staff have received this training through field training sessions, the employee orientation process, seasonal employee training, interpreter training and/or maintenance safety training.</p>
<p>Staff members are not consistently trained regarding the possibility of needing to modify a policy or procedure to accommodate an individual with a disability.</p>	<p>Through disability awareness training, Equal Employment Opportunity counseling, employee orientation and other training programs, all staff members must understand the possible need to modify a policy or procedure to accommodate an individual with a disability. Staff shall be trained on an ongoing basis.</p>

<b>B. DAM Chapter 200 – Personnel</b>	
Much of this chapter is dictated by the following data sources: Government Code, State Personnel Board directives, Department of Personnel Administration directives, California Civil Service Laws and Rules, Personnel Transactions Manual and the State Administrative Manual.	These data sources are based on extensive policy review at higher levels of State Government. Accessibility has been incorporated into these directives and manuals. The Department has no authority to change these policies, therefore they were not reviewed in this forum.
<u>Policy 0200.1</u>	
Paragraph 3 mentions "...persons with mental or physical handicaps..."	Change "handicaps" to "disabilities"
<u>Exam Announcements 0205.2</u>	
This section does not mention that exam announcements must be available in alternative formats.	Add the following statement at the end of the section: "Upon request, job announcements and exam information must be available in alternate formats such as large print, Braille, audio recording or electronic file."
<u>Written Test 0205.41</u>	
This section does not mention that a modification may be needed for applicants with visual impairment.	Add the following statement at the end of the section: "An applicant with a visual impairment is entitled to a reasonable accommodation, which may require assistance with reading the questions and marking the answers on paper."

<u>Interviews 0205.44</u>	
There is no mention of the need for non-discriminatory interviews, or how the panel should prepare if an applicant has requested accommodation on their application form.	After the 4 <sup>th</sup> paragraph, insert the statement: "Panel members must follow the Guidelines for Conducting Non-Discriminatory Interviews, which are available from the Human Rights Office (and referenced within the DAM)."  These Guidelines should be included as a section of either the Personnel Chapter or within the Human Rights Chapter of the DAM.
<u>Advertising Through the Job Opportunity Bulletin 0210.31</u>	
There is no mention of the need to provide announcements in alternative formats.	Add a statement after the second paragraph: "Upon request, job announcements and exam information must be available in alternate formats such as large print, Braille, audio recording or electronic file."
<u>Referral and Selection of Qualified Candidates 0210.311</u>	
There is no mention of the need for conducting non-discriminatory interviews.	Add after the second paragraph: "Panel members must follow the Guidelines for Conducting Non-Discriminatory Interviews, which are available from the Human Rights Office (and referenced within the DAM)." These Guidelines should be included as a section of either the Personnel Chapter or within the Human Rights Chapter of the DAM.
<u>Choosing a Temporary Employee 0210.63</u> <u>Conducting Interviews</u>	
There is no mention of the need for conducting non-discriminatory interviews.	After the first paragraph, add the statement: "Panel members must follow the Guidelines for Conducting Non-Discriminatory Interviews, which are available from the Human Rights Office (and referenced within the DAM)."

<b><u>Medical Clearance 0215.2</u></b>	
There is no mention of the options with regard to reasonable accommodation of people with disabilities. There is not a good explanation of the relationship between physical abilities and regular job duties.	Add a statement referring to DAM section 215.24, Reasonable Accommodation for People with Disabilities.
<b>C. DAM Chapter 300 – Training and Development Program</b>	
<b><u>Department Training Center 0305.1</u></b>	
There is no mention of the need for reasonable accommodations for people with disabilities.	Add a second paragraph: “The Training Center is responsible for providing reasonable accommodation to employees with disabilities. Employees who need accommodation must notify the Training Center at least two weeks in advance. Accommodations may include sign language interpretation, materials in large print, electronic file, special classroom seating, etc.”
<b>D. DAM Chapter 400 – Travel</b>	
	No changes necessary
<b>E. DAM Chapter 500 – Budgeting</b>	
	No changes necessary
<b>F. DAM Chapter 600 – Accounting</b>	
	No changes necessary
<b>G. DAM Chapter 700 – Contracts</b>	
<b><u>California State Contracts Register (CSCR) 0750.2</u></b>	
This section does not mention that contract announcements must be available upon request in alternative formats. While this responsibility may fall primarily on the Contract Register, the Department must provide original files, etc. that can be converted to alternative formats.	Add after the second paragraph: “Upon request from an individual with a disability, contracts out for bid must be available in alternate formats such as large print, Braille, audio recording or electronic file.”

<b>H. Chapter 800 – Records, Forms and Manuals</b>	
<u>Public Records 0810</u>	
There is no mention of the need to provide alternate formats for people with disabilities.	After the sixth paragraph, add a statement: “Upon request, public records must be available in alternate formats such as large print, Braille, audio recording or electronic file.”
<b>I. DAM Chapter 900 – Property</b>	
	No changes are necessary.
<b>J. DAM Chapter 1000 – Support Services</b>	
<u>Telephone Communications, Types of Telephone Service 1021.2</u>	
There is no mention of the use of TTY systems for people with hearing impairments.	Add after the first paragraph: “TTY service via relay or direct line should be available on phone lines that are primarily used by the public to obtain park information, including advertised phone numbers. Staff members shall be trained to use TTY system, if present.”
<b>K. DAM Chapter 1200 – Employee Safety</b>	
<u>Plan Provisions 1235.1</u>	
There is no statement regarding the need for information regarding employees and visitors with disabilities who may need assistance in case of emergency.	Add F: "Procedures for notifying and evacuating people with disabilities."
There are no provisions regarding audio alarm systems that must also have a visual component for people with a hearing impairment.	Add G: "If audible alarms are provided, a visual beacon or alternative system must be provided for people with hearing impairment."
<b>L. DAM Chapter 1300 – Purchasing</b>	
	No changes are necessary.
<b>M. DAM Chapter 1400 – Human Rights</b>	
	No changes are necessary.
<b>N. DAM Chapter 1500 – Labor Relations</b>	
	No changes are necessary.

<b>O. DAM Chapter 1600 – Information Technology</b>	
	No changes necessary
<b>P. Departmental Notices</b>	
<u>Dept. Notice No. 99-05</u>	
No TTY information is provided.	<u>Suggestions for Obtaining Permission</u> add after the last sentence; “Relay Service, 711”.
<b>Q. Personnel Procedure Manuals</b>	
These manuals are published and provided by state control agencies that mandate processes used for administrative practices.	No changes. Changes are beyond our jurisdiction
<b>R. Director’s Recognition Program Guidelines</b>	
This is an in-house document designed to acknowledge DPR employees for their outstanding accomplishments in different recognition categories.	No changes recommended
<b>S. Discrimination Complaint Program Handbook</b>	
This document contains antiquated language.	References to handicap or handicapped should be replaced by disability, persons with disabilities or disabled, as appropriate to sentence structure.
Page 2 – The State Civil Service Act: California Government Code, Sections 19700-19796	Last word in paragraph, remove “handicap” and parenthesis encompassing disability.
Page 3 – Section 19572(w)	Delete “physical handicap” replace with disability.
	When this document undergoes its next revision, consideration should be given to early inclusion of a statement such as “All phases of the discrimination complaint process shall include an effort to make the complainant aware of available reasonable accommodation and/or alternate communication methods.”

## 10.0 Accessibility Policy Development

The Department has initiated steps to further communication efforts designed to benefit the public. Departmental Notice 2000-07, Accessibility and Publications Policy, has been developed and implemented to improve all Department publications. Departmental Notice 2004-07, Use of Qualified Sign Language Interpreters, provides information and guidelines for Department staff on providing sign language interpreters for visitors with hearing impairments. Departmental Notice 2005-03 helps ensure Accessibility in Historic Properties.

These policies are summarized below and presented in full, along with the Accessibility Complaint Policy, in Appendix B.

### 10.1 Accessibility and Publications Policy Summary

All new or reprinted Department publications shall be prepared using the following parameters based on the Americans with Disabilities Act of 1990 (ADA).

1. Public Information
  - Publications shall integrate information about accessible features with general descriptive information regarding park sites and facilities.
  - Publications shall state the availability of a teletypewriter (TTY), if available, or to use the new 711relay service.
  - Publications shall incorporate a standard statement of non-discrimination and provide a name and phone number for visitors with disabilities who need assistance.
  - When applicable, publications shall state: "This publication is available in alternate formats by contacting — (contact and phone number)." Alternate formats include audio tape recordings, large print, Braille, electronic file and the Internet.
2. Format specifications

Standard font size shall be 12 point and, large print (18-point) shall be available on request. Specifications on contrast, symbols, readability, and compliance review are described.

### 10.2 Use of Qualified Sign Language Interpreters Policy Summary

A Qualified Sign Language Interpreter (QSLI) means "an interpreter who is able to interpret effectively, accurately, and impartially both receptively and expressively, using any necessary specialized vocabulary."

Whenever the District/Sector or Headquarters Office is planning an upcoming event, where oral communication is part of the event, printed announcements, publicity flyers, advertisements and meeting announcements need to include the



following statement: “To request a sign language interpreter or other auxiliary aids or services for people with disabilities, please contact (appropriate staff person.)”

Upon request, the District/Sector or Headquarters Office is required to use its best efforts to provide a sign language interpreter, preferably a QSLI. Other forms of communication, such as written communication, assistive listening devices or Computer Assisted Real Time Captioning (“CART”) may be preferred by the deaf or hard of hearing person. It is best to ask the deaf or hard of hearing person which method will work best. A resource list with information and a listing of organizations and referral agencies is available from the District/Sector Headquarters Accessibility Coordinator and the Accessibility Office at Headquarters. . The District/Sector or Headquarters Office providing the service will be responsible for the cost associated with the QSLI services. The Department’s “All Visitors Welcome” publication section on “Hearing Impairments” provides suggestions for making existing programs more accessible to people with hearing loss.

### **10.3 Accessibility and Historic Properties Policy Summary**

These guidelines establish a process the Department will follow to ensure that ADA and California Historical Building Code (CHBC) standards are followed. The process calls for input from the local disabled community, reviews for Accessibility and Public Resources code (5024) requirements, and a method for conflict resolution. Specialized terms used in the CHBC are defined.

Accessibility Provisions are described in four levels.

- Basic Provisions, the same accessibility requirements for non-historic properties, are used except where it can be documented that they may impact historical integrity. If so, the second level is used.
- Preferred Alternatives are given for entry access routes, doors, toilet rooms and ramps. These alternatives are provided in priority use order, If these alternatives can be demonstrated to affect historical integrity, a third level is available.
- Equivalent Facilitation, or the use of creative equivalent alternatives at accessible levels in the historic structure, may be used.
- Finally, in extremely rare cases where no equivalent facilitation is feasible, properties may be excepted if interpretive exhibits or equal services to those of the excepted historic structure are provided in a fully accessible location. All decisions must be documented and kept in the agency’s permanent public records.

## **11.0 Locally Operated Parks**

### **11.1 Background**

Of the 266 park units that comprise the State Park System, 31 parks are operated by other agencies or by concessionaires. Another 13 parks have sections that are operated by other agencies. Parks that are fully operated by local entities or agencies are referred to as “locally operated units.” These local agencies include cities, counties, park and utility districts, and non-profit organizations throughout the state. Included in the 31 locally operated units are 4 units operated entirely as concessions. The department has a responsibility to ensure that accessibility is being addressed at these locally operated parks. The Accessibility Section developed a process to assess whether a self-evaluation and a transition plan have been produced and how those documents could be obtained for review.

### **11.2 Approach**

A questionnaire was developed to obtain information from locally operated parks. It covered the following categories:

1. Designated Accessibility coordinator
2. Self-Evaluation completion status
3. Transition Plan completion status
4. Self-Evaluation and Transition Plan location
5. Self-Evaluation and transition Plan contents
6. Facility modification procedures
7. Maintenance of accessible features

The Accessibility Section contacted the administrators of locally operated parks, distributing the questionnaire with a letter requesting a response by May of 2000. The information received, was reviewed, from each agency and assembled into a report, as follows.

### **11.3 Park Unit Results**

The chart on the following pages displays the survey results identifying State Park owned units operated by local agencies along with information regarding the status of their Self-Evaluation and Transition Plan. As part of its ongoing accessibility improvements process, DPR will work with local agencies to provide oversight and assistance to provide accessibility modifications in State Park units managed by local agencies as prioritized in the Transition Plan. For additional information on locally operated parks, refer to the Transition Plan.

<b>STATE PARK OWNED UNITS OPERATED BY LOCAL AGENCIES</b>			
<b>Agency</b>	<b>Park Unit(s)</b>	<b>Contact(s)</b>	<b>Transition/Self Evaluation Plan</b>
City of Carlsbad 1635 Faraday Avenue Carlsbad, CA 92008-7314	Carlsbad SB (Partial)	Lloyd Hubbs Public Works Director 760-602-2720	YES, Transition Plan.
City of Encinitas 505 S. Vulcan Avenue Encinitas, CA 920024-3633	Moonlight SB Leucadia SB	Phillip Cotton Park and Beach Superintendent 760-633-2600	YES on file.
City of Huntington Beach P.O. Box 190 Huntington Beach, CA 92648-2702	Bolsa Chica (Partial)	Robert F. Beardsley Director of Public Works 714-536-5437	NO Self-Evaluation Plan/Transition Plan. Recommend: Survey facility and include with unit plans.
City of Los Angeles Dept. of Parks and Recreation 200 N. Main Street, Room 709 Los Angeles, CA 90012	Dockweiler SB Watts Towers of Simon Rodia SHP Will Rogers SB	Ellen Oppenheim General Manager 213-485-5671	YES on file.
City of Monterey City Hall	Monterey SB (Window to the Bay)	Les R. Turnbeaugh 831-646-3997	YES on file.
City of Newport Beach Public Works Department	Corona Del Mar SB	Lloyd Dalton, P.E. 949-644-3328	Transition Plan in progress.
City of Pacifica City Managers Office Pacifica, CA 94044	Pacifica SB	Diane Ceravolo General Services Director	NO Self-Evaluation Plan/Transition Plan. Recommend: Survey facility and include with unit plans.
City of Pismo Beach Planning Division 760 Matie Road	Pismo SB (Partial)	Randy Bloom Community Development Director 805-773-4658	NO Self-Evaluation Plan/Transition Plan. Recommend: Survey facility and include with unit plans.

STATE PARK OWNED UNITS OPERATED BY LOCAL AGENCIES			
Agency	Park Unit(s)	Contact(s)	Transition/Self Evaluation Plan
City of San Clemente Beaches, Parks & Recreation Dept 910 Calle Negocio, Suite 100 San Clemente, CA 92673	San Clemente SB (Calafia Park)	Trang Huynh 949-361-6170 John Beer 949-361-8267	YES. Did not provide copy. Copies at: 100 N. Calleseville San Clemente, CA 92673
City of Sonoma City of Sonoma, Administration No. 1 The Plaza	Sonoma SHP (Casa Grande Parking Lot)	Pamela Gibson City Manager 707-938-3681	NO Self-Evaluation Plan/Transition Plan. Recommend: Survey facility and include with unit plans
City of Santa Cruz Parks and Recreation Dept 323 Church Street	Lighthouse Field SB	Dannette Shoemaker Recreation Superintendent 831-420-5279	YES on file.
City of Santa Monica Community and Cultural Services 1685 Main Street	Santa Monica SB	Elaine G. Mutchnik Beach Manager 310-458-8310	YES on file.
County of Los Angeles 433 South Vermont Avenue Los Angeles, CA 90020-1975	Placerita Canyon SP Castaic Lake SRA Kenneth Hahn SRA	Tom Dittmar 213-738-2974	Self-Evaluation/Transition Plan in progress.
County of San Diego Department of Parks and Recreation	Anza Borrego Desert SP (Agua Caliente)	Janice Fahey 619-495-5923	YES on file.
San Diego County Office of Education Outdoor Education Prog., Rm. 410 6401 Linda Vista Road	Cuyamaca Rancho SP (School Camp) Palomar Mountain (School Camp)	George Stratman Director Outdoor Education Program 858-292-3500	NO Self-Evaluation Plan/Transition Plan. Recommend: Survey facility and include with unit plans
County of Sacramento 4040 Bradshaw Road Sacramento, CA 95827	Stone Lake	Holly Dallas RTC, CRTS 916-875-6672	Transition Plan in progress.

<b>STATE PARK OWNED UNITS OPERATED BY LOCAL AGENCIES</b>			
<b>Agency</b>	<b>Park Unit(s)</b>	<b>Contact(s)</b>	<b>Transition/Self Evaluation Plan</b>
County of San Luis Obispo Department of General Services County Government Center San Luis Obispo, CA 93408	Cayucos SB Morro Bay SP (Morro Bay Golf Course and Bishop Peak)	Kathleen Macneill Senior Capital Projects Coordinator 805-781-5200	NO Self-Evaluation Plan/Transition Plan. Recommend: Survey facility and include with unit plans
County of San Mateo 455 County Center, 4th Floor Redwood City, CA 94083-1646	San Bruno Mountains SP	Lynne Fritz Parks Superintendent 650-363-4020	YES on file. NO self evaluation
County of Ventura	Mandalay SB		No facilities.
East Bay Regional Park District Design Department P.O. Box 5381 Oakland, CA 94605-0381	Lake Del Valle SRA Robert W Crown Memorial SB East Bay Shoreline	Mike Anderson Chief of Design 510-544-2303	YES, on file.
North Tahoe Public Utility District P.O. Box 139 Tahoe Vista, CA 96148	Kings Beach SRA	Dave Shaw Park and Facilities Superintendent 530-546-4212	NO Self-Evaluation Plan/Transition Plan. Recommend: Survey facility and include with unit plans
Santa Barbara Trust for Historic Preservations 123 East Canon Perdido Street	El Presidio de Santa Barbara	Sally Foughse Associate Director - Business Affairs 805-966-1279	NO Self-Evaluation Plan/Transition Plan. Recommend: Survey facility and include with unit plans
Tahoe City Public Utility District P.O. Box 33 221 Fairway Drive Tahoe City, CA 96145	Tahoe SRA (Skylandia) Burton Creek SP (Cross Country Ski Trails)	Layne Van Noy Park and Recreation Superintendent 530-583-3796 ext. 25	NO Self-Evaluation Plan/Transition Plan. Recommend: Survey facility and include with unit plans
Woodland Opera House P.O. Box 1425 Woodland, CA 95776	Woodland Opera House SHP	Jeff Keane Executive Director 530-666-9617	No Self-Evaluation Plan/Transition Plan. Recommend: Survey facility and include with unit plans.

<b>STATE PARK OWNED UNITS OPERATED BY LOCAL AGENCIES</b>			
<b>Agency</b>	<b>Park Unit(s)</b>	<b>Contact(s)</b>	<b>Transition/Self Evaluation Plan</b>
U.S. Army	Fort Ord Dunes SP	N/A	Park is not yet operational.
Mendocino Land Trust P.O. Box 267 Mendocino, CA 95460	Mendocino Headlands (Partial) Mendocino Woodlands	Don Taylor 707-964-7944	No Transition/Self-Evaluation Plan. Recommend: Survey facility.
Covered Wagon Tours P.O. Box 1106 La Quinta, CA 92253	Indio Hills Palms	619-347-2161 800-347-2161	Concessionaire: Covered Wagon Tours. Recommend: Survey facility.
American Youth Hostels 8401 Colesville Road, Suite 600 Silver Spring, MD 20910	Pigeon Point Light Station Point Montara Light Station	301-495-1240	Property owned by U.S. Coast Guard

<b>STATE PARK OWNED UNITS OPERATED BY CONCESSION</b>		
<b>Park Unit</b>	<b>Concessionaire</b>	<b>Contact</b>
Asilomar SB and Conference Grounds	Delaware North Parks Services	Monterey District 831-649-2836
Lake Valley SRA	American Golf Corporation Lake Tahoe Golf Course	Sierra District 530-525-3386
Marconi Conference Center SHP	Marconi Conference Center Operating Corporation	North Bay District 415-893-1580
Wassama Round House SHP	Wassama Association	Central Valley District 209-536-5930

# APPENDIX A

## **Programmatic Accessibility Survey Document and DPR Core Programs Handout**





## California State Parks Program Accessibility Survey Self Evaluation



District/Division/Office: \_\_\_\_\_  
Unit Number(s): \_\_\_\_\_  
Form Completed by: \_\_\_\_\_  
Classification/Title: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Date Completed: \_\_\_\_\_

### I. Program

This survey covers the following program (please fill out an additional survey for each that applies to your District/Unit):

Education/Interpretation     Recreation     Public Safety  
 Resource Protection     Administration     Facilities

*As part of the Self-Evaluation, a public entity should identify all of its programs, activities and services by 1993.*

*Regulatory references: 28 CFR 35.105 – 35.107, 35.150 (c) and (d); Title II Technical Assistance Manual (TAM) II – 8.2000*

See the attachment **DPR Core Programs** which provides the following for each core program:

- Description
- Examples of activities and services
- Policies and procedures that govern the administration of the program

What additional policies, codes, laws, manuals and/or handbooks, not noted in **DPR Core Programs**, affect the day to day operation of this program? Please list:

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---

### II. Communications, Advertising and Outreach

If this category does not apply, briefly note the reason and proceed to category III:

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*A public entity must ensure that its communications with individuals with disabilities are as effective as communications with others.*

*Regulatory references: 28 CFR 35.160-35.164; Title II TAM II-7.000*

1. Who are your primary internal and external customers?

---

---

---

2. How is the public notified of this program?

- |                                     |   |                                       |
|-------------------------------------|---|---------------------------------------|
| <input type="checkbox"/> Bulletins  | <input type="checkbox"/> Internet                     | <input type="checkbox"/> Signs        |
| <input type="checkbox"/> Television | <input type="checkbox"/> Referral from another agency | <input type="checkbox"/> Publications |
| <input type="checkbox"/> Radio      | <input type="checkbox"/> Telephone transfer           | <input type="checkbox"/> Magazines    |
| <input type="checkbox"/> Newspaper  | <input type="checkbox"/> Word of mouth                |                                       |
| Other _____                         |   |                                       |

3. Do you use any of the following in conjunction with your program outreach?

- |   |   |
|---|---|
| <input type="checkbox"/> Meetings or oral presentations   | <input type="checkbox"/> Job fairs      |
| <input type="checkbox"/> Printed recruitment materials    | <input type="checkbox"/> Advertisements |
| <input type="checkbox"/> Targeted outreach – universities | <input type="checkbox"/> Word of mouth  |
| <input type="checkbox"/> Films or videos                  | <input type="checkbox"/> Internet       |
| Other _____   |   |

4. Are your program announcements and advertisements available in alternative formats?

Yes                      No                      Not sure                      Not applicable

If yes, what kind of formats?

- |                                      |   |                                   |
|--------------------------------------|---|-----------------------------------|
| <input type="checkbox"/> Braille     | <input type="checkbox"/> Tape cassettes | <input type="checkbox"/> Internet |
| <input type="checkbox"/> Large print | <input type="checkbox"/> Computer discs |                                   |

5. Are your reports and other publications available in alternative formats?

Yes                      No                      Not sure                      Not applicable

If yes, what kind of formats?

- |                                      |   |                                   |
|--------------------------------------|---|-----------------------------------|
| <input type="checkbox"/> Braille     | <input type="checkbox"/> Tape cassettes | <input type="checkbox"/> Internet |
| <input type="checkbox"/> Large print | <input type="checkbox"/> Computer discs |                                   |

Please list:

---

---

6. Do you have a Telecommunication Device for the Deaf (TDD)?

Yes                      No                      Not sure

If Yes:

- a. How many? \_\_\_\_\_ b. Where are they located? \_\_\_\_\_
- c. Is the TDD available on the primary line for public contact calls?
- \_\_\_\_\_ Yes                      \_\_\_\_\_ No                      \_\_\_\_\_ Not sure

d. Are staff members trained in the use of the TDD available during regular business hours?

Yes

No

Not sure

7. Do you provide a TDD or CA Relay number printed on advertising and outreach materials?

Yes

No

Not sure

8. For District Offices and Field Units:

Do you provide signage? [Mark Y (yes) or N (no)]

\_\_\_ At all accessible entrances?

\_\_\_ At all inaccessible entrances directing persons to accessible entrance?

\_\_\_ Concerning availability and location of volume control phones, TDD's, or assistive listening systems?

\_\_\_ Not a District or Field Unit

9. Has your front line staff been provided with formal disability awareness training?

Yes

No

Not sure

If yes, list date(s) and briefly describe the training:

---

---

10. Describe the procedure you have for responding to public requests for reasonable modification/accommodation?

---

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11. Do you inform the public that communication aids or services are provided upon request?

Yes

No

Not sure

Not applicable

If yes, how?

---

12. Are front line staff trained to:

a. Provide information or instructions in large print? \_\_\_ Yes \_\_\_ No

b. Provide information or instructions in Braille? \_\_\_ Yes \_\_\_ No

c. Know when to write notes for those that are hearing impaired?  
\_\_\_ Yes \_\_\_ No

d. Know when to provide a sign language interpreter or real time captioning for individuals with hearing impairments/deafness? \_\_\_ Yes \_\_\_ No

### III. Eligibility Criteria

If this category does not apply, briefly note the reason and proceed to category IV:

---

---

*A public entity may not impose eligibility criteria for participation in its programs, services or activities that screen out persons with disabilities, unless it can show that such requirements are necessary for the provision of the service, program or activity.*

*Regulatory references: 28 CFR 35.130-35.135; Title II TAM II 3.5000 and 3.5100.*

1. Do any of the program activities have eligibility criteria for participation in this program? (Describe and give examples as necessary, i.e. "must possess a valid driver's license.")

Yes                      No                      Not sure                      Not applicable

If yes, list and describe:

- 
- 
2. Do any criteria screen out a participant with a disability?

Yes                      No                      Not sure                      Not applicable

If yes, are reasonable modifications made to allow a person with a disability to participate?

Yes                                      No                                      Not sure

3. Are there any forms required for admission to the program (e.g., tests and or the submission of other admissions criteria such as certificates)?

Yes                      No                      Not sure                      Not applicable

If yes, describe or attach forms:

- 
- 
4. Do you provide potential participants with a notice that your organization does not discriminate against people with disabilities?

Yes                      No                      Not sure                      Not applicable

If yes, explain:

- 
- 
5. Is an interview required for participation in the program?

\_\_\_ Yes                      \_\_\_ No                      \_\_\_ Not sure                      \_\_\_ Not applicable

If yes, what steps are taken (including the provision of auxiliary aids, as required) to ensure non-discrimination in interviewing?

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#### IV. Program Participation

If this category does not apply, briefly note the reason and proceed to category V:

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*A public entity may not deny the benefits of its programs, activities and services to individuals with disabilities because its facilities are inaccessible  
Regulatory references: 28 CFR 35.149-35.150, 35.160-35.164, 35.130-35.135;  
Title II TAM II – 5.000 to 5.4000, 7.1000, 3.000 to 3.5200.*

1. Has staff been educated regarding the possibility of needing to modify a policy or procedure to accommodate an individual with a disability?
- |     |    |          |                |
|-----|----|----------|----------------|
| Yes | No | Not sure | Not applicable |
|-----|----|----------|----------------|

If yes, what type of training has been provided?

- Equal Employment Opportunity Counseling (EEOC)  
 Policy memo  
 Disability sensitivity training  
 Videos  
 Employee orientation

Other \_\_\_\_\_

2. Do you provide auxiliary aids or accommodations for persons with hearing or speech impairments?

Yes	No	Not sure
-----	----	----------

If yes, please check all that you provide:

- |   |   |
|---|---|
| <input type="checkbox"/> Computer Aided Technology  | <input type="checkbox"/> Pictorial Signage          |
| <input type="checkbox"/> CA Relay Service           | <input type="checkbox"/> Paper and Pen              |
| <input type="checkbox"/> Sign Language Interpreters | <input type="checkbox"/> TDD's                      |
| <input type="checkbox"/> Transcripts                | <input type="checkbox"/> Captioning for AV Programs |

3. Do you provide auxiliary aids or accommodations for persons with sight impairments?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure
------------------------------	-----------------------------	-----------------------------------

Please check all that you provide:

- |  |  |
|--|--|
| <input type="checkbox"/> Computer Aided Technology | <input type="checkbox"/> Readers               |
| <input type="checkbox"/> Large Print               | <input type="checkbox"/> Taped Text            |
| <input type="checkbox"/> Braille                   | <input type="checkbox"/> Tactile Maps, Objects |
| <input type="checkbox"/> Audio Description         |  |

4. Do you ensure that no additional cost for auxiliary aids, services, or formats are incurred by individuals with disabilities?

Yes                      No                      Not sure                      Not applicable

5. Are there circumstances in which an individual with a disability would be precluded from or restricted in participating in your program?

Yes                      No                      Not sure

If yes, describe circumstances:

---

---

6. Does this program provide separate activities for people with disabilities?

Yes                      No                      Not sure

If yes, describe why this is necessary:

---

---

7. Are there restrictions or exclusions in the program, activity or service that you offer that are necessary to assure the safety of others receiving the services?

Yes                      No                      Not sure

8. Is there an orientation program for new participants? (Include any introduction to the facility, equipment, safety rules, workshop policies, etc.)

Yes                      No                      Not sure

If yes, describe:

---

---

9. Have you had requests for improving access to the program?

Yes                      No                      Not sure

If yes, describe:

---

---

10. Do you provide transportation to volunteers, program participants, and/or visitors?

Yes

No

Not sure

11. What procedure does your office follow to make transportation accessible to persons who are:

Visually impaired?

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Hearing impaired?

---

Mobility impaired?

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## V. Concessions, Cooperating Associations, Grants and Other Outside Organizations

If this category does not apply, briefly note the reason and proceed to category VI:

---

*Federal law requires that any outside organization that uses Department facilities, receives assistance from, or assists the Department in providing services, or relies on the Department to inform their participants of the existence of their programs, must also comply with accessibility requirements. These organizations must not discriminate against people with disabilities in admission requirements, testing, or recruitment and must make their programs available to all who would like to participate, regardless of disability.*

*Regulatory references: Title II TAM II-1.3000*

1. Are individuals or groups other than Departmental staff, assisting you or receiving assistance from you, relating to the program (i.e. camp stores, equestrian facilities, canoe rental, etc.)?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If yes, list and describe:

---

2. Do all contracts with outside organizations include language regarding compliance with the ADA?

\_\_\_ Yes

\_\_\_ No

\_\_\_ Not sure

3. How have you assured that programs, activities and services provided by outside organizations do not discriminate against people with disabilities?

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## VI. Public Meetings and Special Events

If this category does not apply, briefly note the reason and proceed to category VII:

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*A public entity should review its policies and procedures to ensure that individuals with mobility impairments are provided access to public meetings.  
Regulatory References: 28 CFR 35.105 – 35.107, 35.150 (c) and (d); Title II TAM II – 8.2000.*

1. Does your program hold public meetings/special events?

Yes                                      No                                      Not sure

If yes, are they:

On Site                                      Off Site                                      Both

2. Do you assure that the meeting facility is accessible to persons with disabilities?

Yes                                      No                                      Not sure                                      Not applicable

If yes, how?

---

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3. Do you include a statement regarding reasonable accommodation on your announcement/notice of public meeting/special event?

Yes                                      No                                      Not sure                                      Not applicable

If yes, please attach.

4. Who do people call to request reasonable accommodation for a public meeting?

Name: \_\_\_\_\_

5. Do you provide alternate formats for those with sensory impairments?

Yes                                      No                                      Not sure

If yes, what kind?

\_\_\_\_ Computer Aided Technology                                      \_\_\_\_ Braille  
\_\_\_\_ Sign Language Interpreters                                      \_\_\_\_ Large Print  
\_\_\_\_ Assistive Listening Device                                      \_\_\_\_ Other \_\_\_\_\_



## VII. Emergency Procedures

If this category does not apply, briefly note the reason and proceed to category VIII:

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*A review should be made of the procedures to evaluate individuals with disabilities during an emergency.*

*Regulatory Reference: 28n CFR 35.105 – 35.107, 35.150 (c) and (d): Title II TAM II – 3.3000*

1. Have emergency evacuation procedures been established for persons with disabilities and are these included in all emergency plans?

Yes

No

Not sure

If yes, please describe or attach a copy of the procedure.

---

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2. Is staff trained in emergency evacuation procedures?

Yes

No

Not sure

3. Have you identified those individuals needing assistance in case of an emergency evacuation?

Yes

No

Not sure

4. Do you have adaptive mobility equipment available for use in an emergency?

Yes

No

Not sure

If yes, please list types:

---

---

5. Have you identified and trained staff in the operation of this equipment?

Yes

No

Not sure

If yes, list date of last training:

---

---

6. Do you have a method by which hearing-impaired persons are made aware of an activated alarm?

Yes

No

Not sure

If yes, how is this done?

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## VIII. Recruitment

If this category does not apply, briefly note the reason and proceed to category IX:

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*Title II prohibits all public entities, regardless of size of workforce, from discriminating in their employment practices against qualified individuals with disabilities.*

*Regulatory Reference: 28 CFR 35.140: Title II TAM II – 4.000 to 4.3400*

1. How are individuals notified of job openings? (Please check all that apply.)  
 Certification letters       Limited Exam Appointment Position (LEAP)  
 Bulletin Boards       Vacant Position Database (VPOS)  
 Agency Web Sites       Job Fairs
2. How do individuals find out about the filing period for exams?  
 Announcement bulletins       Advertising  
 Job Fairs       Media  
 California Home Pages       Fliers  
 Publications
3. Are any of these available in alternate formats?  
Yes      No      Not sure
4. Have panel members been provided with guidelines on how to conduct non-discriminatory interviews?  
Yes      No      Not sure

## IX. ADA Compliance

*Title II requires that public entities take several steps designed to achieve compliance. These include the preparation of a Self-Evaluation. Regulatory Reference 28 CFR 35.105 – 35.107, 35.150 (c) and (d): Title II TAM II – 8.000 to 8.5000*

1. Is there an ADA coordinator for this program?  
Yes      No      Not sure  
If yes, who? \_\_\_\_\_  
Job Title \_\_\_\_\_
2. How do you notify the public about how and with whom to file a disability discrimination complaint?  
\_\_\_\_\_  
\_\_\_\_\_

3. How do you make employees aware of the Department's reasonable accommodation policy?

- Employee Orientation                       Posting  
 Training     Publication  
Other: \_\_\_\_\_

4. Who reviews for program compliance?

Name \_\_\_\_\_ Title \_\_\_\_\_  
Name \_\_\_\_\_ Title \_\_\_\_\_  
Name \_\_\_\_\_ Title \_\_\_\_\_  
Name \_\_\_\_\_ Title \_\_\_\_\_

5. Districts/Units Only: Do you have a District Accessibility Resource Group?

- Yes             No             Not Sure             Not a District/unit

List members:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reviewed by:

\_\_\_\_\_  
District Superintendent/Program Manager                      Date

\_\_\_\_\_  
District/Division Accessibility Coordinator (if applicable)                      Date



# Department Core Programs

## I. Education/Interpretation

### **Definition:**

Activities related to the interpretation of park resources and the education of park visitors and the public-at-large.

### **Examples:**

#### **Interpretive, Educational Activities**

Campfire programs, hikes, tours, talks, demonstrations, audio-visual programs, Junior Rangers, Junior Lifeguards, K-12 school programs (in-park, off-site, and Environmental Living and Environmental Studies), Living History, and interpretive special events.

#### **Museums and Visitor Centers**

Activities related to museums, visitor centers, house museums, interpretive centers and other interpretive facilities.

#### **Interpretive Media**

Distribution and sales of interpretive books, brochures, newsletters, maps, trail/tour guides, handouts, teacher's guides, etc. Exhibits, displays, signs, both indoor and outdoor.

#### **Cooperating Associations**

Oversight of nonprofit interpretive and educational fund-raising organizations.

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### **Policies and Procedures:**

DPR Notices

Cooperating Association Handbook

General Plans

Memos

Training for internal and external customers

Evaluations

Sesquicentennial Passport Handbook

The Catalyst newsletter

Interpretive Planning Workbook

Coming Home to California book

Jr. Rangers Handbook

Interpretive Chapter

## II. Resource Protection

### **Definition:**

Management and perpetuation of the natural and cultural resources of the State Park System.

### **Examples:**

#### **A. Natural**

##### **Natural Resource Management**

Monitoring, restoration, and management of listed, sensitive, exotic, and natural habitats; including general habitat improvement, tree hazard management, prescribed burning, inventorying research, grant management, and general resource protection activities.

##### **Environmental and Preventive Planning**

Site impact evaluation, resource evaluation, mitigation, including DPR CEQA and 5024 reviews, regional collaboration, permitting, etc.

#### **B. Cultural**

##### **Cultural Resource Management**

Monitoring, restoration, reconstruction, rehabilitation, stabilization, conservation, collection management, inventorying, research, cataloging, grant management, etc. of structures, objects, photographs, and archival materials.

##### **Environmental and Preventive Planning**

Site impact evaluation, resource evaluation, mitigation, including DPR CEQA and 5024 reviews, regional collaboration, permitting, etc.

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### **Policies and Procedures:**

Department's Operations Manual (DOM)

Ch. 0300 – Natural Resources

Ch. 0400 – Cultural Resources

Historic Preservation Codes (Rehabilitation Act 1973)/Americans with Disabilities Act (1990)

Collections Management Handbook

Departmental Notices

Guide to California State Parks Photographic Archives

Argus Reference Manual

General Plans

### **III. Facilities**

**Definition:**

Maintenance of facilities, systems, and roads in the State Park System.

**Examples:**

**Housekeeping/Maintenance**

All efforts devoted to the care of property, facilities, and equipment, including maintenance and groundskeeping.

**Category I Facilities**

All recurring activities and those on 2-5 year cycle as identified in current maintenance program.

**Category II Facilities**

All recurring activities on more than 6-year cycle or those that do not recur on periodic interval as identified in the current maintenance program.

**Category I & II Roads and Trails**

All preventative, recurring and non-recurring maintenance and repair.

**Equipment Maintenance**

All activities related to the maintenance and repair of equipment.

**Capital Improvements**

Activities related to the planning and accomplishment of major and minor capital outlay projects, roads and other special category projects.

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**Policies and Procedures:**

Department's Operations Manual (DOM)

    Ch. 1600 – Maintenance

General Plans

Department Notices

## **IV. Public Safety**

### **Definition:**

Activities related to public safety, emergency services, and law enforcement in the State Park System.

### **Examples:**

#### **Visitor Safety**

Detection and prevention of emergencies and accidents, including general visitor safety activities.

#### **Emergency Visitor Services**

Activities related to emergency services, search and rescue, responses, evacuations, first aid, visitor accidents, etc.

#### **Law Enforcement**

Activities related to law enforcement duties, investigations, court-related activities, mutual aid, arrests, citations, reports, etc.

#### **Dispatch**

Operation of dispatch centers.

---

### **Policies and Procedures:**

Department's Operations Manual (DOM)

Ch. 1400 - Public Safety Telecommunications Program

Ch. 1401 – Operations

Ch. 1402 – Equipment

Ch. 1800 – Park Operations

Ch. 1300 – Public Protection

COPS Program Guidelines (under development)

Handbook Public Resources Code

Penal Code

California Code of Regulations



## V. Recreation

### **Definition:**

Recreational activities and programs for visitors to the State Park System.

### **Examples:**

#### **Recreation Management**

Management of campgrounds, day use areas, special use areas, boating areas, and related campsite and tour reservation programs.

#### **Customer Relations**

Community and media relations, public information efforts such as signs, displays, maps, direct public contact, etc. that convey general and specific information to park visitors.

#### **Concessions**

Planning and management of concession facilities and programs in State Parks.

#### **Fee Collection**

Fee collection, kiosk operation, cash handling, special events marketing, merchandise sales,

#### **Volunteer Management**

Oversight of formal and informal volunteer programs including docents, camp hosts, trail groups, etc.

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### **Policies and Procedures:**

Department's Operations Manual (DOM)

Ch. 1900 – Concessions Program

Concessions, Reservations and Fees Program

Volunteers in Parks Program Handbook

Annual Reports

Departmental Notices

Resources Code

California Code of Regulations

Posted Orders

General Plans

Kiosk Manuals

## **VI. Administration**

### **Definition:**

General administrative activities, performed by district and headquarters administrative staff.

### **Examples:**

Personnel, accounting, purchasing, training, clerical support, and other activities not attributable to a major program.

---

### **Policies and Procedures:**

Departments Administration Manual (DAM)

Chpt 0300 – Training and Development Program

Chpt 1000 – Support Services Program

Chpt 0800 – Records, Forms and Manuals

Chpt 1400 – Human Rights

Chpt 1500 – Labor Relations

Chpt 0200 - Personnel

Director's Recognition Program Guidelines

California Code of Regulations

SPB Selection Manual

Personnel, Policies, and Procedures

Personnel Procedure Manual

State Administrative Manual

# **APPENDIX B**

## **Policies**



State of California - The Resources Agency CALIFORNIA STATE PARKS		MANUAL
<b>DEPARTMENTAL NOTICE No. 2000-07</b>		Operations
SUBJECT		CHAPTER
ACCESSIBILITY AND PUBLICATIONS POLICY		DOM 1800 (new)
ISSUED	EXPIRES	REFERENCE
October 19, 2000	When Incorporated	

DPR 375 (Rev. 11/97)(Word, 12/3/97)

WHEN APPLICABLE, ENTER THE NUMBER AND DATE OF THIS DEPARTMENTAL NOTICE IN THE MARGIN OF THE MANUAL PAGE, ADJACENT TO THE SECTION(S) AFFECTED BY IT.

***This Departmental Notice has been re-created for transmittal in electronic format. The original notice was signed by Mark Schrader, Chief, Park Design and Construction Division; and Dick Troy, Deputy Director, Park Operations.***

## INTRODUCTION

Communicating park information to the public is essential to the mission of the California Department of Parks and Recreation. This communication often takes the form of publications. The Americans with Disabilities Act of 1990 (ADA) requires that public entities' publications are accessible to people with disabilities; therefore, the Department must ensure that its communications with individuals with disabilities are as effective as its communications with others. Regulatory references: 28 CFR 35.160-35; Title II TAM 11-7.000.

This Departmental Notice establishes a policy to ensure that the Department's publications comply with the law and also establishes clear standards to follow in producing accessible publications throughout the Department. In addition to being accessible, publications must provide accurate information about accessible facilities and programs.

## ACCESSIBILITY AND PUBLICATIONS

**All new or reprinted Department publications shall be prepared using the following parameters based on the Americans with Disabilities Act of 1990 (ADA).** This policy applies to publications developed at the Headquarters, District or Unit level, including items produced by cooperating associations and concessionaires, and park program materials. Publications include brochures, booklets, books, announcements, advertisements, park maps, campground maps, plans, technical reports and newsletters.

1. Public Information
  - A. Publications shall integrate information about accessible features with general descriptive information regarding park sites and facilities. A standard symbol of accessibility shall be used to

locate accessible features on maps and to identify the location of accessibility information within the publication text.



- B. Publications shall state the availability of a teletypewriter (TTY), if available. If a TTY is not available, the publications shall include the following statement: “To use the California Relay Service with TTY, call (888) 877-5378 or without TTY, call (888) 877-5379.”
- C. Publications shall incorporate the following standardized accessibility statement: “California State Parks does not discriminate against individuals with disabilities. Prior to arrival, visitors with disabilities who need assistance should contact — (contact and phone number).”

*This statement encourages visitors to request assistance, such as American Sign Language (ASL) interpretation for the deaf. There are other languages that are used, including Signed Exact English (SEE), Manual Coded English (MCE), or Pidgin Signed English (PSE). A visitor may prefer Real Time Captioning.*

- D. When applicable, publications shall state: “This publication is available in alternate formats by contacting — (contact and phone number).”

*Alternate formats include audio tape recordings, large print, Braille, electronic file, and the Internet.*

## 2. Standard Type Font Size

- A. Standard type font size for brochure text is 12 point. Fonts should be easy to read and may be either serif or sans serif.

This is an example of 12-point type font (Arial).

## 3. Large Print

- A. Printed park visitor information shall be available upon request in large print format.
- B. Large print materials shall be at least 18-point size in sans serif type font. “Sans serif” means without any short lines stemming from and at an angle to the upper and lower ends of the strokes of a letter. See examples below:

This is 18-point size.

This is Arial – an acceptable sans serif font.

This is Times New Roman – an unacceptable font for Large Print formats.

4. Contrast
  - A. To enhance readability, dark print or graphics should be used on a light background. Reversed light print with a dark background may also be acceptable, if there is high contrast.
5. Symbols
  - A. International recreation symbols should be used on park maps, whenever possible, to identify areas, facilities, or points of interest.
6. Readability
  - A. Publications shall be easy to read. Concise sentences without slang or academic jargon should be used whenever possible.
7. Compliance Review
  - A. A. All new or redesigned publications of park visitor information, such as the California State Parks Official Map, the Reservations Brochure and individual park brochures, shall be reviewed by the Accessibility Section before printing. This review shall be scheduled to coincide with the appropriate stage of review during design of each publication. The Accessibility Section will review for content on accessible features, type and other items mentioned in this notice.

If you have questions regarding this notice, please contact Linda McDonald, at (916) 654-2442 or CALNET 454-2442.

Signed by

Mark Schrader  
Chief  
Park Design and Construction Division

Signed by

Dick Troy  
Deputy Director  
Park Operations





State of California - The Resources Agency CALIFORNIA STATE PARKS		MANUAL
<b>DEPARTMENTAL NOTICE No. 2001-07</b>		Administration
SUBJECT		CHAPTER
ACCESSIBILITY COMMENT/COMPLAINT POLICY		1400, Human Rights
ISSUED	EXPIRES	REFERENCE
March 28, 2001	When Incorporated	DAM 1400

DPR 375 (Rev. 11/97)(Word, 12/3/97)

WHEN APPLICABLE, ENTER THE NUMBER AND DATE OF THIS DEPARTMENTAL NOTICE IN THE MARGIN OF THE MANUAL PAGE, ADJACENT TO THE SECTION(S) AFFECTED BY IT.

The purpose of this Departmental Notice is to inform all park and district offices of the Department's procedures for park visitors to submit comments or file complaints regarding access to State Parks for persons with disabilities or for those who feel they have been discriminated against based on their disability.

## LEGAL AUTHORITY

Title II of the Americans with Disability Act (ADA) prohibits state and local governments from discriminating against persons with disabilities or from excluding participation or denying benefits of programs, services or activities to persons with disabilities.

## ACCESSIBILITY COMMENT/COMPLAINT POLICY

The policy of the Department of Parks and Recreation is to provide the opportunity for all people to visit California's State Parks, including persons with disabilities, by creating an accessible environment to learn, understand, and appreciate the State's cultural, historical and natural heritage sites and also to be able to have access to park facilities and participate in park programs.

To ensure that people with disabilities are treated with dignity and respect and are free from discrimination while visiting California State Parks, the Department has established procedures to give persons with disabilities the opportunity to make comments or file discriminatory complaints against State Park System units that have not complied with ADA.

## FILING A COMMENT/COMPLAINT

The procedure for any park visitor who wants to make a comment or file a complaint regarding access to any unit within the California State Park System or who feels discriminated against based on their disability is outlined below:

**PROCEDURE FOR FILING A COMMENT/COMPLAINT**

<b>RESPONSIBILITY</b>	<b>ACTION</b>
PARK VISITOR	<p>Complete a DPR 983, Accessibility Comment/Complaint form. DPR 983 forms should be available in every park office, district office, the Human Rights Office (HRO), the Warehouse and on the WAN.</p> <p>Submit the completed DPR 983, Accessibility Comment/Complaint form to any of the following:</p> <ul style="list-style-type: none"> <li>• District Superintendent of the park unit, <u>or</u></li> <li>• Director of California State Parks at: P.O. Box 942896 Sacramento, CA 94296-0001, <u>or</u></li> <li>• Chief of the Human Rights Office at: P.O. Box 942896 Sacramento, CA 94296-0001</li> </ul>

**RESOLVING A COMPLAINT INFORMALLY**

<b>RESPONSIBILITY</b>	<b>ACTION</b>
DISTRICT SUPERINTENDENT	<p>Upon receipt of a DPR 983, Accessibility Comment/Complaint form, the District Superintendent has 30-calendar days to resolve the complaint informally. The District Superintendent may request the assistance of the Accessibility Program Office and/or the HRO to resolve the issue.</p> <p><b>COMPLAINT RESOLVED</b></p> <p>If the District Superintendent is able to resolve the complaint to the complainant's satisfaction, the District Superintendent shall provide the complainant with a written response indicating the corrective action that was taken or will be taken. The District Superintendent shall fax or mail a copy of the DPR 983, Accessibility Comment/Complaint form and the written response to the HRO.</p>

<p>DISTRICT SUPERINTENDENT (cont.)</p>	<ul style="list-style-type: none"> <li>• <b>COMPLAINT UNRESOLVED</b> If the District Superintendent is unable to resolve the complaint to the complainant's satisfaction within 30 days of receipt, or if the complaint is not one that is amenable to informal resolution, the District Superintendent shall notify the complainant in writing that the complaint is being referred to the HRO for handling.</li> </ul> <p>The District Superintendent shall fax or mail a copy of the DPR 983, Accessibility Comment/Complaint form and the written response to the HRO.</p>
<p>HUMAN RIGHTS OFFICE (HRO)</p>	<p>Upon receipt of a DPR 983, the HRO has 90-calendar days to resolve the complaint. The HRO may conduct an informal inquiry or request a formal investigation.</p> <p>If the HRO is able to resolve the complaint informally, to the complainant's satisfaction, the HRO shall provide the complainant with a written response indicating the corrective action that was taken or will be taken.</p> <p>A copy of the DPR 983, Accessibility Comment/Complaint form and the written response will be mailed to the District Superintendent.</p>
<p>DIRECTOR</p>	<p>If the DPR 983 is received, the Director will forward the complaint to the HRO.</p>

**RESOLVING A COMPLAINT FORMALLY**

<p><b>RESPONSIBILITY</b></p>	<p><b>ACTION</b></p>
<p>HUMAN RIGHTS OFFICE (HRO)</p>	<p>If unable to resolve a complaint informally, to the complainant's satisfaction, the HRO will refer the complaint to an Equal Employment Opportunity (EEO) investigator for a formal investigation. Based on the results of the formal investigation, the HRO will determine if any discrimination has occurred within the park unit.</p> <ul style="list-style-type: none"> <li>• <u>If discrimination is not found</u>, the HRO will notify the complainant, in writing, of their findings and a copy of the letter will be sent to the District Superintendent.</li> </ul>

HUMAN RIGHTS OFFICE (HRO) (cont.)	<ul style="list-style-type: none"> <li>If <u>discrimination is found</u>, the HRO will notify the District Superintendent of their findings, including recommendations for corrective action.</li> </ul>
DISTRICT SUPERINTENDENT	Upon receipt of the notification and recommendations from the HRO, the District Superintendent has 10-working days to provide the HRO with a written response, identifying the corrective action that will be taken to eliminate the discrimination in the Superintendent's district.
HUMAN RIGHTS OFFICE	Upon receipt of the District Superintendent's written response, the HRO will notify the complainant, in writing, of their findings and the corrective action that has been taken or will be taken.

### APPEAL PROCESS

RESPONSIBILITY	ACTION
PARK VISITOR	If dissatisfied with the results of the formal complaint process, the park visitor may appeal to the Director within 30-calendar days of receipt of the written decision.
DIRECTOR	The Director shall provide a written response to the park visitor within 30-calendar days of receipt of the appeal.
PARK VISITOR	The park visitor may also file a discrimination complaint with the Department of Fair Employment and Housing, the Equal Employment Opportunity Commission, or pursue appropriate civil action.

### REQUIREMENTS FOR POSTING PUBLIC INFORMATION

#### Accessibility Comment/Complaint Posters

Accessibility Comment/Complaint posters shall be posted in each park office, district office, and in appropriate places where they will be visible to park visitors; i.e., park kiosks, visitor centers, bulletin boards, etc. Posters can be obtained from the HRO and the Warehouse.

#### Accessibility Comment/Complaint Procedure Brochures

Accessibility Comment/Complaint Procedure brochures shall be available to park visitors in each park office and district office. Brochures can be obtained

from the HRO and the Department's warehouse. Brochures are also available from the HRO in alternate formats; e.g., Braille and large print.

### Forms

A supply of DPR 983, Accessibility Comment/Complaint forms can be obtained from the HRO, the Department's warehouse and WAN. Large print Comment/Complaint forms can also be obtained from the HRO.

If you have any questions regarding this notice, contact the Human Rights Office at (916) 653-8148 or CALNET 453-8148.



State of California - The Resources Agency CALIFORNIA STATE PARKS		MANUAL
<b>DEPARTMENTAL NOTICE No. 2004-07</b>		Park Operations
SUBJECT		CHAPTER
USE OF QUALIFIED SIGN LANGUAGE INTERPRETERS		DOM 1800 (new)
ISSUED	EXPIRES	REFERENCE
November 12, 2004	When incorporated	DN 2001-04

DPR 375 (Rev. 11/97)(Word, 12/30/97)

**This Departmental Notice supercedes Departmental Notice 2001-04.**

## Background

The use of a Qualified Sign Language Interpreter (QSLI) is a visual method of communicating. Title II of the Americans with Disabilities Act (ADA) specifies that public agencies' programs, services and activities must be accessible to and usable by persons with disabilities. To meet this obligation, governmental agencies must make available appropriate auxiliary aids and services, such as qualified sign language interpreters to communicate with people who are deaf and hard of hearing. Even without a specific request from a member of the public, use of a QSLI should be considered for special events, "all employees" meetings and any time there is a diverse audience together for government business.

*A Qualified Sign Language Interpreter (QSLI) means "an interpreter who is able to interpret effectively, accurately, and impartially both receptively and expressively, using any necessary specialized vocabulary." QSLI's receive certification through national organizations, state organizations and state agencies. There are several different types of sign language, the most common being American Sign Language (ASL) and signed English. Many interpreters are certified, and certified interpreters should be able to interpret both of these forms of sign language. In addition, some interpreters receive certification in "oral interpretation," a form of interpretation used by deaf people who do not know sign language. QSLI's have received certifications in interpreting and have extensive experience in their field.*

## Guidelines

Whenever the District/Sector or Headquarters Office is planning an upcoming event, where oral communication is part of the event, printed announcements, publicity flyers, advertisements and meeting announcements need to include the following statement: "To request a sign language interpreter or other auxiliary aids or services for people with disabilities, please contact (appropriate staff person.)" This should be the District Accessibility Coordinator or event

coordinator's contact number. The individual coordinating the special event or meeting should be responsible for requesting and arranging for the QSLI.

Upon request for an interpreter, the District/Sector or Headquarters Office is required to use its best efforts to provide an interpreter who is qualified in the specific type(s) of interpretation needed. Various forms of communication, such as written communication, assistive listening devices, or Computer Assisted Real Time Captioning ("CART") may be preferred by the deaf or hard of hearing person. It is best to ask the deaf or hard of hearing person which method will work best. The individual's particular need is the most important thing to consider in order to achieve the most effective communication possible in any situation. If the preferred method cannot be provided, the next best method should be made available.

A resource list with information and a listing of organizations and referral agencies is available from the District/Sector Headquarters Accessibility Coordinator and the Accessibility Office at Headquarters. In attempting to obtain a QSLI, staff should use their judgment in deciding which organizations to contact first, but staff must exhaust all options on the resource list before determining that a QSLI is unavailable. The District/Sector or Headquarters Office providing the service will be responsible for the cost associated with the QSLI services. Therefore, billing should be sent to the responsible District/Sector or Headquarters Office.

The Department's "All Visitors Welcome" publication is a handbook specifically written as a reference for planning programs and delivering them to the general public, many of whom have some type of disability. The section on "Hearing Impairments" provides suggestions for making existing programs more accessible to people with hearing loss. "All Visitors Welcome" can be downloaded from the Department's web site or can be requested from the Interpretation and Education Division at (916) 653-2249.

Communication for the hearing impaired is a link for experiencing the park environment. Providing accessible programs and services will enable all visitors an enjoyable and satisfying park experience.

If you have any questions, please contact the Accessibility Program Office at (916) 445-8949.

Ronald L. Brean  
Deputy Director  
Park Operations



State of California - The Resources Agency CALIFORNIA STATE PARKS		MANUAL
<b>DEPARTMENTAL NOTICE No. 2005-03</b>		Operations
SUBJECT Accessibility and Historic Properties		CHAPTER DOM 1800 (new) DOM 1400 (old)
ISSUED February 2, 2005	EXPIRES When incorporated	REFERENCE SUPERSEDES DN 2004-05

DPR 375 (Rev. 10/2001)(Word 6/25/2002)

**WHEN APPLICABLE, ENTER THE NUMBER AND DATE OF THIS DEPARTMENTAL NOTICE IN THE MARGIN OF THE MANUAL PAGE, ADJACENT TO THE SECTION(S) AFFECTED BY IT.**

*This Departmental Notice has been re-created for transmittal in electronic format. The original notice was signed by Ted Jackson, Deputy Director, Park Operations.*

The Americans with Disabilities Act of 1990 requires that all public sites and buildings, including historic properties, be accessible. The California State Park System includes many historic properties that need to be accessible in order to meet the Department's mission to provide a quality recreational experience for all visitors, while at the same time honoring our mission to protect valuable cultural resources.

The California Historical Building Code (CHBC) was created in response to the need for a code that permitted more flexibility in preserving, restoring, rehabilitating and reconstructing historic structures and properties. The CHBC is the prevailing code for projects involving Qualified Historic Properties. It is designed to preserve historical integrity, maintain public safety, and provide access to Qualified Historic Properties for persons with disabilities. The Department owns and/or operates many Qualified Historic Properties. It is essential that projects involving such properties comply with both federal and state accessibility laws. (Regulatory references: 28 CFR 35.150-151; CHBC, 8-101, 102, 601, 602.)

This Departmental Notice establishes a policy to ensure that public access to the Department's historic properties complies with the law. Further, this notice provides standards, guidelines and the process to follow throughout the Department in order to provide compliant access while preserving historical integrity and retaining character defining features.

## **POLICY GUIDELINES**

- The Americans with Disabilities Act requires government agencies to ensure that all of their facilities, services and programs are accessible.
- All historic buildings and sites shall be as accessible as non-historic buildings to the greatest extent possible so that everyone may enjoy them.

- The CHBC (Chapter 8-6) provides alternative solutions for qualified historic buildings while allowing access for disabled persons.
- Any changes from the highest levels of compliance must be decided on a case-by-case basis. Reasons for changes shall be documented and available in public records. (CHBC 8-602.2)
- Project planning for historic sites must include accessibility solutions and be consistent with the park unit's General Plan.

## **PROJECT APPROVAL PROCESS**

1. All State Park historic sites construction projects shall use their best efforts to obtain and document input from their District Accessibility Resource Group (DARG). Refer to existing department policy on DARG group requirements.
2. Accessibility issues for historic sites and properties shall be reviewed by the Accessibility Section in conjunction with the Project Evaluation Form process. All project designs must be approved and certified by the Accessibility Section.
3. Projects involving historic sites and properties must be formally reviewed under the Department's 5024 Procedures (DN 2002-3 and amendments).
4. District Superintendents should verify that all proposed projects are consistent with the unit's General Plan and/or contact the General Planning Section for assistance.
5. Issues that arise regarding the level of access for a historic structure that cannot be resolved at the district level should be resolved with assistance from the Service Center, the Accessibility Section, and the Division Chief, as appropriate.
6. The Department Preservation Officer will provide the final decision on unresolved issues. All decisions must be documented and incorporated into the project file.

## **DEFINITIONS**

### Qualified Historic Buildings and Properties:

Structures, buildings, districts or sites that are listed, or eligible to be listed, on the National Register of Historic Places or the California Register of Historical Resources are known as Qualified Buildings and Properties. Other structures on other official State, county or local inventories and surveys may also have qualifying historic status. (CHBC 8-218)

Character Defining Features:

Physical or visual elements of a structure or property, such as shape, materials, craftsmanship, decorative features, interior spaces and setting, which give it architectural, historical and cultural value. (CHBC 8-204)

Historical Significance:

The importance for which a property has been evaluated and designated historic by an authority with jurisdiction. This includes buildings, structures, districts or sites, generally at least 50 years old, which possess historical integrity and are associated with important historic events or persons, have distinctive architectural characteristics or have potential to provide important information about pre-history or history. (CHBC 8-209; 36 CFR 63)

(Historical) Integrity:

The CHBC defines Integrity as the authenticity of a property's identity, evidenced by the survival of physical characteristics that existed during the property's historic or prehistoric period. The National Register defines Integrity as the ability of a property to express its significance, that is, the survival of those physical traits—such as character-defining features—that exemplify the significance that makes the property eligible to the Register. The seven aspects of integrity are integrity of location, design, setting, materials, workmanship, feeling and association. (CHBC 8-210; 36 CFR 63)

**GENERAL ACCESSIBILITY PROVISIONS (CHBC Chapter 6)**

1. Basic Provisions:

The same access code requirements as those for non-historic buildings shall apply to historic structures and properties unless compliance with regular code threatens historical integrity. (CHBC 8-602 ) In the absence of such impacts to historical integrity, the accessibility requirements outlined in Access To Parks Guidelines chapters on buildings, doorways, lifts, ramps, restrooms, routes of travel, etc. should be applied.

2. Preferred Alternatives:

If using the Basic Provisions listed above, would threaten or destroy historical integrity, the Preferred Alternatives may be used as long as they are applied on a case-by-case basis. Alternatives are to be used in priority order as listed below. (CHBC 8-603)

a. Entry Access Route Alternatives

- 1) Access shall be from any entrance used by the general public and no further than 200' from the primary entry.
- 2) Access to any open and unlocked entry no further than 200' from the primary entry.

b. Door Alternatives (Basic Provisions require a 32" clear opening.)

- 1) A single-leaf door with at least a 30" clear opening.
- 2) A single-leaf door with a 29.5" clear opening.

- 3) Double doors where one leaf provides a 29.5" clear opening.
    - 4) Double doors with a power-assist device and a combined clear opening of 29.5". Note: Offset hinges may sometimes be used to increase clear openings by as much as an inch and a half.
    - 5) Power-Assisted Doors: Power assisted doors may be considered acceptable alternatives for level landings, strike side clearances and door opening forces required by regular code.
  - c. Toilet Room Alternatives
    - 1) Where restrooms are provided, make at least one men's restroom and one women's restroom accessible, or provide an accessible unisex restroom.
  - d. Exterior and Interior Ramp and Lift Alternatives
    - 1) A lift or ramp may have slopes up to 10% for distances up to 12 feet.
    - 2) Access may be by ramps sloped up to 16.6% for no more than 13 inches with signs posting slopes at the top and bottom.
3. Equivalent Facilitation

If using the Preferred Alternatives threatens historical integrity or would require a fundamental change in the program, service or activity, then use of alternative designs or technology is permitted under the following conditions: (CHBC 8-604)

  - a. Alternatives must be applied on a case-by-case basis.
  - b. Alternatives used must provide substantially equivalent or greater accessibility to the facility.
  - c. Reasons for the use of Equivalent Facilitation and the effect such alternatives will have on the property must include comments from local groups of peoples with disabilities and must be documented and kept in State Park's permanent file.
  - d. Alternatives may include providing services, videos, virtual reality tours, maps, plans, exhibits or other creative solutions at accessible levels.
4. Exceptions:

If use of any alternative access standards as described would threaten or destroy historical integrity and if no equivalent facilitation is feasible, on a case-by-case basis, an exception from requirements for full and equal access may be provided on the following conditions: (CHBC 8-605)

  - a. Interpretive exhibits or equal services of the excepted historic structure are provided in a location fully accessible to persons with disabilities.
  - b. The accessible location and services provided are equal to those provided in the excepted historic location.

- c. Reasons for the use of alternative technologies and their effect on the significance and character-defining features of the historic structure must be documented.
- d. Opinions and comments of state or local access compliance officials and people with disabilities must be part of the documentation, which shall be part of the permanent file of the enforcing agency.

If you have any questions regarding this notice, contact the Accessibility Section at (916) 445-8949 or [access@parks.ca.gov](mailto:access@parks.ca.gov).

Theodore Jackson, Jr.  
Deputy Director  
Park Operations



# **APPENDIX C**

## **Public Input Survey**







# CALIFORNIA STATE PARKS

## ACCESSIBILITY QUESTIONNAIRE



Available in Alternative Formats  
Call 916-654-5687



The California State Park System is for the enjoyment and benefit of all Californians as well as visitors to the state.

California State Parks is conducting an assessment of all 268 parks, 1,600 trails, and programs (such as guided interpretive tours) and we would appreciate your help. As part of this effort, we are asking people with disabilities to fill out this form and identify any areas where improvements to access will make your visits to State Parks more enjoyable. This information, along with an extensive site survey, will help set the Department's priorities for implementing specific improvements.

We will be creating an ADA Transition Plan that will ensure ongoing upgrades to Park facilities, programs and policies throughout the state.

You can participate by filling out the questionnaire and returning it to:

Accessibility Office  
California State Parks  
P.O. Box 942896, Sacramento, CA 94296

Or, you can go to our website and fill out the form electronically: [www.parks.ca.gov](http://www.parks.ca.gov)

We'll need to receive your questionnaire by April 1, 2001 to ensure we can include it in the plan.

Thank you for your participation.

Rusty Areias  
Director, California State Parks

Refer to this numbered list of California State Parks to answer survey questions:

#### **NORTH COAST TRAVEL REGION**

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1. Admiral William Standley State Recreation Area
2. Anderson Marsh State Historic Park
3. Annadel State Park
4. Armstrong Redwoods State Reserve
5. Austin Creek State Recreation Area
6. Azalea State Reserve
7. Bale Grist Mill State Historic Park
8. Benbow Lake State Recreation Area
9. Benicia State Recreation Area
10. Bothe-Napa Valley State Park
11. Caspar Headlands State Beach
12. Caspar Headlands State Reserve
13. Clear Lake State Park
14. Del Norte Coast Redwoods State Park
15. Fort Humboldt State Historic Park
16. Fort Ross State Historic Park
17. Greenwood State Beach
18. Grizzly Creek Redwoods State Park
19. Harry A. Merlo State Recreation Area
20. Hendy Woods State Park
21. Humboldt Lagoons State Park
22. Humboldt Redwoods State Park
23. Jack London State Historic Park
24. Jedediah Smith Redwoods State Park
25. Jug Handle State Reserve
26. Kruse Rhododendron State Reserve
27. Lakes Earl & Talawa
28. Little River State Beach
29. MacKerricher State Park
30. Mailliard Redwoods State Reserve
31. Manchester State Park
32. Mendocino Headlands State Park
33. Mendocino Woodlands State Park
34. Montgomery Woods State Reserve
35. Navarro River Redwoods State Park
36. Patrick's Point State Park
37. Pelican State Beach



38. Petaluma Adobe State Historic Park
39. Prairie Creek Redwoods State Park
40. Reynolds Wayside Camp
41. Richardson Grove State Park
42. Robert Louis Stevenson State Park
43. Russian Gulch State Park
44. Salt Point State Park
45. Schooner Gulch State Beach
46. Sinkyone Wilderness State Park
47. Smith Redwoods State Reserve
48. Sonoma Coast State Beach
49. Sonoma State Historic Park
50. Standish-Hickey State Recreation Area
51. Sugarloaf Ridge State Park
52. Trinidad State Beach
53. Van Damme State Park
54. Westport-Union Landing State Beach

#### **SHASTA CASCADE**

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55. Ahjumawi Lava Springs State Park
56. Bidwell Mansion State Historic Park
57. Bidwell-Sacramento River State Park
58. Castle Crags State Park
59. Clay Pit State Vehicular Recreation Area
60. Lake Oroville State Recreation Area
61. McArthur-Burney Falls Memorial State Park
62. Plumas-Eureka State Park
63. Shasta State Historic Park
64. Weaverville Joss House State Historic Park
65. William B. Ide Adobe State Historic Park
66. Woodson Bridge State Recreation Area

#### **CENTRAL COAST**

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67. Andrew Molera State Park
68. Asilomar State Beach and Conference Grounds
69. Carmel River State Beach
70. Carpinteria State Beach
71. Cayucos State Beach
72. Chumash Painted Cave State Historic Park
73. El Capitan State Beach
74. El Presidio de Santa Barbara State Historic Park
75. Emma Wood State Beach

76. Estero Bay
77. Fort Ord Dunes State Park
78. Fremont Peak State Park
79. Garrapata State Park
80. Gaviota State Park
81. Hearst San Simeon State Historical Monument
82. Henry W. Coe State Park
83. Hollister Hills State Vehicular Recreation Area
84. John Little State Reserve
85. Julia Pfeiffer Burns State Park
86. La Purisima Mission State Historic Park
87. Limekiln
88. Los Osos Oaks State Reserve
89. Mandalay State Beach
90. Marina State Beach
91. McGrath State Beach
92. Montaña de Oro State Park
93. Monterey State Beach
94. Monterey State Historic Park
95. Morro Bay State Park
96. Morro Strand State Beach
97. Moss Landing State Beach
98. Oceano Dunes State Vehicular Recreation Area
99. Pacheco State Park
100. Pfeiffer Big Sur State Park
101. Pismo State Beach
102. Point Lobos Ranch
103. Point Lobos State Reserve
104. Point Mugu State Park
105. Point Sal State Beach
106. Point Sur State Historic Park
107. Refugio State Beach
108. Salinas River State Beach
109. San Buenaventura State Beach
110. San Juan Bautista State Historic Park
111. San Simeon State Park
112. William Randolph Hearst Memorial State Beach
113. Zmudowski State Beach

#### **CENTRAL VALLEY TRAVEL REGION**

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114. Brannan Island State Recreation Area
115. Caswell Memorial State Park





- 116. Colonel Allensworth State Historic Park
- 117. Colusa-Sacramento River State Recreation Area
- 118. Fort Tejon State Historic Park
- 119. Franks Tract State Recreation Area
- 120. George J. Hatfield State Recreation Area
- 121. Great Valley Grasslands State Park
- 122. McConnell State Recreation Area
- 123. Millerton Lake State Recreation Area
- 124. San Luis Reservoir State Recreation Area
- 125. Stone Lake
- 126. Tule Elk State Reserve
- 127. Turlock Lake State Recreation Area
- 128. Woodland Opera House State Historic Park

### **GOLD COUNTRY**

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- 129. Auburn State Recreation Area
- 130. California Mining/Mineral Museum
- 131. California State Capitol Museum
- 132. Columbia State Historic Park
- 133. California State Railroad Museum
- 134. Delta Meadows River Park
- 135. Empire Mine State Historic Park
- 136. Folsom Lake State Recreation Area
- 137. Folsom Powerhouse State Historic Park
- 138. Governor's Mansion State Historic Park
- 139. Indian Grinding Rock State Historic Park
- 140. Leland Stanford Mansion State Historic Park
- 141. Malakoff Diggins State Historic Park
- 142. Marshall Gold Discovery State Historic Park
- 143. Old Sacramento State Historic Park
- 144. Prairie City State Vehicular Recreation Area
- 145. Railroad Museum
- 146. Railtown 1897 State Historic Park
- 147. South Yuba River State Park
- 148. State Indian Museum State Historic Park
- 149. Sutter's Fort State Historic Park

### **DESERTS**

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- 150. Anza-Borrego Desert State Park
- 151. Heber Dunes State Vehicular Recreation Area
- 152. Ocotillo Wells State Vehicular Recreation Area
- 153. Picacho State Recreation Area
- 154. Providence Mountains State Recreation Area

- 155. Red Rock Canyon State Park
- 156. Salton Sea State Recreation Area

### **SAN FRANCISCO BAY AREA**

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- 157. Angel Island State Park
- 158. Año Nuevo State Park
- 159. Año Nuevo State Reserve
- 160. Bean Hollow State Beach
- 161. Benicia Capitol State Historic Park
- 162. Bethany Reservoir State Recreation Area
- 163. Big Basin Redwoods State Park
- 164. Burleigh H. Murray Ranch
- 165. Butano State Park
- 166. Candlestick Point State Recreation Area
- 167. Carnegie State Vehicular Recreation Area
- 168. Castle Rock State Park
- 169. China Camp State Park
- 170. East Bay Shoreline
- 171. The Forest of Nisene Marks State Park
- 172. Gray Whale Cove State Beach
- 173. Half Moon Bay State Beach
- 174. Henry Cowell Redwoods State Park
- 175. John Marsh Home
- 176. Lake Del Valle State Recreation Area
- 177. Lighthouse Field State Beach
- 178. Manresa State Beach
- 179. Marconi Conference Center State Historic Park
- 180. Montara State Beach
- 181. Mount Diablo State Park
- 182. Mount Tamalpais State Park
- 183. Natural Bridges State Beach
- 184. New Brighton State Beach
- 185. Olompali State Historic Park
- 186. Pacifica State Beach
- 187. Pescadero State Beach
- 188. Pigeon Point Light Station State Historic Park
- 189. Point Montara Light Station
- 190. Pomponio State Beach
- 191. Portola Redwoods State Park
- 192. Robert W. Crown Memorial State Beach
- 193. Samuel P. Taylor State Park
- 194. San Bruno Mountain State Park

- 195. San Gregorio State Beach
- 196. Santa Cruz Mission State Historic Park
- 197. Seacliff State Beach
- 198. Sunset State Beach
- 199. Thornton State Beach
- 200. Tomales Bay State Park
- 201. Twin Lakes State Beach
- 202. Wilder Ranch State Park

#### **HIGH SIERRA**

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- 203. Bodie State Historic Park
- 204. Burton Creek State Park
- 205. Calaveras Big Trees State Park
- 206. D.L. Bliss State Park
- 207. Donner Memorial State Park
- 208. Emerald Bay State Park
- 209. Grover Hot Springs State Park
- 210. Kings Beach State Recreation Area
- 211. Lake Valley State Recreation Area
- 212. Mono Lake Tufa State Reserve
- 213. Sugar Pine Point State Park
- 214. Tahoe State Recreation Area
- 215. Ward Creek
- 216. Washoe Meadows State Park
- 217. Wassama Round House State Historic Park

#### **ORANGE COUNTY**

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- 218. Bolsa Chica State Beach
- 219. Crystal Cove State Park
- 220. Doheny State Beach
- 221. Huntington State Beach
- 222. San Clemente State Beach

#### **LOS ANGELES COUNTY**

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- 223. Antelope Valley California Poppy Reserve
- 224. Antelope Valley Indian Museum
- 225. Arthur B. Ripley Desert Woodland State Park
- 226. Castaic Lake State Recreation Area
- 227. Dockweiler State Beach
- 228. Hungry Valley State Vehicular Recreation Area
- 229. Kenneth Hahn State Recreation Area
- 230. Leo Carrillo State Park
- 231. Los Encinos State Historic Park

- 232. Malibu Creek State Park
- 233. Malibu Lagoon State Beach
- 234. Pio Pico State Historic Park
- 235. Placerita Canyon State Park
- 236. Point Dume State Beach
- 237. Robert H. Meyer Memorial State Beach
- 238. Saddleback Butte State Park
- 239. Santa Monica State Beach
- 240. Santa Susana Pass State Historic Park
- 241. Tomo-Kahni
- 242. Topanga State Park
- 243. Verdugo Mountains
- 244. Watts Towers of Simon Rodia State Historical Park
- 245. Will Rogers State Beach
- 246. Will Rogers State Historic Park

#### **SAN DIEGO COUNTY**

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- 247. Border Field State Park
- 248. Cardiff State Beach
- 249. Carlsbad State Beach
- 250. Corona del Mar State Beach
- 251. Cuyamaca Rancho State Park
- 252. Leucadia State Beach
- 253. Moonlight State Beach
- 254. Old Town San Diego State Historic Park
- 255. Palomar Mountain State Park
- 256. San Elijo State Beach
- 257. San Onofre State Beach
- 258. San Pasqual Battlefield State Historic Park
- 259. Silver Strand State Beach
- 260. South Carlsbad State Beach
- 261. Torrey Pines State Beach
- 262. Torrey Pines State Reserve

#### **INLAND EMPIRE**

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- 263. California Citrus State Historic Park
- 264. Chino Hills State Park
- 265. Indio Hills Palms
- 266. Lake Perris State Recreation Area
- 267. Mount San Jacinto State Park
- 268. Silverwood Lake State Recreation Area
- 269. Other \_\_\_\_\_



## ACCESSIBILITY QUESTIONNAIRE

A. List the parks you have visited and describe your activities in each park. Evaluate how accessible those activities are and what improvements might make the park more useable for you and your family (i.e., picnicking, hiking, nature programs, camping etc.). Attach another sheet if necessary.

Which park? (use number from the list)	How many times have you visited the park?	How much time do you usually spend per visit?	Do you ever visit the park alone?	Activities?	Access issues/improvements?
	<input type="radio"/> 2-10 <input type="radio"/> 11-50 <input type="radio"/> over 50	<input type="radio"/> hours <input type="radio"/> one day <input type="radio"/> overnight	<input type="radio"/> yes <input type="radio"/> no		
	<input type="radio"/> 2-10 <input type="radio"/> 11-50 <input type="radio"/> over 50	<input type="radio"/> hours <input type="radio"/> one day <input type="radio"/> overnight	<input type="radio"/> yes <input type="radio"/> no		
	<input type="radio"/> 2-10 <input type="radio"/> 11-50 <input type="radio"/> over 50	<input type="radio"/> hours <input type="radio"/> one day <input type="radio"/> overnight	<input type="radio"/> yes <input type="radio"/> no		
	<input type="radio"/> 2-10 <input type="radio"/> 11-50 <input type="radio"/> over 50	<input type="radio"/> hours <input type="radio"/> one day <input type="radio"/> overnight	<input type="radio"/> yes <input type="radio"/> no		
	<input type="radio"/> 2-10 <input type="radio"/> 11-50 <input type="radio"/> over 50	<input type="radio"/> hours <input type="radio"/> one day <input type="radio"/> overnight	<input type="radio"/> yes <input type="radio"/> no		

B. Which needed improvements that you noted above are most important to you (with number 1 being most important)?

- 1.
- 2.
- 3.
- 4.
- 5.





C. How do you obtain information about the State Parks you want to visit?

- word of mouth
- brochures
- travel guide
- newspaper/magazine
- radio/television
- internet
- call the park
- travel agency
- other (please specify)

D. Is this information adequate for planning your trip?

- yes       no

If no, please provide specific comments:

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E. In general, when you visit the state parks what kind of experiences are you expecting to have?

- adventure
- alone with nature
- being with family
- other (please describe) \_\_\_\_\_
- easy access
- extreme challenge
- wildlife viewing
- park staff guided interpretive programs
- group residence outing

F. What can the California State Parks do to improve its information and communication for visitors with disabilities?

G. Additional comments (such as your most challenging experience in a state park):

H. In what city do you live?

*Thank you for participating in our survey.  
Questionnaires must be returned by April 1, 2001.*



If you would like to stay involved or want more information,  
please fill in the following information.

I am interested in being a community member of a state park "District Accessibility Resource Group" to provide recommendations on specific projects.

I would like to review the draft transition plan.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

E-mail address: \_\_\_\_\_ Type of Disability (optional): \_\_\_\_\_

If you require a special format for reviewing the transition plan, please specify: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

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Moore Iacofano Goltsman, Inc.  
800 Hearst Avenue  
Berkeley, CA 94710





## Distribution Directory

ORGANIZATION	CITY
A Safe Place	Oakland
Access Center of San Diego, Inc.	
Imperial Valley Branch	El Centro
North Branch	San Marcos
Adult Independence Development Center	Santa Clara
AIDS Community Network	Richmond
AIDS Legal Referral Panel	San Francisco
Alameda County Network of Mental Health Clients	Berkeley
American Schizophrenia Association, Alliance for the Mentally Ill	Berkeley
Asian Community Mental Health Services (ACMHS)	Oakland
Axis Dance Group	Berkeley
Bay Area Association of Disabled Sailors	San Francisco
Bay Area Self-Help Center	San Francisco
Berkeley Drop-In	Berkeley
Blind Babies Foundation	San Francisco
Bay Area Outreach and Recreation Program (BORP)	Berkeley
CA Center for Law and the Deaf	Oakland
Cal-Diego Paralyzed Veterans of America	Oakland
California Advocates for Nursing Home Reform (CANHR)	San Francisco
California Department of Social Services	
Office of Services to the Blind	
California Foundation for Independent Living Centers, Inc.	Berkeley
California Law Center on Long Term Care (CALC)	San Francisco
California Network of Mental Health Clients	Sacramento
Capital Public Radio (CPR)	
Center for Independence of the Disabled, Inc.	
Belmont Office	Belmont
North Branch	Daly City
Center for Independent Living	

## Distribution Directory

ORGANIZATION	CITY
Belmont Branch	Belmont
Berkeley Branch	Berkeley
Fresno Branch	Fresno
Oakland Branch	Oakland
South Valley Branch	Visalia
Central Coast Center for Independent Living	
Salinas Branch	Salinas
San Benito Branch	Hollister
Santa Cruz Branch	Capitola
Central Valley Regional Center	
Clear Springs	Walnut Creek
Community Access Center	
Indio Branch	Indio
Riverside Branch	Riverside
Community Rehabilitation Services	
Downtown Branch	Los Angeles
Pasadena Office	Pasadena
San Gabriel Branch	San Gabriel
Community Resources for Independence	
Hayward Branch	Hayward
Napa Branch	Napa
Ukiah Branch	Ukiah
Contra Costa Network of Mental Health Clients	Martinez
Dayle McIntosh Center for the Disabled	
Anaheim Office	Anaheim
South County Office	Laguna Nigel
Deaf Counseling, Advocacy and Referral Agency	San Leandro
Department of Rehabilitation	
Developmental Disabilities	

## Distribution Directory

ORGANIZATION	CITY
Area Board 5	
Area Board 12	
Disability Resource Agencies for Independent Living	Modesto
Disability Rights Education and Defense Fund	Berkeley
Disabled Resource Center, Inc.	Long Beach
<b>DRAIL</b>	
San Joaquin Office	Stockton
Sonora Office	Sonora
<b>Easter Seals</b>	
Central California	
Oakland Office	Oakland
Southern California	
Eastern Los Angeles Regional Center	
Ed Roberts Campus Project	Berkeley
<b>FREED</b>	
Grass Valley Office	Grass Valley
Yuba and Sutter Office	Marysville
Goodwill	Oakland
Humboldt Access Project	Eureka
Independent Living Center	
Kern County	Bakersfield
Southern California - Lancaster Office	Lancaster
Southern California - Newhall Office	Newhall
Southern California - Van Nuys Office	Van Nuys
Independent Living Resource Center	
San Francisco Office	San Francisco
San Luis Obispo Office	San Luis Obispo
Santa Barbara Office	Santa Barbara
Santa Maria Office	Santa Maria

## Distribution Directory

ORGANIZATION	CITY
Ventura Office	Ventura
Independent Living Resource of Contra Costa Co.	
Antioch Office	Antioch
Fairfield Office	Fairfield
Richmond Office	Richmond
Independent Living Resource of Contra Costa County	
Concord Office	Concord
Martinez Office	Martinez
Independent Living Services of Northern California	
Chico Office	Chico
Redding Office	Redding
Jewish Family and Children's Services	San Francisco
Jobs for the Homeless Consortium	Berkeley
Lions Blind Center	Pittsburg
Diablo Valley	Pittsburg
Oakland	Oakland
Santa Clara Valley	San Jose
Listserves	
Adult Nuero	
ALS	
Child Nuero	
Down Syndrome	
Multiple Sclerosis	
Stroke	
Telerounds	
Marin Center for Independent Living	San Rafael
Marin Network of Mental Health Clients Enterprise Resource Center	San Rafael
MHONA International	San Francisco
Mt. Jacinto College	

## Distribution Directory

ORGANIZATION	CITY
National Public Radio (NPR)	
NMSS	
Channel Islands Chapter	
Northern California Chapter	Oakland
Oakland Adult Day Activity Center	Oakland
Oakland Independence Support Center	Oakland
Patients' Rights Advocacy Services	San Francisco
Peninsula Center for the Blind and Visually Impaired	Palo Alto
Peninsula Network of Mental Health Clients New Horizons	Belmont
Placer Independent Resource Services	Auburn
Reach-Out Project	Berkeley
Resources for Independent Living	Sacramento
Rolling Start - Branch Office	Victorville
Branch Office	Victorville
San Bernardino Office	San Bernardino
Rose Remick Lighthouse for the Blind and Visually Impaired	San Francisco
San Francisco Depressive and Manic Depressive Association	San Francisco
San Francisco Network of Mental Health Clients	San Francisco
San Mateo IHSS Public Authority	San Mateo
Self Help for Hard of Hearing People	
Diablo Valley Chapter	
Service Center for Independent Living	
Claremont Office	Claremont
Covina Office	Covina
Silicon Valley Independent Living Center	
Gilroy Office	Gilroy
San Jose Office	San Jose
Southern California Rehabilitation Services	Downey
Spectrum	Berkeley

## Distribution Directory

<b>ORGANIZATION</b>	<b>CITY</b>
St. Joseph's Center for the Deaf and Hard of Hearing	Unison City
The Access Center of San Diego Inc.	San Diego
Through the Looking Glass	Berkeley
United Cerebral Palsy of the Golden Gate	
Westside Center for Independent Living	
Airport Office	Los Angeles
Los Angeles Office	Los Angeles
World Institute on Disability	Oakland

## Park Survey Comments on Information and Access

Provide website address on the bottom of all brochures where one could get more information on other parks.
Make known which, if any, parks have sign language interpreters for evening events or guided/interpretive tours to the major agencies that serve deaf people through the Office of Deaf Access in the D
Short Interpretive Nature Trails with Wheelchair Access
Provide on-site help
Seem to do a good job.
Maybe make a more leveled path for wheelchairs.
Unknown
Use persons with disabilities in the planning process, since we are the "experts" when it comes to what we need regarding access issues/questions.
MORE DAY CAMP LIKE ACTIVITIES FOR KID THAT HAVE DISABILITIES WHERE THE PARENTS WILL ALSO PARTICIPATE IN THE ACTIVITY
Advertising
To put restroom closer, to put pavement and more back to closer to water.
Send brochures annually
Have a comprehensive access guide in accessible format.
More information in newspapers. I would like to see more restrooms for disabled people who have to use electrical chairs. More information on skiing.
Have swimming all year round for the people.
Signs or a bulletin posted. Lower price in fee. Better spots for overnight away from the main stream of crowds.
Keep clean
The information is generally for normal public. A person that is normal can not second guess what the needs of the disabled are. I would like to see larger sites set aside for the disabled and/or sp
The information is generally for normal public. A person that is normal can not second guess what the needs of the disabled are. I would like to see larger sites set aside for the disabled and/or sp
Graphic based literature
Be very specific as to what type of access is available. Simply stating a campground is accessible doesn't tell much. Are the trails firm? Is there electricity? Can you get to the beach or is it j

## Park Survey Comments on Information and Access

My son is a high functioning autistic 7 year old, we do not encounter problems w/ access, etc. He has no disabilities that limit movement.
We don't get any information from California State Parks.
TDDY for deaf and non-verbal, sign language interpreters.
Provide ramps
Can't think of anything as it has been quite awhile since I've been to one of the parks. I don't have a car to visit a park when I'd like.
Make access reservations easier. It is very difficult to nail down available dates through the centralized reservation system.
They can have more websites about parks that are more accessible to people with disabilities.
Book listing all parks, description, and accessibility.
Allow more paths - i.e. wooden ones out to beach area.
If the trail is ground or dirt - post. If condition of paved trail is poor - post.
Public transportation.
Let them know ahead of time if trails are accessible.
Become more accessible than let agencies who deal with disabilities know.
Provide information in newspapers, magazines (AAA). Tell about accessibility.
Posting of enough signs and directions (easy to understand). Availability of enough personnel when needed. Accessibility to emergency
Put out brochures and web-site which catalogs accessible places. Educate staff as to needs and access availability.
Provide more sidewalk areas for wheelchair access.
Make it more available.
Send information to regional centers and programs such as Associations for Retired Citizens (ARC's) who provide services to people with disabilities.
By providing people whose specialty in dealing with disabilities.
Have information on sign language.
Provide detailed information about accessibility in several different venues, including to the persons who answer the phones at individual parks. But more than providing information, Ca State Parks ne
Disseminate information at major state conferences - e.g. vendors



## Park Survey

### Comments on Information and Access

More advertisement on how much and many facilities for disabled people.
Include information regarding accessibility to wheelchairs.
Information in local brochures and maps as to which areas can take a wheelchair - where handicap bathrooms are located.
Wheelchair access
Continue, as you do well.
Easy access for them like telephones, hallways.
Provide more detail about the accessible amenities of the park.
Maps for wheelchair routes. Lake Peris staff are great!
Actually I haven't been anywhere for 2 or 3 years and don't really know what is available for me.
Provide more trails that are accessible
I have been permanently disabled since 1994 and have never seen or received any information. Please contact: Silicon Valley Independent Living Center 2306 Zanker Road San Jose, CA 95131
Make sure State Parks keep serving the disabled as best as they can and keeping the public informed about any improvement that it has been made to serve the handicapped better.
Physical handicaps are not preventing my visits to State Parks. My limitation and worst handicap is neurological impairment, although I do have some physical impairment.
Access to trails - wide and even roads
Feature articles in newspapers and magazines highlighting those parks with a high ratio of experience to accessibility.
I dont know, but stand behind efforts to bring access to disabled. I notice access for disabled at most parks.
Map of park should show where handicap parking and restrooms are located.
Booklets for each park.

## Park Survey

### Comments on Information and Access

Brochures. Also - Steep Ravine at Mount Tamalpais has 1 accessible cabin. We can rarely obtain it. When we go there we find out it is empty! Is there easier way we can reserve this cabin?
Improve access
Booklet of activities and access with in each park - organized by section.
Dates and time ahead of time when we can visit without being run over by the masses!!!
Just make sure there's "adequate" parking & restroom facilities - rails help a great deal when going up or down pathways.
NOT recommended
Better signage (and/or a brochure), especially if facilities are not available, i.e. toilets.
A booklet listing all parks disability friendly, frequent newspaper articles, and at least one picture or simple map (in the travel section so we feel "mainstream")
Perhaps a shuttle or some other type of transportation directly on the grounds would be helpful. Many disabled and elderly people have limited mobility in parks. Need helpful tram or park mobility r
Handicapped accessibility
No complaints
Advertise more
Promote the parks more among this population. Send out a brochure with the names of parks (like this list, only in a more condensed format) and tell about improvements to access.
Provide up-to-date accessiblity information about each site on web
have special areas of interests for people with all types of disabilities available in visitor center. Disseminate information through organizations and encourage these organizations to visit your faci
Publish current info for the disabled. Hire local disabled people for local parks.
Have more ramps and better maps for handicaps
Make the entrance fee with the handicapped placard policy known to all rangers.
Simply reservation procedure
Mail flyers to the resident.

## Park Survey Comments on Information and Access

Accessibility from the parking space to the entrance and rest spot with a good view.
Brochures, maps
To publish the typr of simple brochure showing locations and accessible features of each park throughout state, example is that published by the US government for Federal Wildlife Refuges (an excellen
Everything is all right
Learn what MCS is and make accomodations - i.e. policy that park employees wear no fragrances which can hospitalize MCS people when in contact, cause asthma attacks, heart palpations, etc.
Easy access to all parts of the parks
Most CA state parks do not have the means to accomodate a deaf or HOH person. Many do not provide a TTD or TTY phone for the deaf. Also written scripts are not available when asked for them.
I have no idea
Make getting reservations easier
Provide more accessible spaces, furnish more disable/accessible restrooms, allow parking closer to accessible spaces, accept reservations for accessible and adjoining spaces.
Have more trails that are easier to get to
Continue making more structures accessible. Need to be able to go into many more museum type buildings.
You do a great job
Keep bikers at slow speeds on trails
I have M.S. need ramps not stairs for wheelchairs or scooters. Also, there are not disabled restrooms.
Advertise
UNDERSTAND WHAT IS LIKE TO BE DISABLED
More information in publications (maps, travel guides)
Good as is
I think you are doing a great job NOW, clearly marked facilities.
More info to Center for Independent Living and groups who serve persons with disabilities (esp. non-profits). More info to CSAA available for PWD, and with CA Dept of Rehab. Include PWD info in adve

## Park Survey

### Comments on Information and Access

Have a single brochure with degree of accessibility, length, and a brief highlight for the parks which are accessible.
Having more recreational activities like swimming pools, recreation room (inside activites)
Some of the areas, including bathrooms, are not accessible. Some are great!
Provide literature
increased availability of knowledgeable park reps by phone
provide better info about just what is available , and if possible , eliminate the need for reservations ahead of time to use access routes ( ano neuvo required a days notice to have a driver on hand
provide people with disabilities information on how to enjoy and negotiate the parks.
When applying for the California State Park Disability discount permit provide a directory of State Parks with an overview of what activities and services are available, specifically addressing access
Offer more readily available disability brochures
Develop an access guide to the park that can be viewed before entering the park and paying the fee.
Stop killing off the wildlife by letting the nature exist and improving around it. No more cement! Plant trees native to area.
Provide a guide that details what is available and what a person must be able to do to enjoy the park (such as climb stairs at Hearst Castle)
hire interpreter for thhe Deaf
Better inform the employees of the park about access.
Print information on a brochure (on regular distributed brochure).
Incorporate an easier access section for Disabled in the State Parks Map. A section totally about access within State Parks and those areas that have those services.
IMPLICIT IN ABOVE
Motorcycles riding is a little hard for this in my opinion
I guess I already mention in part A question above. Also if using siren sound for emergency (I'm not sure if they use it but just in case if they have it), flashing light should be accompy with the s

## Park Survey Comments on Information and Access

More info on events and best times for visiting, etc.
Hand-held showers, harder-surfaced trails. Motion-activated lighting in specific areas to allow for greater safe evening mobility.
Have brochures written especially for people with disabilities such as developmental disabilities. And have them available in public places such as libraries, resource centers, and such.
A good website
Have easy to read literature on the park with maps of area included and what to do if lost literature, etc.
Post signs, park staff available, plenty parking spaces
Picture brochures easy to read
Maybe have pictures, a lot in brochures. And have them at places easy to get.
send packets to people like have a mailing list of the state parks and there features ect... it would be alot of help
let us in for something we can afford with a 10,000 dollar a year salarie, butt-plugger.
Careful attention to details and accuracy. More detailed information in general publications not just separate disability m information flyers.
Let us know how and where we can get Golden Age Passes for people with developmental disabilities. Not only until we go to the State Park
Have information regarding parks in Spanish also. Easy reading
More advertising specifying access
They could send flyers and do more promotion for special needs persons. I think it was last year when yo did a special park day in May in which our client got in free that day
Hand out brochure to "Handicapped" marked vehicles as they enter.

## Park Survey Comments on Information and Access

Put info on the internet with pictures of the access available and accurate information about accessibility.
Publish a book or pamphlet specifically targeting accessible state parks with a comprehensive inventory of accessible features. I would gladly pay for such a book. I am available to make accessibili
None
Access to the restrooms are needed with pathways for wheelchair use.
More handicap parking closer to the park
Try to provide information in accessible formats including large print, braille and audio cassette. Additionally, parks should have a TTY phone number for the deaf and interpreters available upon reque
remember to either procure information or get a brochure mailed
remember to either procure information or get a brochure mailed
For individuals with communication disabilities would be beneficial more picture-symbols
Because I'm new (somewhat) to the "disabled" world, I haven't experienced much w/ unfamiliar state parks. I've been to most of the parks I mentioned all my life, so I haven't thought to ask what more
Each disability is differant. For me, having brocheres of accessible areas in the park available at the gates of the park would be helpful.
Better info on what trails, beaches, campsites are accessible. Have information in alternitive formats.
It would be nice to know types of diability access and usage areas of interest are available.
Specialized services, if they are aware of someone having a disability give full info up front, not expect us to learn as we go.
Information, so we know where could get fun
Have spokesperson come talk at support group meetings and answer questions and ask for input.
Send out flyers of what type of activities present on which date and year.

## **Park Survey**

### **Comments on Information and Access**

Surveys like this, plus organizations like the Paralyzed Veterans Association can be a HUGE source of information and knowledge to help with these questions.
Be honest, if not accessible say so, and first of all understand what that really means. I would like to see staff trained on what this really means. I have done many training on ADA access and find
Where the accessible hiking trails are
Where the accessible hiking trails are





## **APPENDIX D**

# **Guidelines for Conducting Non-Discriminatory Interviews**



## Guidelines for Employment Interviews

<b>Subject:</b>	<b>Should Not Ask:</b>	<b>May Ask:</b>
Age	Questions about age, questions that would reveal age, or questions showing preference for specific age groups.	About ability to perform job requirements.
Arrests	Whether a person has been arrested. Arrest is not evidence of guilt.	Nothing.
Convictions	Unless related to job requirements. (i.e., work-ing with money, working with children, peace officer, etc.)	All applicants must be asked the same question.
Credit Ratings or Garnishments	It has little or no relation to job performance. It is a civil rights violation to refuse to hire if refusal is based, even in part, on a person's credit rating.	Nothing.
Citizenship	If an applicant is a U.S. Citizen. The Attorney General's opinion says citizenship is not required for state employment.	Whether visa or immigration status prevents person from lawful employment.
Education	If it is not related to job performance. Job requirements should not be higher than needed for the job - discriminates against poor and/or minorities with less educational opportunities.	About training and experience related to job requirements.

<b>Subject:</b>	<b>Should Not Ask:</b>	<b>May Ask:</b>
Family	About pregnancy, family planning, family sizes, children, children's ages, childcare plans, spouse, spouse's employment or salary.	Ability to travel if it is a job requirement; ability to meet work schedule requirements. All applicants must be asked the same question.
Disability	Questions about an applicant's disability.	About ability to perform the job requirements. May not ask about the need for reasonable accommodations prior to hiring.
Height and Weight	Unless related to job requirements. The Civil Rights Act indicates questions may be discriminatory towards women and minorities.	About ability to perform the job requirements.
Marital Status	Whether a person is married, single, separated, divorced, engaged, widowed, etc.	Nothing.
Medical Condition	Questions about a medical condition.	About ability to perform the job requirements.
Name	Whether a person has worked under a different name or questions that divulge marital status or ancestry.	Nothing.
National Origin	About ancestry, birth-place, parents or spouse.	Nothing.
Organizations	About membership in organizations that may reveal race, color, creed, religion, national origin, sex, sexual orientation, marital status, etc.	About membership in professional organizations.

<b>Subject:</b>	<b>Should Not Ask:</b>	<b>May Ask:</b>
Pregnancy	About pregnancy, medical history concerning pregnancy and related health matters.	Nothing.
Religion	About religion or religious beliefs.	Nothing.



# APPENDIX E

## Training





# Accessibility Training Courses Provided by the California Department of Parks and Recreation

## Cadet Training

### Basic Visitor Services Accessibility Training

This half day session provides sensitivity training, as well as introductions, to ADA history, law, techniques and tools.

### Designer Training

All-day accessibility training sessions for Service Center designers and other technical service staff including sensitivity training, design illustrations, resources and opportunities to team create and review accessible projects.

## Maintenance Training

### Core Carpentry, Electrical and Plumbing Training Accessibility Segments

Introduction to accessibility issues, code requirements and guidelines used to construct and maintain accessible features.

### Park Accessibility Training for Maintenance Staff

Multiple-day training for maintenance supervisors and lead staff intended to cover disabled access issues including history, sensitivity, goals, designs, codes and resources, as well as methods and products used to construct, regularly inspect and maintain accessible features and facilities.

## Interpreter Training

### Interpretive Program Accessibility

Directed toward beginning interpreters, this course gives sensitivity training and an introduction to techniques and tools used to develop programs that are accessible.

### Accessibility and Natural Resource Interpretation

Introduction to interpretive law and techniques geared to create accessible programs in parks with campground settings.

### Accessibility and State Recreation Area Interpretation

Overview of accessibility law and program techniques geared to programs common in State Recreation Areas.

### Accessibility and Cultural Resource Interpretation

Intended to provide an overview of accessibility guidelines and interpretive needs for interpreters in historic parks and cultural reserves.

### Park Accessibility Training for Interpreters

Multiple day training for interpretive lead staff that covers a spectrum of issues including law, history, sensitivity, accessible interpretive design guidelines, tools and techniques, and accessibility-related interpretive problem solving.

## **Superintendents Training**

### **Accessibility Training for Park Superintendents**

Designed to provide participants with a general understanding of the Americans with Disabilities Act as it applies to programs within California State Parks and to convey currency of understanding pertaining to funding and department.

## **Supervisory Training**

### **Supervisory Refresher Accessibility Training**

Created to ensure that supervisory staff are knowledgeable in regard to current Department efforts and obligations with regard to providing park access to all visitors.

## **Miscellaneous Trainings**

### **Concessionaire Training**

Designed to provide an overview of accessibility law and how it affects State Parks concessionaires.

### **Trails training**

Designed to provide details for trail designers, coordinators and maintainers on how to plan, construct, inspect and maintain accessible trails and solve various related construction and maintenance problems.

### **Seasonal Training Module**

This PPT outline of accessibility-related topics was created and placed on Department shared computer network drives to be adapted and used as needed by park staff to train their seasonal (part-time) staff.