

City of St. Joseph



ADA Transition/Compliance Plan

May 2006

(Updated annually in May from 2007 – 2023)

Updates in 2022 moved to June)

(Due to COVID-related challenges, an update in 2020 was not performed, but 2020 accessibility improvements were included in the 2021 report)

ADA Compliance Plan Directory

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Notice of Nondiscrimination

It is the policy of the City of St. Joseph, Missouri not to discriminate in its programs, services or activities provided to the public, employment, and all other activities on the basis of race, color, religion, national origin, citizenship, sex, age, disability/handicap, veteran status or any other similarly protected status. This policy is articulated and dispersed throughout the City via the City Employment Application, Employee Handbook, public notification/information boards at specific City buildings and newspaper ads.

The City is committed to ensuring that the practices and conduct of all its employees comply with the requirements of federal law and state laws against employment discrimination. To that end, the City expects all employees to work in a manner that respects the feelings and dignity of their co-workers. It is the policy of the City that all employees have the right to work in an environment free from harassment or discrimination. The City will not tolerate any such harassment or discrimination of employees by their co-workers, supervisors, or the City's vendors.

Any complaints of discrimination related to employment issues should be directed to the employee's direct supervisor. If the first-line supervisor is the source of the alleged discrimination and/or harassment, or if the employee is uncomfortable discussing the issue with his/her first-line supervisor, then the employee is encouraged to report the problems to that supervisor's superior. If this is not possible, the employee may report the problem to the Human Resources Manager, or to a designated staff member of the Human Resources Department at:

1100 Frederick Avenue
Room 403
St. Joseph, MO 64501
Phone (816) 271-4670 or TDD (816) 271-4898
Fax (816) 271-5370

Any complaints of discrimination based on disability should be directed to the City of St. Joseph ADA Coordinator:

Chuck Kempf
1920 Grand Avenue
St. Joseph, MO 64505
Phone (816) 271-5500 or TDD (816) 271-4898
Fax (816) 271-5513

City of St. Joseph Statement of Accessibility

The City of St. Joseph makes every effort to provide accessible facilities and or programs for individuals with disabilities. For accommodations, including auxiliary aids, printed materials in alternative format, grievances, or other disability-related issues, please contact the City of St. Joseph ADA Coordinator.

Americans with Disabilities Compliance Act Board

- **Description:**

Assists the City Council to identify needs, actively solicit, make recommendations for, and survey services for the disabled community, including but not limited to public services, application and enforcement of building codes, public facility access, commercial/retail business access and public services programming. The board will also hear and issue rulings on all applications for administrative appeal per Division 4 of Article X of Chapter 28 of the city Code of Ordinances. The board will also issue a ruling on appeals and grievances from persons regarding public transit per the Americans with Disabilities Act and hear and issue a ruling on citizen appeals from any administrative determination concerning complaints per the Americans with Disabilities Act.

- **Membership:**

The Board consists of seven members serving for terms of five years. The members shall be appointed by the City Council. It is preferred that each member be familiar with the needs of individuals with disabilities and the Americans with Disabilities Act and at least four members shall be disabled. Each member shall take the oath prescribed for city officers and shall serve without compensation. Representatives from the city’s administrative services; legal; health; parks, recreation, & civic facilities; planning and community development; and public works and transportation departments along with the ADA compliance coordinator shall be ex officio members of the board and may attend its hearings and deliberations and make such recommendations as they may see fit, and take part in all matters before such body, but shall not be entitled to a vote. The Americans with Disabilities Compliance Act Board shall organize annually by electing one of its members as chairman and such other officers as the board deems necessary.

- **Meetings:**

Meetings are held as needed.

- **Terms of City Appointees:**

Michelle Ritter 4010 Bennington Drive (06) Term Expires: October 4, 2026	Steve Daniels 405 Edgewood Ct. (06) Term Expires: November 7, 2021
Michelle Traster 6606 King Hill Avenue (04) Term Expires: November 7, 2021	Shawn McBride 3010 Miller Road (05) Term Expires: November 7, 2021
David R. Long 2109 N. 39 th Terrace (06) Term Expires: November 5, 2023	Vacancy
Vacancy	

Introduction

According to Title II of the Americans with Disabilities Act (ADA), state and local governments are prohibited from discriminating against people with disabilities regarding programs, services, activities, and facilities access. Title I of the ADA prohibits private employers, state and local governments, employment agencies, and labor unions from discriminating against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment.

For the past thirty-one (31) years the City of St. Joseph has made efforts to meet the requirements of the ADA and will continue to improve those efforts into the future. During that time frame the City has made numerous improvements in terms of the ADA, both physical and behavioral in trying to remove barriers for people with disabilities. Buildings have been remodeled for disabled access, curb ramps have been added, handicap parking spaces have been added to public parking facilities and street parking, door openers have been added, door handles have been changed, TDD phones are available in certain offices, and non-discrimination policies have been established in the Human Resources Department to assure compliance with the ADA.

In addition, since 1992, several new facilities have been constructed under ADA guidelines. The Parks, Recreation, & Civic Facilities Administration building, Heritage Park Softball Complex, Bode Sports Complex, Noyes Aquatic Center, Water Pollution Control Administration building, Transit Administration & Storage buildings, Remington Nature Center, REC Center, Recycling Center, Fire Station 11, Fire Station 9, Fire Station 12, Fire Station 8, Cordonnier/Leftin Sewer Line Maintenance Building, have all been constructed since 1992.

The City of St. Joseph also has an ADA Coordinator on staff to work with all City Departments on disability related matters and to serve as a liaison for the disabled community and outside agencies.

**CITY OF ST. JOSEPH
AMERICANS WITH DISABILITIES
TRANSITION PLAN
(MAY 2006)**

In accordance with the Americans with Disabilities Act (ADA), this document shall serve as the City of St. Joseph, Missouri's Transition Plan. Included in this document are results from the self-evaluation that identifies barriers within City programs and facilities.

The development of this plan was assisted by the participation of several individuals and organizations throughout the community. The City of St. Joseph's ADA Coordinator will coordinate all aspects of ADA compliance. Any comments, additions, or suggestions about this plan may be directed to the ADA Coordinator:

Chuck Kempf
Director of Parks, Recreation & Civic Facilities/ADA Coordinator
1920 Grand Avenue
St. Joseph, MO 64505
Phone (816) 271-5500 or TDD (816) 271-4898
Fax (816) 271-5513

This Transition Plan will be updated annually. Any comments, suggestions, or additions to the plan may be addressed to the City's ADA Coordinator throughout the year.

Exhibits

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**NOTICE
CITY OF ST. JOSEPH
ADA COMPLIANCE COORDINATOR**

The City of St. Joseph does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services, or activities. The City of St. Joseph does not discriminate on the basis of disability in its hiring or employment practices.

This notice is provided as required by Title II of the Americans with Disabilities Act of 1990.

Questions, concerns, complaints, or requests for additional information regarding the ADA may be forwarded to the City of St. Joseph's designated ADA Compliance Coordinator.

Chuck Kempf
Director of Parks, Recreation & Civic Facilities/ADA Coordinator
1920 Grand Avenue
St. Joseph, MO 64505

Phone Number: (816) 271-5500
TDD Number: (816) 271-4898

Days/Hours Available: Monday-Friday, 8:00a.m. – 5:00p.m.

Individuals who need auxiliary aids for effective communication in programs and services of the City of St. Joseph are invited to make their needs and preferences known to the ADA Compliance Coordinator.

This notice is available in large print and in audio format from the ADA Coordinator.

Americans with Disability Act

Departmental Contact Persons

(Updated May 8, 2019)

TO REPORT AN ACCESSIBILITY OBSTACLE, REGISTER A CONCERN, FILE A COMPLAINT, OR OFFER A SUGGESTION CONCERNING AN ADA ISSUE ON MUNICIPAL PROPERTY PLEASE CONTACT ONE OF THE INDIVIDUALS LISTED BELOW. IT WOULD BE PREFERRED TO CONTACT THE APPROPRIATE PERSON FOR THE SPECIFIC DEPARTMENT THE INFORMATION IS DIRECTED TO.

City ADA Coordinator	Chuck Kempf	271-5517	ckempf@stjosephmo.gov
Finance	Dawn Lanning	271-4767	dlanning@stjosephmo.gov
Customer Service	Christi Hughes	271-5395	chughes@stjosephmo.gov
Fire Department	Kenny Cordonnier	271-4603	kcordonnier@stjosephmo.gov
Health Department	Debra Bradley	271-4639	dbradley@stjosephmo.gov
Human Resources	Amy Cohorst	271-4670	acohorst@stjosephmo.gov
Legal Department	Lisa Robertson	271-4680	lrobertson@stjosephmo.gov
Parks & Civic Facilities	Jeff Atkins	271-5514	jatkins@stjosephmo.gov
Police Department	Paul Luster	271-4701	pluster@stjosephmo.gov
Public Works & Transportation	Abe Forney	752-8107	aforney@stjosephmo.gov
St. Joe Transit	Michelle Schultz	271-5381	Transit_mschultz@stjosephmo.gov
Planning & Community Development	Clint Thompson	271-4648	cthompson@stjosephmo.gov

Americans with Disabilities Act (ADA) Information

Reasonable Accommodation Request Forms

ADA Reasonable Accommodation Request forms are available from your Supervisor, the Human Resources Department at City Hall, and the ADA Coordinator. The form is available for anyone with a disability to request a reasonable accommodation in performing their job duties and functions.

ADA Grievance Procedure

The ADA Grievance Procedure is available in the City’s Code of Ordinances, the City’s ADA Transition/Compliance Plan, and all City Supervisor’s also have a copy available. The Grievance Procedure was established to help resolve disputes or concerns specific to ADA related issues in the City of St. Joseph.

Brief Description of Programs & Services

- Mayor's Office – Along with the City Council, the Mayor is charged with the formation of public policy to meet the community needs.
- Administrative Services Department – Assists city management in the allocation of public resources to meet the service, program, and facilities needs and expectations of the community. This department develops information that demonstrates the impact of decisions on the City's financial policies and the City's goal of maintaining a high level of quality services. Prepares the Annual Operating and Capital Budgets as well as the Five-Year CIP Plan. The Accounting staff provides management with timely, accurate, and meaningful financial information. The Purchasing department helps ensure the public confidence in municipal government procurement through compliance with established federal, state, and local procurement statutes; by communicating with City staff and outside vendors.
- City Clerk's Office – Is the legal custodian of the City's official records. These records include meeting minutes, resolutions, ordinances, contracts, and other vital documents. The office also provides City Council, other city departments, and citizens with accurate and timely information regarding those records as well as posting all official meeting notices.
- City Manager's Office – The City Manager's office staff implement the policies established by the City Council and administers the day-to-day operations of the city. The City Manager's staff also oversees public information and communications with the residents of St. Joseph.
- Customer Assistance Administration Office – Responsible for overseeing property maintenance, permitting, licensing, building inspections, development review coordination, and community appearance plan efforts. They also oversee special events such as, parades, festivals, and other events put on in the community and provide customer assistance in the lobby of City Hall.
- Fire Department – This department provides fire suppression, rescue, and emergency medical service to the City of St. Joseph and four Fire Protection Districts. They also provide support to the public with education on fire prevention, festival medical care, and citizen assistance services. The Fire Department also provides fire investigation services to businesses and to the public. Other activities include plans review, fire code permitting, and enforcement. Their duties include keeping the Department's emergency response and fire inspection records. This department also assists other City departments with manpower and equipment when needed.
- Health Department – Provides health care, nutritional education, food assistance, nursing services, prevention and case management services, and animal control. Staff inspectors ensure that all food, drink, or lodging establishments and swimming pools meet environmental and safety codes. They enforce City health codes and respond to general health issues of the community such as elevated blood lead levels, lead remediation, noxious odor complaints,

Missouri Clean Indoor Air, and water quality. Staff works to prevent and control the spread of HIV/STD infections and provides services and outreach to support those infected within Northwest Missouri. And they provide discharge planning and case management services for HIV incarcerated persons. They also ensure enforcement of State and City laws relating to public health and sanitation for the welfare of the citizens of the City and County.

- Human Resources Department - Assists other City departments in hiring and maintaining qualified individuals through the basic staff services of employee recruitment, in-processing, evaluation, benefits, administration, labor relations, examinations, position and pay administration, employee records maintenance, training and development, and employee assistance.
- Legal Department – This office assists the City Council, City Manager, and all City departments with the various legal issues they encounter. Legal staff conduct litigation involving City, prepare and enforce City ordinances and resolutions, render legal opinions and advice, draft City contracts, leases, and other legal documents to minimize City official's and departments' exposure to legal risk.
- Municipal Court – Protects the safety and welfare of the citizens of St. Joseph and upholds municipal codes and ordinances by processing and rendering decisions on the cases filed by the City Prosecuting Attorney. Court support staff also collect fines levied by the court, prepare warrants and failure to appear notices, schedule bond forfeiture hearings, and transmit monthly reports to the City Clerk, County Circuit Court, and State Department of Revenue.
- Parks, Recreation, and Civic Facilities Department – Oversees a wide range of parks and recreation activities and programs including swimming pools, tennis courts, hike & bike trails, sports leagues, ball fields and complexes, recreation, St. Joseph REC, Senior Citizens Center, and Bode Sports Complex. Also oversees Civic Arena, Missouri Theatre, Remington Nature Center, and Fairview Golf Course. Responsible for maintaining approximately 1500 acres, 26 miles of parkways and boulevards, and 48 parks and related facilities. This department also coordinates various tournaments, run/walks, and special events.
- Planning & Community Development – The lead agency for both physical and economic development of the City. They are responsible for administration of city codes designed to protect the public's health, safety, and welfare. It reviews all commercial and residential development plans, building codes, all zoning and subdivision platting, and provides all long-range planning for the City. Some of the elements taken into consideration are historic preservation and urban design. The Community Appearance Plan which is designed to improve the overall appearance of St. Joseph is also administered by this department.

HUD Section 504 Compliance - The Community Development Division administers funds provided to the City from HUD for assisting individuals, private developers, and not-for-profit organizations in the development of new housing, the rehabilitation of existing housing, neighborhood redevelopment, public improvements, and the creation of business and employment opportunities. This department oversees the City of St. Joseph's obligations under HUD's Section 504 which provides that no qualified individual with a disability should,

only by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. The following two paragraphs are taken from the HUD website and are understood and adopted as the policy of the Planning & Community Development Department of the City of St. Joseph regarding being a recipient of HUD financial assistance.

Section 504 of the Rehabilitation Act of 1973 prohibits discrimination against persons with disabilities in all programs receiving federal financial assistance, including housing. The Fair Housing Act prohibits discrimination based upon disability, race, color, religion, sex, national origin, and familial status in almost all housing sold and rented in the United States. State and local laws may have additional requirements. This Notice discusses how the Section 504 and the disability/accessibility provisions of the Fair Housing Act apply to housing and addresses situations where both laws apply. In this respect, where a property is subject to more than one law or accessibility standard, it is necessary to comply with all applicable requirements. In some cases, it may be possible to do this by complying with the stricter requirement, however, it is also important to ensure that meeting the stricter requirement also meets both the scoping requirements of each law and the technical requirements of overlapping laws or standards.

If you receive HUD financial assistance, your programs cannot discriminate against persons with disabilities. You must allow persons with disabilities to participate fully in your programs. This may require you to modify your policies, practices, and services so that persons with disabilities may participate in your programs and benefit from your services. Recipients of HUD financial assistance must take all steps necessary to ensure that their programs, services, and activities comply with Section 504 to the maximum extent possible. However, a recipient is not required to take steps that it can demonstrate will cause an undue financial and administrative burden or change the fundamental nature of the program.

- Police Department – Provides an assortment of services to the public related to public safety and local law enforcement, including 911 emergency hotline services, detainee facilities, and specific public education services. They also assist in the prosecution of suspected offenders of the law, recover stolen property, and investigate criminal acts that occur within the boundaries of the City, as well as assist other law enforcement agencies.
- Public Works & Transportation Department – This is the largest department in the City. Responsibilities include airport, mass transit, landfill operations, street maintenance, storm water, sewage treatment, and building permits. They oversee the pieces of both public and private infrastructure that affect the community daily. Services provided by this department include street maintenance, sewer maintenance, traffic signal maintenance, building permit issuance, building construction inspections, new roadway construction, sanitary sewer treatment, public storm water facility maintenance, engineering design, public transit service, public parking, general aviation facility, administration, landfill operations, and recycling operations. The divisions of the Public Works Department include:
 1. Aviation (Rosecrans Memorial Airport)
 2. Streets and Infrastructure Maintenance & Repair (SIMR)

3. Water Pollution Control
4. St. Joseph Transit
5. Engineering
6. Landfill

Some of the most common issues concerning the public within this department are building permits, access permits, street maintenance complaints, snow removal policy, sidewalk repair program, and construction project status.

- Technology & Communications Services Department – This department was created to integrate the use of technology in the City’s day to day activities to improve productivity and communication. The department’s responsibilities include maintenance and replacement of PC’s, laptops, and printers, coordination of computer training, assistance with common and more sophisticated PC applications, administration of 12 Windows servers and 9 Linux servers, website development, updating the City’s Government Access Channel, publication of the Municipal Courier, assistance with departmental publishing needs, assistance with City’s phone system, and administration of a nine-site fiber network.
- Rosecrans Airport – The City of St. Joseph shares owns this facility but leases part of it to the Air National Guard who in turn provides the air traffic control for the airport. This facility provides airport service for general aviation, commercial, and military aircraft. The City provides hangar rental for private aircraft, and leases space for a cafeteria on sight. The City also contracts with Express Flight Inc. They serve as the Fixed Base Operator and offer various aircraft charter, rental, instruction, and fuel services. There is a pilot lounge and preflight facility available. The City also subcontracts for crop spraying and aircraft maintenance and is home to Lifenet Medical Helicopter service.

City of St. Joseph, Missouri ADA Obstacle Removal Procedure

◆ Purpose

The purpose of this document is to explain the City's planned procedure to eliminate physical barriers in the City's facilities that limit the accessibility of its programs, services, and activities to persons with disabilities.

◆ Procedure

From the ADA self evaluation the City of St. Joseph will prepare a list of obstacles in and around City facilities. This obstacle list (Exhibit C) will be maintained on a regular basis. The obstacle list will include the name of facility, location of problem, obstacle, or barrier, ADAAG Accessibility Guideline Reference, recommended correction, projected cost, final correction determination, projected completion date, and actual completion date.

Each year the City's ADA Compliance Team will meet with the Director's from every department in the City. The timing of these meetings will be scheduled so the planned corrections can be included in the following year's budget. The City's fiscal year begins on July 1st and submissions for ADA obstacle correction should be presented by January 1st to be considered for the following year's budget. The City ADA Coordinator will prepare and monitor the list. The ADA Coordinator may pass any obstacle (budgetary, non-budgetary, critical, or non-critical) to the responsible Department for immediate correction when deemed appropriate.

The Health Department, Fire Department, Police Department, Public Works & Transportation, Customer Assistance, Human Resources, and Parks, Recreation, & Civic Facilities will provide an ADA Contact person to coordinate the activities with the City ADA Coordinator. Although it's not mandatory, all other departments are encouraged to submit a contact person. These contact persons will provide the following functions:

- Report to the City ADA Coordinator any known obstacles.
- Monitor the obstacle list (Exhibit C) for their specific department and make recommendations for budgetary obstacle removal for the budgetary process.
- Receive the non-budgetary and budgetary obstacle list from the City ADA Coordinator.
- Have non-budgetary obstacles eliminated and report them to the City ADA Coordinator.
- Report to the City ADA Coordinator when a budgeted obstacle has been eliminated.

Employees should report any obstacle to their department contact person. Employees in departments without a contact person and the public should report all obstacles to the City ADA Coordinator.

POLICY AND PROCEDURE FOR COMMUNICATION AND TRANSPORTATION OF PEOPLE WITH DISABILITIES

Title II of the ADA prohibits discrimination against people with disabilities in State and local government services, programs, activities, and employment. Law enforcement agencies are covered because they are programs of State or local governments, regardless of whether they receive Federal grants or other Federal funds.

An individual is considered to have a “disability” if he or she has a physical or mental impairment that substantially limits one or more normal activities, has a record of such impairment, or is regarded as having such impairment.

I. POLICY FOR THE POLICE DEPARTMENT

Unexpected actions taken by some people with disabilities may be misconstrued by law enforcement officers as suspicious or illegal activity or uncooperative behavior. Training, sensitivity, and awareness will help to ensure equitable treatment of individuals with disabilities and provide for effective law enforcement.

General rules for avoiding communication problems:

- When approaching a vehicle with visible signs that a person with a disability may be driving (such as a designated license plate or a hand control), the police officer should be aware that the driver may reach for a mobility device.
- Using hand signals or calling to people in a crowd to signal for a person to stop, may be effective ways for an officer to get the attention of a deaf individual.
- When speaking, enunciate clearly and slowly to ensure that the individual understands what you said.
- Finally, typical tests for intoxication, such as walking a straight line, will be ineffective for individuals whose disabilities cause unsteady gait. Other tests, like horizontal gaze nystagmus and a preliminary breath test will provide more accurate results and reduce the possibility of false arrest.

The following are procedures for dealing with specific disabilities:

It is the policy of the City of St. Joseph to ensure steps are taken to provide for effective communication for persons that are deaf and hard of hearing.

II. PROCEDURES FOR THE HEARING IMPAIRED

- A. When a St. Joseph police officer meets a person who is deaf or hearing-impaired, that person must determine if he/she can provide effective communications with the deaf or hearing-impaired individual to resolve the issue.

B. Several techniques can be used to effectively communicate with a person who is deaf or hearing-impaired:

1. Use of hand-written notes – Used during a simple encounter, such as checking a driver’s license, or giving street instructions.
2. Use of typewritten notes or text – Used most of the time at the police station or a person’s home or business when this type of equipment is available.
3. Use of sign language – If officer or family member of hearing-impaired person can effectively communicate in this fashion, it may be used.
4. Use of a certified interpreter: If an individual who has a hearing disability will be subject to police action without interrogation an interpreter will not be required unless one is necessary to explain the action being taken.

C. Steps for contacting an Interpreter

If the officer determines the technique that most effectively communicates with the deaf or hearing-impaired person is the use of an approved interpreter, the following procedure will be used:

1. The responding officer will contact his supervisor and inform the supervisor of the need for an interpreter to effectively communicate with a person who is deaf or hearing-impaired.
2. The officer or his supervisor will then contact M.E.R.I.L and ask their representative to contact an approved interpreter for a deaf or hearing-impaired person.
3. When the interpreter arrives at the scene, the police officer will brief them on the situation, and the message or information that needs to be relayed to the person who is deaf or hearing-impaired.
4. When the person who is deaf or hearing-impaired needs immediate hospitalization, the responsibility for requesting an interpreter will change to the ambulance personnel.

D. Payment Responsibility

When the use of an interpreter is requested by the responding police officer to provide effective communications, the Police Department will be responsible for the cost. If the person who is deaf or hearing-impaired is sent to the hospital by ambulance, the hospital will be responsible for payment to the interpreter.

Upon conclusion of the interpreter’s service, the responding police officer will make a copy of their report and deliver it to the Police Chief’s Administrative Assistant.

Information that must be included in the report:

- Date, time, and location
- Case number
- Defendant’s name

- Name of interpreter
- Agency's name if applicable
- Number of hours the interpreter was used

Please remember to ask the deaf or hearing-impaired person (in writing) if communication can be effectively performed with them by writing notes back and forth or if some other form of communication with them is needed. The answer to this question should be documented on the report or traffic ticket for future reference.

Additional information for Police Officers regarding people with hearing disabilities:

- J88 – a notation on a driver's license that indicates the person is a deaf or hearing-impaired person who uses alternative communication.
- Deaf person – any person who, because of hearing loss, is not able to discriminate speech when spoken in a normal conversation tone regardless of the use of amplification devices.
- Hearing-impaired person – any person who, because of hearing loss, has a diminished capacity to discriminate speech when spoken in a normal conversational tone.
- A "U" under the restrictions on a driver's license may represent an uncoded restriction for hearing aids. Be aware that a totally deaf individual may operate a motor vehicle with no restrictions in the state of Missouri.

III. PROCEDURES FOR ARRESTING AND TRANSPORTING AN INDIVIDUAL WHO USES A WHEELCHAIR.

Standard transport practices may be dangerous for many people with mobility disabilities. Officers should use caution not to harm an individual or damage his or her wheelchair. The best approach is to:

- Ask the person what type of transportation he or she can use, and how to lift or assist them in transporting into and out of the vehicle.
- Some individuals who use assistive devices like crutches, braces, or even manual wheelchairs could be safely transported in patrol cars.
- Safe transport of other individuals who use manual or power wheelchairs might require the police department to use lift-equipped vans or buses.
- The Police Department may consider other community resources for transporting people with disabilities such as accessible taxi services, Oats vans, etc.

IV. PROCEDURES FOR COMMUNICATING EFFECTIVELY WITH AN INDIVIDUAL WHO IS BLIND OR VISUALLY IMPAIRED

- It is important for police officers to identify themselves and to state clearly and completely any directions or instructions, including any information that is posted visually.
- Officers must read out loud in full any documents that a person who is blind or visually impaired needs to sign.
- Before taking photos or fingerprints, the officer should describe the procedures in advance so that the individual will know what to expect.

V. POLICY AND PROCEDURES FOR POLICE CONTACT WITH PEOPLE WITH MENTAL ILLNESS AND USE OF THE CRISIS INTERVENTION TEAM

A. POLICY

The St. Joseph Police Department recognizes that officers will sometimes be placed in situations in which they need to assess the mental state and intentions of persons suffering from mental illness. The purpose of this order is to present guidelines for dealing with persons exhibiting a mental and/or substance abuse disorder. It is the policy of the St. Joseph Police Department to ensure a consistently high level of service is provided to all persons. Agency personnel will afford persons who have mental/emotional illness the same rights, dignity and access to police and other government and community services as are provided to all citizens.

B. DEFINITIONS:

Mental Illness: Any of various conditions characterized by impairment of an individual's normal cognitive, emotional, or behavioral functioning and caused by social, psychological, biochemical, genetic, or other factors, such as infection or head trauma.

C. PROCEDURES

1. Training

- a. It is the policy of the St. Joseph Police Department to maintain personnel equipped to properly address situations involving those persons. The department shall ensure that recruits have received documented training and information on handling situations of this nature. Additionally, department personnel shall receive documented training on this topic at least every three years.

2. Contacts with Persons with Mental Illness

Officers are not expected to diagnose a mental illness; however, they will make a good faith effort to assess an individual's mental stability based upon available information, personal observations and within the time constraints of the situation at hand. Recognition that certain symptoms may indicate mental illness will assist officers in making the appropriate response to the individual and situation. The degree to which these symptoms exist varies from person to person according to the type and severity of the mental illness.

Symptoms of mental illnesses may include, but are not limited to:

- i. Loss of memory;
- ii. Delusions;
- iii. Depressions, deep feelings of sadness, hopelessness, or uselessness;
- iv. Hallucinations;
- v. Manic behavior, accelerated thinking and speaking, or hyperactivity;
- vi. Confusion;
- vii. Incoherence;
- viii. Extreme paranoia.

3. Interactions with Mentally Ill Persons

Officers should use the following guidelines when approaching, interacting, interviewing, or interrogating person/s who have or exhibits symptoms of mental illness:

- i. Be friendly, patient and encouraging, but remain firm and professional;
- ii. Remove distractions, upsetting influences/people from the scene;
- iii. Speak simply and briefly, and move slowly;
- iv. Remain calm and avoid overreacting;
- v. Check for and follow procedures indicated on medic-alert bracelets/necklaces;
- vi. Understand that rational discussion may not take place;
- vii. Recognize the person may be overwhelmed by sensations, thoughts, frightening beliefs, sounds ("voices"), or the environment;
- viii. Be aware that the uniform and accessories may frighten persons with mental illnesses. Attempt to reassure them that no harm is intended;
- ix. Do not try to talk the person out of their delusional beliefs. Instead, try to find common ground with them to gain their cooperation and trust, without necessarily agreeing with them;
- x. Announce actions before initiating them (when safety permits);
- xi. Officers should generally avoid the following actions:
- xii. Moving suddenly, shouting, or giving rapid orders;
- xiii. Touching the person without announcing your intentions (unless essential to safety);
- xiv. Crowding the person or forcing discussion;
- xv. Expressing anger, impatience, or irritation;
- xvi. Using language such as "mental" or "mental subject" in their company;
- xvii. Challenging delusional or hallucinatory statements.

4. Legal Requirements

Officers should remember that having a mental illness is not a crime. No individual should be arrested for behavioral manifestations of mental illness that are not criminal in nature. A person with a mental illness may only be taken into custody when:

- i. The individual has committed a crime;
- ii. The officer has reasonable cause to believe that the person suffers from a mental disorder and that the likelihood of serious harm by such person to himself or others is imminent unless such person is immediately taken into custody (see RSMO 632.305 'Ninety-six hour holds');
- iii. In response to a court order or directive of a mental health or medical practitioner who has legal authority to commit a person to a mental health facility (RSMO 632.305).

5. Options for Disposition

- A. Officers are expected to use discretion in determining which of the following options best resolves an incident involving mentally ill person/s. The safety and well-being of the person and the community shall be the primary determining factor in deciding which of the following options is chosen:
 - i. Refer or transport the person for medical attention if they are injured or abused;
 - ii. Outright release. This would occur when;

- iii. The person poses no serious threat to themselves or others; and
- iv. The person does not want assistance from the police or mental health professionals;
- v. Release to care of family, caregiver or mental-health provider;
- vi. Refer or transport to mental-health or substance-abuse services. Officers may arrange for a voluntary screening by a qualified mental-health or substance abuse professional in place of an involuntary detention, when appropriate;
- vii. Assist in arranging voluntary admission to a mental health facility, if requested;
- viii. Transport for involuntary emergency psychiatric evaluation, if criteria are met (RSMO 632.305);
- ix. Arrest, if a crime has been committed.

6. Imminent Threat Situations

- A. Involuntary Detentions-Missouri Revised Statutes 632.305 and 631.120 grant peace officers the authority to take persons into custody for mental health and substance abuse issues under limited circumstances. Persons may be taken into custody when:
 - i. The officer has reasonable cause to believe the person suffers from a mental disorder or substance abuse issue and,
 - ii. The person presents an imminent likelihood of serious harm to himself or others because of these issues unless taken into custody, and
 - iii. When these conditions are met, the officer may present them to the appropriate facility and complete an application for initial detention for evaluation and treatment for a period not to exceed ninety-six (96) hours.
 - iv. When there is a reasonable cause to believe that serious harm is imminent if action is not taken, officers of the St. Joseph Police Department shall ensure the individual is presented to an appropriate facility either voluntarily, or for involuntary detention if the individual refuses evaluation/treatment on their own.

7. Non-Imminent Threat Situations

- A. In many instances, responding officers may be presented with situations in which there are indications of mental health or substance abuse issues that do not rise to the clear level of imminent and immediate danger. In these cases, officers shall ensure that information about mental health resources is made available, and may utilize the following options:
 - i. Information-In less-pronounced cases, officers may inquire about current treatments and provide resource information, assist in contacting an appropriate provider, or provide basic guidance for an individual.
 - ii. Referral-Crisis-Hot Lines, Family Guidance screening personnel and other resources are also available in situations in which a person may have more pronounced symptoms but does not clearly meet the criteria for involuntary detention. In these instances, persons trained in evaluation of persons in these situations may interview the person by phone or on-scene and arrange

for treatment and/or placement as necessary. Crisis Intervention Team officers should be utilized in accessing these resources.

- iii. Other-Officers may elect to contact family or other persons to assist the individual when the officer believes that doing so provides an appropriate level of support for the situation.

8. Crisis Intervention Team Program

A. The St. Joseph Police Department will maintain a CIT program for the purpose of providing a higher quality of service to citizens who suffer from mental illnesses and their families.

- i. Training- All personnel designated as CIT members shall receive appropriate training as such. This will normally include a 40-hour course developed in cooperation with the National Alliance for the Mentally Ill (NAMI) and additional in-service training as applicable. All St. Joseph P.D. officers will be provided with basic training to assist them in dealing with emotionally disturbed persons in the absence of a CIT officer.
- ii. Use Criteria- CIT officers will be maintained on each shift. CIT officers should be the primary officers dispatched to calls in which it is believed that an emotionally disturbed person in crisis is a primary factor in the incident, when practical. Officers responding on calls that discover this to be the case may request a CIT officer to evaluate and act to assist in dealing with an EDP in crisis.
- iii. CIT officers will be responsible for handling aspects of the call that relate to the mental illness. Responding officers will still be responsible for offense/incident or other reports normally required.

CITY OF ST. JOSEPH REASONABLE ACCOMMODATION REQUEST PROCEDURES

I. Policy

It is the policy of the City of St. Joseph, Missouri to notify employees and applicants of the right to reasonable accommodations and to provide such accommodations in the most cost-effective method available unless it would necessitate an “undue hardship”.

II. Purpose

The purpose of this policy is to ensure that requests for reasonable accommodations are considered in a timely manner and in a way that is consistent with the Americans with Disabilities Act.

III. Definitions

- ◆ **Qualified Individual with a Disability** – an individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the job that such individual holds or desires. An individual with a disability has a physical or mental impairment that substantially limits one or more major life activities; or has a record of such impairment; or is regarded as having such impairment. The ADA regulations provide three factors to consider in determining whether a person’s impairment substantially limits a major life activity. They are:
 - Its nature and severity
 - How long it will last or is expected to last
 - Its permanent or long-term impact, or expected impact

These factors must be considered because it’s not the name of an impairment or a condition that determines whether a person is protected by the ADA, but the effect of an impairment or condition on the life of a particular person.

- ◆ **Reasonable Accommodation** – any modification or adjustment to a job or the work environment that will enable a qualified applicant or employee with a disability to participate in the application process or perform essential functions of the job.
- ◆ **Undue Hardship** – an action requiring significant difficulty or expense.

IV. Procedures

- A. An applicant or employee must request any and all reasonable accommodations on a “Request for Reasonable Accommodation Form”. This form can be obtained from the employee’s immediate supervisor or the Human Resources Office at City Hall. The employee is responsible for satisfactorily responding to all questions on the form. Once completed, the form, along with any medical documentation supporting the request, shall be submitted to the employee’s immediate supervisor.
- B. The immediate supervisor shall:
 - 1. Grant the request if able to do so without obtaining further authorization. The immediate supervisor shall then indicate on the “Request for Reasonable Accommodation Form” that the accommodation has been made and forward the completed form to the ADA Coordinator, OR
 - 2. Make a recommendation to the Department Manager regarding the request within five (5) working days of receipt of the completed “Request for Reasonable Accommodation Form” and forward the request directly to the Department Manager.
- C. The Department Manager shall make a recommendation regarding the request within five (5) working days of receipt of the “Request for Reasonable Accommodation Form” and shall forward the request directly to the Department Director.
- D. The Department Director will make the final decision regarding the request within five (5) working days of receipt of the “Request for Reasonable Accommodation Form”. A copy of the Director’s decision will be given to the Department Manager, immediate Supervisor, and ADA Coordinator. The immediate Supervisor shall be responsible for providing the employee with a copy of the response within five (5) working days of receipt of the Director’s decision. If the recommendation is to grant the request, the immediate Supervisor shall be responsible for the implementation of the request.
- E. All reviewers shall consider each request based on the following criteria:
 - The relationship between the accommodation and essential functions of the job.
 - Necessity.
 - Cost effectiveness.
 - Undue hardship
 - Compatibility with existing equipment (where applicable)

V. Undue Hardship

Reasonable accommodations do not have to be granted if they impose an undue hardship. However, consideration must be given to whether another accommodation exists, gaining similar results, that would not result in an undue hardship. Factors to be considered in determining whether a reasonable accommodation request poses an undue hardship include:

- A. The nature and cost of the accommodation.
- B. The overall financial resources of the facility, number of employees at such facility and the effect on expenses and resources.
- C. The overall financial resources and size of the employer, including the number of employees and the number, type, and location of its facilities.
- D. The type of operation including composition, structure, and functions of the workforce, geographic separateness, and administrative or fiscal interrelationship.
- E. The impact of the accommodation on business operations.

VI. Appeal of Decision

If the employee wishes to appeal the Director's decision, the employee must file an appeal with the City's ADA Coordinator within ten (10) working days of notification of the decision. The request shall include the reasons for the request for reconsideration and, if appropriate, alternative suggestions for a reasonable accommodation. A decision shall be made, and the employee notified within ten (10) working days of receipt of the appeal. The decision of the ADA Coordinator constitutes the final administrative action.

VII. Extension of Time Limits

The time limitations provided in Section IV may be extended if circumstances warrant, e.g., absence of a person needed to make the determination, additional information required, etc. The individual requesting the reasonable accommodation will be notified if an extension is required and will be given the date of the extended deadline.

VIII. Medical Verification

At anytime during the review process, medical documentation may be required to assess the accommodation request. It will be the responsibility of the employee/applicant to provide this information. The medical report(s) must include documentation supporting the need for the specific requested accommodation.

IX. Job Applicants

This policy shall also apply to applicants for positions with the City of St. Joseph. Applicants who are requesting a reasonable accommodation to perform the essential functions of the job will also be required to complete the “Request for Reasonable Accommodation Form”. Applicants may request the form from the Human Resources Office at City Hall.

Interview & Examination Process for New Applicants and Existing Employees

An applicant with a known disability that needs a reasonable accommodation in the examination or interview process shall request this accommodation from the Human Resources Department at least 48 hours prior to exam or interview. The Human Resources Director may request assistance from the ADA Coordinator in planning for the accommodation.

It is the job applicant’s responsibility to request an accommodation. A request for reasonable accommodation for pre-employment testing is not automatic. Each case will be decided by the nature of the request, nature of the disability, and the nature of the job being tested and interviewed for. All requests for reasonable accommodation must be discussed with the Director of Human Resources and may include the ADA Coordinator. Below is the process to be followed requesting a reasonable request for an interview or examination:

1. Applicants needing a reasonable accommodation should complete and return the Reasonable Accommodation Request Form to the Human Resources Department.
2. Within 2 working days the request will be reviewed and the applicant will be contacted to discuss possible accommodations that may be required.
3. A decision to grant or deny an accommodation will be made after obtaining all necessary information from the applicant.

Reasonable Accommodation Request Form
(Applicant)

Name: _____
Please print – last name, first name, middle initial

Address (Street, City, & State) _____

Position Applied For: _____

Daytime Phone Number: _____

I am an applicant for the position named above and require “Reasonable Accommodation” in the selection process. I hereby request that the Human Resources Department contact me regarding this request for an accommodation.

Applicant Signature

Date

Please describe below the accommodation you need in the selection process:

Verification Contact

Please provide the name of a doctor or agency official who may be contacted for additional information:

Name: _____

Title or Position: _____

Agency or Practice: _____

Phone Number: _____

For Human Resources Department Use

_____ Approved _____ Denied

Comments: _____

By: _____ Date: _____

AUTHORIZATION TO RELEASE MEDICAL INFORMATION

TO: _____
(Name of Attending Physician or other Medical Provider)

I hereby authorize release of any and all medical information and/or documentation in your care, custody and control concerning an inquiry from the City of St. Joseph or its representatives, as it pertains to my physical ability or inability to perform essential functions related to my employment performance or that I seek to perform for the City. This release extends to inquiries into any professional medical opinion relative to physical limitations which may be appropriate with respect to my ability to perform job-related tasks.

A photo static copy of this authorization shall be considered as effective and valid as the original document.

Date: _____ Signature: _____

Witness:

(Signature of Witness)

(Date signed by witness)

Reasonable Accommodation Request Form
(Employee)

Name: _____
Please print – last name, first name, middle initial

Address (Street, City, & State) _____

Position Needing Accommodation For: _____

Daytime Phone Number: _____

I am an employee needing a “Reasonable Accommodation” for the position named above. I hereby request that the Human Resources Department contact me regarding this request for an accommodation.

Employee Signature

Date

Please describe below the accommodation you need in the performance of your job duties:

Verification Contact

Please provide the name of a doctor or agency official who may be contacted for additional information:

Name: _____

Title or Position: _____

Agency or Practice: _____

Phone Number: _____

For Human Resources Department Use

_____ Approved _____ Denied

Comments: _____

By: _____ Date: _____

AUTHORIZATION TO RELEASE MEDICAL INFORMATION

TO: _____
(Name of Attending Physician or other Medical Provider)

I hereby authorize release of any and all medical information and/or documentation in your care, custody and control concerning an inquiry from the City of St. Joseph or its representatives, as it pertains to my physical ability or inability to perform essential functions related to my employment performance or that I seek to perform for the City. This release extends to inquiries into any professional medical opinion relative to physical limitations which may be appropriate with respect to my ability to perform job-related tasks.

A photo static copy of this authorization shall be considered as effective and valid as the original document.

Date: _____ Signature: _____

Witness:

(Signature of Witness)

(Date signed by witness)

EMERGENCY PLAN FOR PEOPLE WITH FUNCTIONAL ACCESS NEEDS

I. PURPOSE

The purpose of this document is to assist the City of St. Joseph in assisting persons with functional access needs in the event of an emergency to assist existing agencies and facilities in evacuating and being responsive to emergency situations. The administration of these agencies and facilities should have established their own emergency plan and the City will provide assistance. Persons with functional access needs include individuals with physical, mental, sensory, cognitive, cultural, ethnic, age or any other circumstance that creates barriers to the ability to act/react as the general population would during all phases of emergency management. This should result in planning, preparedness, and response capabilities for a variety of diverse individuals, including individuals who are: hospitalized, homebound, homeless, transient, people who have mental disorders, visual impairments, and hearing impairments; those persons living in long-term and residential care facilities; people with limited English proficiency or literacy and people of diverse cultural backgrounds.

This plan will provide a framework within which the various entities shall function in a disaster situation, while promoting flexible and creative strategies and solutions that are consistent with St. Joseph's strengths and resources.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. St. Joseph is subject to many potential disasters (See Basic Plan, Situation and Assumptions) that could endanger large numbers of people. Some of these disasters could require the evacuation of certain areas of St. Joseph or our entire City. Among the population needing to be evacuated would be persons with functional access needs who comprise approximately 20% of our population. Persons with functional access needs may need special assistance in emergency situations with medical services, equipment, and supplies; shelter and transportation; communication equipment, support, and adaptive equipment; and so on. Adequate preparation and empowerment of individuals with functional access needs and their families can improve response capacities and effectiveness in emergencies.
2. The responsibility of assisting persons with functional access needs lies primarily with the City of St. Joseph and Buchanan County. We need to be aware of the functional access needs and accommodations this portion of the population can and will have.

B. Assumptions

1. Using the Emergency Operation Plan that is currently in place and supplementing this plan with a functional access needs section such as this will support populations more effectively during an emergency. Particularly important will be communication, evacuation, mass care, shelter-in-place, and other emergency operations.
2. Functional access needs populations will be assisted directly at the city and county level because that personnel have the most knowledge of resources in their own communities.
3. Many members of this population will have the ability to evacuate on their own or with the assistance of family, friends, neighbors, or other support groups. But there will still be many that will need the assistance of local government to successfully evacuate the City. Adequate preparation is critical to improve the effectiveness of an evacuation procedure for persons with functional access needs.
4. Health care and social service providers are accustomed to addressing individuals with functional access needs. They will continue to support the needs of individuals as part of this critical support network and, in the event of an emergency, as outlined in Annex M in this Emergency Operations Plan.
5. Proper implementation of this plan may prevent or reduce emotional distress, physical injury, fatalities, and damage to property of functional access needs persons.

III. CONCEPT OF OPERATIONS

A. General

1. Each entity within the local community is responsible for using all its resources to form a comprehensive emergency response program that addresses functional access needs citizens within the community who either have been or might be affected by an emergency or major disaster.
2. Local jurisdictions provide the first and most important level of response in a disaster. Until routine assistance is re-established, using city/county resources, and providing emergency services that recognize and accommodate those with functional access needs expedites access to needed services.
3. Private industry and service organizations are key partners for government agencies in responding to emergencies affecting functional access needs persons within their jurisdictions. Volunteer organizations with specific training and

experience supporting functional access needs persons, such as the the Salvation Army and church groups are uniquely suited to assist when emergencies happen.

B. Types of Emergency Situations

Flood	Drought
Severe Winter Storm	Dam Failure
Tornado	Wildfire
Earthquake	Urban/Structural Fire
Power Failure	Hazardous Materials Incident
Civil Disorder	Transportation Accident
Terrorism	Nuclear Attack
Heat Wave	Nuclear Power Plant Incident
Public Health Emergency	

C. Response Priorities in a Major Emergency Disaster

1. Self Preservation
2. Lifesaving/Protection of Property
3. Unit Reconstitution
4. Emergency Food and Shelter Provision
5. Restoration of Infrastructure
6. Statutory Response
7. Recovery Restoration

D. Local Jurisdiction

1. Local jurisdictions using city/county resources will provide emergency services that recognize and accommodate functional access needs and expedite access to needed services until routine assistance is re-established, which will take an estimated 96 hours.
2. Local jurisdictions will develop and maintain emergency planning and response capabilities that accommodate the diverse and functional access needs represented in their communities. Allowances include but are not limited to interpreter and translation services, adaptive equipment and services, access, and referral to medical and specialized support services in shelter and feeding environments, transportation, crisis counseling, and culturally sensitive accommodations.
3. The City of St. Joseph will perform the following:

- a. Maintain roster of individuals who may need additional assistance during emergency operations and a list of resources required/available for each type of special need. This roster can be developed by self-identification of persons with functional access needs or voluntary reporting through health care and social service providers.
- b. Identify and designate individuals with special skills available to assist the functional access needs population. For example, we can survey all employees and maintain a roster of those who speak Spanish or know sign language. This roster may include the following information: contact information with emergency numbers, any related training or certifications, availability, etc.
- c. Coordinate with private sector vendors to provide essential adaptive equipment and supplies.
- d. Develop Standard Operating Guides (SOG) that anticipate potential impediments to aiding for functional access needs populations. Barriers include limited staff resources, language, and ignorance of cultural norms.
- e. Develop the capability to disseminate information and instructions to the functional access needs population via radio, television, and other available media as necessary. Special measures to reach individuals with special communication needs (including hearing impairment, inability to comprehend the English language, etc.) must be developed.
- f. If individuals with functional access needs are affected by an incident, both the individual and the local jurisdiction share responsibility to ensure the needs of the functional access needs population are met. The City of St. Joseph must respond and address needs beyond the capabilities of the individuals. Needs of some may be met within their current residence. Others may need assistance with evacuation. Mass care shelters are generally not set up to handle individuals with functional access needs. Coordination is necessary among officials to ensure shelters for persons with functional access needs are open and have sufficient resources to assist people with functional access needs.

E. State Government

The State will assist local jurisdictions in responding to an emergency affecting persons with functional access needs. State assistance will include but is not limited to:

- ◆ Developing city/county plans
- ◆ Identifying barriers affecting various functional access needs populations and developing mediation strategies

- ◆ Conducting specialized training for city/county officials regarding functional access needs
- ◆ Preparing and disseminating culturally appropriate emergency public information
- ◆ Developing specialized materials tailored to specific functional access needs populations
- ◆ Coordinating and distributing essential resources, supplies, or services
- ◆ Developing policy and resources to assist city/county jurisdictions
- ◆ Using regulations and funding requirements to promote city/county offices participation and educational planning with the functional access needs population

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

- A. Functional responsibilities assigned to local officials in an emergency shall be in accordance with the Constitution of Missouri and with the ordinances of their individual city/county governments and should fall within the guidelines acceptable for functional access needs persons. Should the assignments within this functional access needs plan conflict with the law, the law shall take precedence.
1. Law enforcement, fire departments, health departments, public works, and all other local government agencies are responsible for conducting their routine and emergency services in ways that promote assistance to those with functional access needs.
 2. The emergency management agency for local jurisdiction exercises has primary staff responsibility within the jurisdiction for advising and coordinating overall activities during the four phases of a comprehensive emergency management program for assisting the functional access needs population.
 3. The law enforcement agency for the jurisdiction is responsible for law enforcement activities, and communication of requirements for functional access needs persons.
 4. In an emergency, fire departments are responsible for organizing, integrating, and coordinating operation of all fire fighting forces throughout the jurisdiction, including responses that accommodate the functional access needs population.

5. The city or county health department is responsible for coordinating health and medical services required to cope with disasters in its area.
6. City/county public works is responsible for maintenance and delivery of transportation and engineering services.
7. There are not-for profit organizations that may assist with mass care needs of the affected population, such as sheltering, feeding, providing first aid, and reuniting families. This is especially true for functional access needs persons.

B. Task Assignments

1. In most cases, all major decisions pertaining to the functional access needs population will be made by the Direction and Control section. It is the City Manager who is responsible for making decisions including an evacuation order.
2. In St. Joseph the responding law enforcement/fire department will be the first responders, thus in charge initially.
3. Traffic control and site security will be the responsibility of the Law Enforcement section (Annex E). The police department will control these activities.
4. In some instances, when time is of the utmost importance, the chief law enforcement or fire official at the scene can initiate an evacuation.
5. Public transportation resources will be the responsibility of the Resource and Supply Coordinator. (see Annex G)
6. The dissemination of information and instructions to inform and motivate residents to comply with evacuation plans will be the responsibility of the Emergency Public Information section. (see Annex C)
7. Other sections will provide support as necessary to meet the needs of the emergency.

V. DIRECTION AND CONTROL

- A. The City of St. Joseph has ultimate responsibility to protect the health and well-being of functional access needs populations. If a disaster does occur, injuries can be lessened, and lives can be saved with proper planning that addresses those with functional access needs.

- B. The Missouri Department of Health and Senior Services, along with the Missouri Department of Vocational Rehabilitation, will assist the City of St. Joseph in supporting the functional access needs populations within their communities.

VI. CONTINUITY OF GOVERNMENT

- A. The line of succession for the Functional access needs section will be from the City Manager, to the Emergency Management Coordinator, to the Police Chief, to the Fire Chief, to the Health Director.
- B. If functional access needs populations are evacuated to a neighboring jurisdiction, a local official from the evacuated area will be designated as liaison between the hazard and reception area. The evacuees will be subject to the laws of the reception area for the duration of their stay.
- C. Preservation of records will be a major priority during an evacuation. Resources will be allocated to move vital government records as necessary.

VII. ADMINISTRATION & LOGISTICS

- A. The City of St. Joseph is explicitly prohibited from denying facilities, services, or benefits of the city/county emergency management programs to any person on the grounds of that person's race, color, national origin, sex, age, or disability.
- B. Tracking costs of care associated with functional access needs persons is necessary to obtain more funding if funding is not sufficient.
- C. Transportation of people with mobility disabilities will be provided by the following:
 - 1. City Transit buses
 - 2. OATS vehicles (have agreement with OATS for exclusive use of their vehicles in the event of an evacuation)
 - 3. Laidlaw Transit School buses (their 1st priority is to the St. Joseph School District, but can be used as backup)
 - 4. Church buses

VIII. ANNEX DEVELOPMENT AND MAINTENANCE

Review and written concurrence of this annex will be accomplished as follows:

- A. Each agency/department of government and private sector organizations assigned emergency responsibilities will review this plan. They will report their concurrence to their chief elected officials through the City of St. Joseph Emergency Management Coordinator. It is then the responsibility of the St. Joseph Emergency Management Coordinator to maintain and update this annex at least annually.

- B. This plan may be revised at any time by authorized personnel in response to deficiencies identified through drills and exercises, changes in local jurisdiction, demographics, technological changes, and actual operations.

ADA Projects

(Barrier Removal Completion List)

One of the major accomplishments in the ADA update process for 2005 was the assessment of all (66) City owned properties that require ADA evaluation. Even though many of the long time City employees remembered these facility assessments being performed in the early to mid 1990's, no documentation could be located to support that. Without having a list of identified barriers from those assessments, the only option was to re-assess the city properties to identify the remaining ADA barriers and develop a plan for elimination of those barriers.

The City now has an updated ADA Transition Plan. The only element of that plan not complete is the evacuation plan for people with disabilities, although we are well into the planning stages of creating that evacuation plan.

All entries in italics indicate ADA barrier removal accomplishments between 1991 and April 2005. Some entries for complete facility construction or remodel don't reflect the magnitude of the improvements in the new facility from the existing conditions in the one that was replaced. Those facilities when constructed were designed to meet or exceed existing ADA standards.

Administrative Services Department

➤ City Hall

1. *Installed TDD phone in City Clerk's office*
2. *Installed accessible ramp on north side*
3. *Created accessible stalls in Men's restrooms on 1st & 3rd floors and Women's restrooms on 1st floor.*
4. *Installed automatic doors at north entrance*
5. *Increased accessible parking spaces and demarcated aisles on east, north, and west sides*
6. *Created curb ramps on accessible routes from parking lot and street parking*
7. *Placed detectable warnings in appropriate relationship to curb ramps*
8. *Replaced old emergency phone in elevator with ADA compliant emergency phone*
9. Provided information for use of Relay Missouri service for people with hearing disabilities in city facilities. (10/05)
10. Acquired software designed to translate written text into audio formats for people with sight disabilities. (10/05)
11. Upgraded all office signage so signs now provide Braille for office numbers, raised lettering and large print for office identification. (11/05)
12. Updated ADA ramp on north side of building to meet current ADA standards for ramps. (09/05)
13. Purchased Assisted Listening System for use in Council Chamber for public meetings. (12/05)
14. Established agreement with MERIL for the use of their sign language interpreters in case of the need for that service. (07/05)
15. Re-modeled Customer Assistance Department on 1st floor and installed lowered counters for wheelchair accessibility. (08/05)
16. Re-modeled all restrooms and made 1st floor Women's and 1st & 3rd floor Men's restrooms accessible. (08/05)

17. Have planned to provide Braille documents upon request, although the turnaround time for these documents can be very long. (10/05)
18. Will make large print documents available upon request. (10/05)
19. Have made all Council Meeting minutes beginning with January 1, 2006 available in audio format on the City's website. (01/06)
20. Have made current Council Meeting agendas available in audio format on City's website.
21. Removed non-compliant pay phone on 1st Floor Lobby. (02/07)
22. Multi-media system in the Council Chamber was approved on March 26, 2007 Council Meeting. The system includes an integrated assisted listening system and an ADA podium. Installation began in April 2007 and is expected to be complete by May 2007. (04/07)
23. Repaired damage to concrete in north side main entrance at threshold. (08/08)
24. Patched exchange between curb ramp and demarcated aisle serving accessible parking spaces on east side of City Hall. (09/08)

➤ Municipal Court

1. Entire courtroom and customer service area renovated in 2005 and the entire Municipal Court facility in the basement of the Buchanan County Courthouse meets ADA standards, although some elements associated with the Municipal Court such as restrooms in Courthouse, accessible routes, ramps, and parking haven't been addressed yet, but County Commissioners and other county officials were notified of the barriers in a letter sent out in August 2005. (12/05)
2. Established agreement with MERIL for the use of their sign language interpreters in case of the need for that service. (07/05)

Parks, Recreation, and Civic Facilities Department

➤ Parks & Recreation Administration

1. *This facility was built in 1995-1996 and existing ADA regulations were met*
2. Communication efforts continue to be improved and took large steps forward with significant improvements in social media and web communications. (11/20)
3. Director of Parks, Recreation, & Civic Facilities/ADA Coordinator attended and participated in the National ADA Symposium. (05/23)

➤ Heritage Park

1. Installed proper grab bars in both men's and women's restrooms. (01/06)
2. Purchased and installed proper signage which includes Braille, large print and raised lettering. (01/06)
3. Adjusted door opening pressure to least amount of pressure the opener would adjust down to. (01/06)
4. Lowered height of urinal to meet ADA regulations. (01/06)
5. Lowered mirrors in both restrooms to proper bottom reflecting edge height. (01/06)
6. New paper towel dispensers were installed to eliminate the old ones which protruded too far from wall. (01/06)
7. Re-striped parking lot & designated additional accessible parking spaces to meet requirements. These new spaces were designed with proper width, demarcated aisle, and signage. (04/06)
8. Added van accessible parking space with proper demarcated aisle and signage. (04/06)
9. Re-designed existing accessible spaces with proper width, demarcated aisle, and signage. (04/06)
10. Constructed ramp on the inside of ticket booth at entrance of park to accommodate employee with mobility disability using a motorized scooter to sell tickets. (07/06)

- Senior Citizen Center
 1. Purchased Assisted Listening System (12/05)
 2. Placed access ramp near parking garage entrance to facility (11/15)
 3. Renovated north restrooms, both men and women to current ADA standards (04/16)
 4. Sidewalk replacement on east side of building along west side of 10th Street (09/17)

- Civic Arena
 1. *Elevator was installed for access to all 3 levels*
 2. *Added accessible wheelchair seating areas on the upper level*
 3. *If floor seating is available for an event, wheelchair seating is designated at the end of aisles where needed*
 4. *Added accessible parking spaces on Francis Street near the accessible entrance at the northeast corner of arena*
 5. *Added curb ramps and detectable warnings for those curb ramps*
 6. Purchased Assisted Listening System (12/05)
 7. Exterior sidewalk replacement – entire perimeter of building including curb ramps (11/22)
 8. Seating replacement – all telescopic, bleacher and fixed seating replaced (03/23)

- Missouri Theatre
 1. *Removed theatre seats to add accessible seating in the lower-level orchestra seating area*
 2. *Made lower-level unisex restroom ADA compliant*
 3. Purchased Assisted Listening System (12/05)
 4. Looped T-Coil assisted listening system installed in partnership with St. Joseph Sertoma Club. (03/17)
 5. Installed new sound system in theater which includes assisted listening options throughout entire theater. (01/18)
 6. Installed a new accessible seating platform at the back west side of the main seating area. (08/21)
 7. Constructed new accessible men’s and women’s restrooms on the east side of the lower level, accessible from the main entrance and lower-level seating area. (05/22)

- Phil Welch Stadium
 1. Constructed ADA accessible ramps behind 1st base dugout with proper entryway for access to the dugout seating area. (03/06)
 2. Constructed ADA accessible ramps behind 3rd base dugout with proper entryway for access to the dugout seating area. (03/06)
 3. Renovated Men’s restroom and made all elements ADA accessible. (04/06)
 4. Renovated Women’s restroom and made all elements ADA accessible. (04/06)
 5. Renovated Concession area and lowered serving counter to 36”. (4/06)
 6. Designated 2 existing accessible parking spaces as “van accessible” with appropriate signage and demarcated aisle between them. (6/06)
 7. Constructed ramp at one of the demarcated aisles at the accessible parking spaces that serve both Phil Welch Stadium and Bode Ice Arena. (09/07)
 8. Constructed locker room/restroom on the west side of stadium between stadium concession area and Bode Ice Arena. This locker room/restroom serves as a locker room for visiting baseball teams to the stadium and for hockey teams at the ice arena. It serves a dual purpose as an accessible restroom for both facilities also, but mainly as overflow for the stadium, as it already has fully accessible restrooms. (09/07)
 9. Constructed new locker room behind 1st base dugout to serve as home team locker room during baseball events. The locker room is fully accessible, but there are additional improvements being

- recommended to enhance access to the building itself which sits on a hard surface but is not paved. (06/07)
10. Remodeled office/ticket booth area on west side of stadium. Remodel included construction of accessible ramp to doorway previously served only by a step. (03/09)
 11. Constructed new right field party deck which has accessible ramp for access. (04/09)
 12. Poured concrete surface in the entire area between existing stadium seating and new right field deck. This surface now allows access to all elements on the first base side of the stadium, including the locker room, dugout, and deck. The concrete work included a ramp from the existing seating area down to the lower level. This had only been served by a staircase before. (04/09)
 13. Constructed two new accessible seating areas, one on each side of the stadium, in the lower-level seating near the dugouts. (04/10)
 14. Added accessible ramp on the third base side of stadium, allowing access to people with mobility devices. (04/10)
 15. Constructed two new fully accessible restrooms around the first-base side concrete plaza and concessions. (5/11)
 16. Constructed left-field side concrete patio area with sidewalk connecting left-field entrance to stadium grandstand area. (5/11)
 17. Parking lot for new recreation center adjoins to left-field entrance to Phil Welch Stadium. Accessible parking spaces and walkway to the entrance now exist. (4/12)
- Hyde Complex
1. Renovated ball field complex for fields 1 – 5. Renovations included accessibility improvements in concession stand, spectator viewing areas, parking, and accessible route from field 4 parking area along third base side of field 3 to main complex area's restrooms, seating area, and concession building. Concession stand was improved to provide better access and lower counters. Accessible parking spaces were created to meet ADA standards and provide more ADA spaces. (04/17)
 2. Resurfaced tennis courts with Pro-Bounce system. This renovation included improving the transition from sidewalk to court playing surface. (07/19)
- Hyde Park, Field 6
1. Constructed walkway with proper slope for access to baseball field viewing area and concession stand. (03/06)
- Hyde Pool/Liberty Oaks Splash Park
1. *Purchased transfer device to assist people with mobility disabilities on entering the water. This is a mobile sling transfer that can be set up quickly to accommodate a person who needs it to enter the pool. (04/02)*
 2. Constructed walkway with proper slope for access to swimming pool entrance, viewing area and concession stand. (03/06)
 3. Facility demolished. (04/19)
 4. New splash park constructed and opened. Park features accessible play features, both wet and dry and fully accessible family restrooms. (07/21)
 5. Department accepted donation of aquatic wheelchair from Friends of the Park for use at the splash park so people utilizing a wheelchair aren't required to get their personal unit wet. (06/22)
- Krug Pool
1. *Purchased transfer device to assist people with mobility disabilities on entering the water. This is a mobile sling transfer that can be set up quickly to accommodate a person who needs it to enter the pool. (04/02)*

2. Purchased and installed lift and stairs for Krug Pool (04/16)
 3. Purchased and installed accessible stair unit for pool (04/17)
- Bode Ice Arena
 1. Additional van accessible parking spaces were designated to meet compliance. Access aisle and signage were also addressed for these additional spaces. (6/06)
 2. Two payphones were removed by the phone company. Both were non-compliant. (5/06)
 3. Constructed ramp at one of the demarcated aisles at the accessible parking spaces that serve both Phil Welch Stadium and Bode Ice Arena. (09/07)
 4. Replaced steps and added ADA compliant ramp with handrails at the south (main) entrance to the arena. This ramp could also serve those attending events at Phil Welch Stadium. (10/07)
 5. Constructed locker room/restroom to dual serve the ice arena and Phil Welch Stadium. The locker room/restroom provides the only accessible restroom for the ice arena other than the one at the Bode Sports Complex, next door. (09/07)
 - Bode Sports Complex
 1. Non-compliant payphone was removed by the phone company. (5/06)
 2. In-line skate rink was transitioned into pickle ball courts and adaptive sport area. Surface was renovated, dasher boards were removed, and area was created for adaptive sport use. (04/17)
 - South Park/Drake Softball Complex
 1. Re-striped the north parking lot serving this complex. All necessary accessible parking spaces were designated near the entrance, with proper access aisles and signage installed. (4/06)
 - Noyes Tennis Center
 1. Replaced outer doors to the lobby area that lead to the restrooms/showers. These doors meet the opening force requirements for ADA specifications. (6/06)
 2. Removed non-compliant public pay phone. (5/06)
 3. Total renovation of tennis complex and immediate access areas to the south and west of the courts. Improvements included better transition from common areas to courts and new access ramp from south parking lot. (11/19)
 - Civic Center Park/Smith Park
 1. Improved sidewalk/alley exchange on south side of Francis Street by alley to the west of Francis Street Methodist Church. Parks Department poured asphalt to smooth out drop-off between sidewalk and alley for smooth transition for people using mobility devices. (09/06)
 2. Installation of ADA ramp on west side of City Hall to serve City Hall and Civic Center Park. (10/15)
 - Felix Street Square – Coleman Hawkins Park
 1. Improved sidewalk/alley exchange on west south side of Francis Street to the north of Felix Street Square. The Parks Department poured asphalt to smooth out drop-off between sidewalk and alley for smooth transition for people using mobility devices. (03/07)
 2. Repaired some large cracks and unevenness in sidewalk near the southwest corner of Felix Street Square at 7th & Felix. This area should see drastic improvements during the Felix Street streetscape project during the summer and fall of 2007. (03/07)
 3. Concession building constructed on city property across 7th Street, directly west of park. Building is fully compliant and includes ADA restrooms. (08/16)

- Fairview Golf Course
 1. Renovated clubhouse, which included the addition of two accessible entrances and restrooms. (06/10)
 2. Resurfaced and re-stripped parking lot, which included the addition of 4 accessible parking spaces. (05/11)
 3. Purchased adaptive golf cart. (05/13)

- St. Joseph Aquatic Park
 1. This facility was constructed in 2004/2005 and made fully ADA compliant. It has sloped entry into the pools which allows for wheelchair access and a wheelchair transfer device which allows mobility device users to transfer from their apparatus to the transfer device and then be lowered into the water. (05/05)
 2. Accessible stairs and battery powered lift chair into lap pool. (06/13)
 3. Department accepted a donation of an aquatic wheelchair from Randolph Medical for use in the zero-depth entry pool. (06/22)

- St. Joseph Recreation, Exercise, and Community Center (REC Center)
 1. Construction began on this facility in the summer of 2011 and was completed in June 2012. It is a fully accessible facility, including a large parking lot with appropriate accessible parking spaces that not only serve this facility, but also the connecting urban hike and bike trail and Phil Welch Stadium. This facility replaced the old Muchenberger Center, which was had tremendous access issues. (04/12)
 2. Center was opened to the public in July 2012. Offers two accessible weight training stations and other fitness equipment setup for access to those with disabilities.
 3. Improved accessible parking spaces by adding a wider demarcated aisle. (10/13)

- Remington Nature Center (RNC)
 1. Construction of facility which included meeting all requirements of building code and ADA accessibility. (10/08)
 2. New exhibits were installed to replace older hologram theater. The exhibits which included blacksmith, train, and town sounds were designed to be accessible for everyone. (05/16)

- Krug Lagoon
 1. Access ramp was created to provide better access to viewing area at lagoon from parking area on the east side. (10/16)

- Northside Complex
 1. New ADA compliant playground constructed to replace old playground removed due to Blacksnake Creek Storm Water project. (10/17)
 2. Sidewalks replaced due to Blacksnake Creek Storm Water project. (10/17)
 3. New outdoor basketball courts constructed which allows for accessible use. (10/17)
 4. Tennis courts were resurfaced with Pro Bounce system. This installation included improved transition from common area to tennis court surface. (06/19)

- Patee Park
 1. New ADA compliant playground was installed. (09/19)
 2. Poured-in-place rubberized surfacing installed on playground. (04/19)

- Seitz Park

1. New ADA compliant playground was installed. (09/19)
- Rest Square Park
 1. New ADA compliant playground was installed. (09/19)
- Hochman Park
 1. New ADA compliant playground was installed. (08/19)
- College Hill Park
 1. New ADA compliant playground was installed. (11/19)
- Mary Park
 1. New ADA compliant playground was installed. (11/19)
- Maple Leaf Park
 1. New ADA compliant playground with poured-in-place rubberized surfacing was installed. (04/20)
- Corby Pond
 1. Installed two new fishing/recreation docks. Both docks are ADA compliant and the west dock has an accessible walkway serving it. The accessible walkway for the east dock will be constructed in FY24. (10/22)

Public Works & Transportation Department

- Public Works General Services to Public
 1. *Originally started installing curb ramps in late 1980's. As of August 2005, 83% of the corners in the downtown area (4th – 10th Streets and Robidoux – Charles Streets) have curb ramps in place.*
 2. *Detectable warnings were installed along with curb ramps in the late 1980's. The latest version of the detectable warning was put into effect in February 2005.*
 3. *Since 1993 curb ramps are installed or improved each year in approximately 100 locations.*
 4. *The City made it mandatory in 1995 that all new housing editions and commercial developments have sidewalks and curb ramps.*
 5. *City policy for sidewalk repairs is that when sidewalk repairs are being made that include the corner or the panel where there should be curb ramp, then curb ramp and detectable warnings are required to be installed.*
 6. *There is a process set up to respond to citizen complaints for our sidewalk efficiency program. This program is designed to keep sidewalks accessible and provide for curb ramps anytime a sidewalk must be repaired or replaced due to citizen complaint*
 7. *Detectable warnings with contrasting colors started being installed in 1997.*
 8. In calendar year 2006, the Public Works Department installed or replaced curb ramps at 63 locations. (2006)
 9. In calendar year 2007, as of March 31st, the Public Works Department installed or replaced curb ramps at 14 locations. (04/07)
 10. From April 2007 through March 2008 the Public Works Department installed or replaced curb ramps at 30 locations around the city. (04/08)
 11. Phase I of the Felix Street Streetscape project which began in late 2007 and will continue through 2008 has several accessibility improvement features included in the design, some of which will have been completed already. Those completed include curb ramp replacements from the two east

- corners at 3rd & Felix, all four corners at 4th & Felix, and the two west corners at 5th & Felix, one of which didn't have a curb ramp at all. There is also a mid-block ramp installed between 3rd and 4th Streets on Felix to serve the Civic Arena's south accessible entrance from on-street accessible parking and the parking lot across the street which serves as event parking for the arena. (04/08)
12. Sidewalk installation on Blackwell Road from the Belt Highway to 300 ft. west. (09/08)
 13. Phase I of the Felix Street Streetscape project was completed during FY09. There were many accessibility improvements made between 3rd Street and 7th Street on Felix Street, including new curb ramps and a mid-block general use ramp between 3rd and 4th Streets. (10/08)
 14. From April 2008 through March 2009, the Public Works Department installed or replaced 61 curb ramps at 38 locations in the city. Most of this work also involved replacement of sidewalk panels. (04/09)
 15. From May 1, 2009 through March 31, 2010, the Public Works Department installed or replaced a total of 38 curb ramps throughout the city on public sidewalks. The sewer maintenance division replaced 17 panels and street maintenance replaced 21. (04/10)
 16. From May 1, 2011 through April 30, 2012, this department replaced 68 curb ramps throughout the city. (04/12)
 17. From May 1, 2013 through March 31, 2013, this department replaced 62 curb ramps throughout the city. (04/13)
 18. From April 1, 2013 through March 31, 2014, this department replaced 71 curb ramps throughout the city. (04/14)
 19. From April 1, 2014 through March 31, 2015, this department replaced or repaired 59 curb ramps throughout the city. (04/15)
 20. From April 1, 2015 through April 30, 2016, this department replaced or repaired 52 curb ramps throughout the city. (04/16)
 21. From May 1, 2016 through April 30, 2017, this department replaced or repaired 68 curb ramps throughout the city. (05/18)
 22. From May 1, 2017 through April 30, 2018, this department replaced or repaired 44 curb ramps throughout the city. (05/19)
 23. From May 1, 2018 through April 30, 2019, this department replaced or repaired 86 curb ramps throughout the city. ((05/19)
 24. Sidewalk extension along Karnes Road, north of pedestrian trail crossing near Northside Complex. (08/19)
 25. Cook Road sidewalk extension east of St. Joseph Avenue to St. Joseph Avenue. (08/19)
 26. Sidewalk addition and intersection improvements at intersection of St. Joseph Avenue, NW Parkway, and Karnes Road. (08/19)
 27. From May 1, 2018 through April 30, 2020 this department replaced or repaired 33 curb ramps throughout the city. (05/20)
 28. From May 1, 2019 through April 30, 2021 this department replaced or repaired 50 curb ramps throughout the city. (05/21)
 29. From July 1, 2021 through June 30, 2022 this department replaced or repaired 13 curb ramps throughout the city. (12/22)
 30. From July 1, 2022 through June 30, 2023 this department replaced or repaired 14 curb ramps (06/23)

➤ Street Department

1. *This department will alter work schedules and plans to make accommodations for a person with a disability that may live near a work site. They try not to interfere with the ability of someone with a disability to carry out their normal life activities*

2. *The Street Department will designate accessible parking spaces in residential neighborhoods upon request. The requesting party must meet the qualifying criteria to get placement of a sign*
3. All door closures at the SIMR building were adjusted to the least amount of force available. (12/05)
4. Mirrors in Men's & Women's restrooms were lowered so bottom reflecting edge was 40" from floor. (12/05)
5. Vending machine in break room was moved 1 foot to the north to allow for proper space. (12/05)
6. Accessible parking stalls were re-configured to meet minimum requirements for number of spaces needed, as well as meet requirements for signage and demarcated access aisles for both regular and van accessible spaces. (1/06)
7. From April 1, 2015 through April 30, 2016, this department replaced or repaired 21 curb ramps throughout the city. (04/16)
8. From May 1, 2016 through April 30, 2017, this department replaced or repaired 20 curb ramps throughout the city. (04/17)
9. From May 1, 2017 through April 30, 2018, this department replaced or repaired 16 curb ramps throughout the city. (04/18)
10. From May 1, 2018 through April 30, 2019, this department replaced or repaired 20 curb ramps related to the Atchison Street renovation project and an additional 16 related to other street projects throughout the city. (05/19)
11. Accessibility improvements made with construction of intersection at Corporate Drive and Ag Expo Way. (04/20)
12. Accessibility improvements made with construction of intersection at Corporate Drive and entrance to IVX Animal Health. (04/20)
13. From May 1, 2019 through April 30, 2020 this division replaced or repaired 23 curb ramps throughout the city. (05/20)
14. From May 1, 2020 through April 30, 2021 this division replaced or repaired 47 curb ramps throughout the city. (05/21)

➤ Parking Division

1. Re-arranged parking spaces on lower level of 5th & Felix Parking Structure so we now have 5 accessible spaces on the North side and 6 accessible spaces on the South side. They are all 11-foot wide with a 5-foot-wide island. Three of those will be designated van accessible with proper signage. (4/06)
2. Re-arranged and re-designate parking spaces on 2nd level of 5th & Felix Parking Structure so there are 11 accessible spaces on this level with proper demarcated aisles and signage. (5/06)
3. Re-striped and re-designated spaces on lower level of parking garage to allow for proper number of van accessible spaces. Also widened all spaces and placed proper access aisles between all accessible spaces. Appropriate signage was also installed.
4. Demolished old parking garage at 8th & Felix and constructed new parking/retail structure. The ground floor is retail space for rent, with the levels above as public parking. All building codes, including those addressing current ADA guidelines and regulations were addressed in the new construction. (04/18)

➤ Landfill

1. *The Landfill personnel will assist a person with a disability unload their vehicle upon request or if the personnel notice someone with an obvious disability needing assistance*

➤ Recycling Center

1. A new recycling center was established at 3405 S. Belt Hwy. The city purchased the property and existing buildings which needed renovations and additions to create a permanent recycling center. Some of the property doesn't allow public access, but for the areas where it is allowed, they were made accessible. These features include an accessible parking space and access aisle by the front door of the south building, which accesses the office lobby. Access to the recycle center office has the pavement flush with the door. Recycling center staff unloads all vehicles which eliminates the need for anyone, including someone with a disability to exit their vehicle to unload their recyclables. (05/11)
- Sewer Treatment Administration
 1. *This facility was built in 1997 and existing ADA regulations were met*
 2. Objects protruding from wall in lobby entrance area were re-located to an employee only area of the building. (1/06)
 3. Three ADA ramps were installed at the new Sewer Maintenance facility. (12/22)
 - St. Joe Transit
 1. *Eliminated Para-Transit system and fully integrated the Transit system*
 2. *Purchased TDD phone for communication with people with hearing disabilities*
 3. Had employee parking lot re-striped which includes two accessible parking spaces. (09/07)
 4. Added 20 new ADA compliant transit bus stops throughout the city. Locations at Frederick Avenue & 22nd Street, Frederick Ave. & Crestview, Frederick Blvd. & 36th Street, 36th & Faraon, Gene Field & Cottonwood, Woodbine & Hawksbury, Corporate Drive & Mitchell Ave., 6th Street & Powell, 22nd & Commercial, 30th & Lafayette, 22nd & Walnut, Commonwealth Ct. & Commons Drive, E. Hyde Park & SW Parkway, 22nd & Excello, King Hill & Alabama, 28th & Commercial, Pickett Road & Belt Hwy, Frederick & Village Drive, Frederick & Brookside, and 36th & Frederick. (05/19)
 - Rosecrans Memorial Airport
 1. The main entrance door to Café has been adjusted to least amount of opening force available. (09/05)
 2. Established van accessible parking space on 12/15/05 with proper demarcated aisle and signage for the main terminal. (09/05)
 3. Adjusted door opening force to 5 lbs. on Men's & Women's restroom in main terminal. (09/05)
 4. Moved signage on Men's & Women's restroom to latch side of door, 60" to center in main terminal. (09/05)
 5. Moved mirror down so bottom reflecting edge is 40" from floor in both Men's and Women's restrooms in main terminal. (09/05)
 6. Adjusted door opening force for Main Office to 5 lbs in main terminal. (09/05)
 7. Added Braille signage for Main Office and properly installed signage on latch side of door, 60" to center. (09/05)
 8. Adjusted door opening force for Conference Room to least amount of force available. (09/05)
 9. Established van accessible parking space on 12/15/05 with proper demarcated aisle and signage for the FBO Building. (09/05)
 10. Adjusted door opening force to 5 lbs. on Men's & Women's restroom in FBO Building. (09/05)
 11. Moved signage on Men's & Women's restroom to latch side of door, 60" to center in FBO Building. (09/05)
 12. Purchased Assisted Listening System (12/05)
 13. Completed replacing sidewalks and curbs outside the airport terminal building. (10/12)

Health Department

➤ Patee Hall

1. *In 1993-1994 Patee Hall was renovated and brought up to existing ADA standards throughout the entire facility*
2. *The old emergency phone in elevator was replaced with ADA compliant emergency phone*
3. *Braille signage was placed on elevators and restrooms*
4. *Purchased TDD phone for better communication with people with hearing disabilities*
5. All door closures have been adjusted to the least amount of opening force possible. (09/05)
6. One additional "van handicap space" has been added to our three (3) regular existing handicap spaces, thus bringing the total to 4 handicap spaces. This additional "van handicap space" allows for additional space on the passengers' side of the vehicle to allow for wheelchair access. (11/05)
7. On December 11, 2007, an ice storm heavily impacted the City of St. Joseph. It was estimated that as many as 50,000 St. Joseph residents were without power at the peak of the crisis. After making several phone calls to residential care facilities in the city, it was determined the city needed to open a shelter for people with disabilities and medical needs. That shelter was opened on December 11, 2007 at Benton High School in the southern section of St. Joseph. A disabilities shelter was set up in the large gymnasium and a medical shelter was set up in the smaller gymnasium at Benton. The shelter was operated by the City of St. Joseph with staffing assistance from the Missouri Division of Social Services, Buchanan County Office. Most of the shelter staff was provided by the St. Joseph/Buchanan County Health Department and the shelter was managed by the Health Director and the ADA Coordinator for the city. The shelter was open from December 11 through December 16, 2007 and served approximately 150 St. Joseph residents with disabilities or medical needs during its peak which was Tuesday, December 11. (12/07)
8. Sidewalk replacement project improved access to the east entrance of health department. (10/10)
9. Installed new elevator to replace existing unit which was not working properly. (11/13)
10. Constructed new customer service windows for Vital Records, Dental Clinic and Home Unit. (05/15)
11. Added a second interpreter service to serve customers (05/15)
12. Added grab bar in Social Welfare Board restroom. (12/17)

➤ Animal Shelter

1. *The entire facility was renovated in 1996-1997 and was brought up to existing ADA standards*
2. Removed large window in front of building and replaced it with two slider windows to improve access and customer service. (12/17)

Police Department

➤ Law Enforcement Center

1. *Purchased 2 TTY phones for communication with people with hearing disabilities. One of these phones is serving the dispatcher's and one is in the booking area for use of someone who's been detained.*
2. Revised policy on how to specifically communicate with people with hearing disabilities.
3. Adopted "Policy and Procedure for Communication and Transportation for People with Disabilities" section of ADA Transition Plan. (07/05)
4. Established agreement with MERIL for the use of their sign language interpreters in case of the need for that service. (07/05)
5. Constructed new annex at Law Enforcement Center for Police Department. This addition was designed to be fully ADA accessible at time of construction. (07/06)

6. Added two accessible parking spaces to the parking lot to the east of the LEC. (12/07)
7. Added accessible parking spaces in employee parking lot on west side of building. (06/08)
8. Text to 911 technology added. (07/16)
9. The Law Enforcement Center widened and replaced the sidewalks to include new ADA ramps. (04/17)
10. The police department passed an accessibility assessment conducted by MERIL (Midland Empire Resources for Independent Living). (04/17)

Fire Department

➤ Fire Stations & Public Contact

1. *Door opening hardware have been changed at Fire Stations to be ADA compliant*
2. *Had a tarp manufactured to assist in rescue operations for extremely overweight individuals. It is a canvas device with 3 handles on each side to aide rescue personnel in moving someone*
3. *Curb ramps and detectable warnings were installed at the 7th & Sylvania intersection in front of the Main Fire Station*
4. *911 Dispatchers do have a TDD phone available at their station to be able to communicate with a person with a hearing disability*
5. *Fire Department's policy on rescuing someone with a disability has changed so that they try to grant the wishes of a person with a disability to exit a building independently in an emergency unless the life of rescue personnel is in jeopardy*
6. Fire Station 12, 2807 St. Joseph Avenue, was completely renovated, including adding a new section to the building. All existing access issues, primarily into the building were addressed. In the new construction, a community room and restrooms were added that meet all accessibility and building code requirements. Accessible parking spaces and an accessible route into the building were also added. (11/11)
7. New sidewalks and ramps at new fire station (still under construction) at 22nd & Walnut. (03/18)
8. New sidewalks and ramps at new fire station (still under construction) at 3200 Faraon. (03/18)
9. Completion of new fully ADA compliant fire station at 22nd & Walnut. Replaced old fire station at 18th & Walnut. (11/18)
10. Completion of new fully ADA compliant fire station at 3200 Faraon. Replaced old fire station at 22nd Street & Frederick Avenue. (12/18)
11. Completion of new fully ADA compliant fire station at Mitchell & I-29. Replaced old fire station at 32nd & Mitchell. (06/22)

Technology & Communications Department

➤ Website

1. Placed accommodation information on the website. This information informs the public on what accommodations are available and how to request those.
2. Have made all Council Meeting agendas and minutes available in audio format. (04/06)
3. Placed ADA Transition Plan on City's website. (08/06)
4. Upgraded/updated accessibility features on website (02/09)

➤ Cable Access Channel

1. Placed general ADA information on the cable access channel. This information informs the public on what accommodations are available and how to request those.
2. Placed ADA information on the cable access channel specific to employment issues and who to contact for accommodations or additional information.

3. Made color scheme alterations to some pages on the cable access channel that was difficult for people with color blindness disabilities to read. (04/08)

Customer Assistance Department

- CIP Sidewalk & Curb Replacement Program (city assistance to private sidewalk projects)
 1. With FY 2005 funds, we installed or replaced 15 curb ramps. (2005)
 2. With FY 2006 funds we installed or replaced 26 curb ramps. (2006)
 3. In FY 07 we have installed or replaced 27 curb ramps and approved an additional 25 to be installed or replaced. (04/07)
 4. In FY 08 we have installed or replaced 7 curb ramps with CIP funds. There are an additional 8 scheduled for completion for this year. (04/08)
 5. In FY09 we have installed or replaced 5 curb ramps with CIP funds. There are an additional 28 scheduled for completion by the end of this fiscal year. (04/09)
 6. In FY10, 19 curb ramps and 44 sidewalks were replaced by utilizing the residential/commercial sidewalk program that is funded with CIP sales tax funds. 2 additional sidewalks and 1 curb ramp will be replaced before July 1, 2010. (04/10)

Human Resources Department

- Training
 1. Started including ADA training in the new employee orientation and mid-level management training program.
 2. Updated the employment policies, practices, and procedures for inclusion in the ADA Transition/Compliance Plan. These had been written when the ADA became law but needed to be updated and put in an electronic format.
 3. ADA training specific to customer assistance at the city pools and Aquatic Park is provided by the Aquatic Manager under the direction of the city's Training Coordinator.
 4. Continue to include ADA training in new employee orientation and ongoing employee training programs. (5/10)
 5. Offer online application process. (07/13)

Planning & Community Development Department

- HUD Audit (2008)
 1. The city was audited by the U.S. Department of Housing & Urban Development in early 2008. As of April 22, 2008, the city had not received word on the findings, if any, of that audit. But, during the audit process, the city's ADA Transition/Compliance Plan was requested by the auditors. The auditor with the responsibility of reviewing the plan and overall, ADA compliance at city owned properties complemented the thoroughness and organization of the plan. We were asked to include Section 504 information in the compliance plan and that information was included in the updated 2008 version of the ADA Compliance Plan. (02/08)

**Article XI - ADA Grievance Procedure
(Revised in 1997)**

Procedures. The following procedure is hereby established for the handling of any complaint filed by a person who has a concern about the City's compliance with any aspect of the Americans with Disabilities Act of 1990, as amended.

- a) The complaint should be filed in writing or verbally with the ADA Coordinator, Legal Department, 11th & Frederick Avenue, St. Joseph, Missouri 64501. The complaint must contain the name and address of the person filing the complaint and a brief description of the alleged violation.
- b) An investigation or inquiry, as appropriate, will be immediately initiated, employing such staff support as required. Such investigation will be thorough and will afford all interested persons and/or their representatives an opportunity to submit relevant evidence.
- c) A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the ADA Coordinator with a copy provided to the complainant no later than thirty working days after initial receipt of the complaint. The ADA Coordinator shall be responsible for maintenance of files and records relating to all complaints filed.
- d) The complainant may request reconsideration of the administrative determination if their concern is not resolved to their satisfaction. Such appeal must be addressed to the Disability Services Appeals Board and filed with the ADA Coordinator. The Disability Services Appeals Board shall hear the complaint and issue an advisory ruling to the City Manager within 15 working days from the date the appeal is received. The City Manager may affirm, reject, or modify the ruling.
- e) If the complainant is still not satisfied their grievance has been resolved, they may appeal to the City Council. Such appeal shall be filed in writing with the City Clerk. All files maintained by the City which pertain to the complainant's concern shall be made available for City Council review and use in determining disposition of the grievance.
- f) The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

Personnel. Article XI shall not be construed to waive or modify any provision of the City's Personnel Code on file with the City Clerk.

Curb Ramp Program

Curb Ramps serve an important role in providing access for people with mobility devices. Without curb ramps, people who use wheelchairs (powered or manual) or powered scooters wouldn't be able to access and use the sidewalk system. They wouldn't be able to have independent access to sidewalks or be able to cross the street at intersections. This would limit their ability to gain access to basic services, facilities, businesses, and opportunities that the general non-disabled community has.

To address this concern, in the mid 1980's the City of St. Joseph started implementing a Curb Ramp Program. This program was designed to help meet the needs of people with mobility disabilities by improving access to the pedestrian sidewalks. Input from individuals who use wheelchairs and powered scooters was valuable in identifying locations that needed curb ramps. The City's Public Works Department played a major role in implementing and maintaining this program.

Currently the City of St. Joseph has curb ramps at 83% of the corners in the downtown business area between 4th and 10th Streets and Robidoux and Charles Streets. Since 1996, the city also has altered the City Code that in any new housing development, it is mandatory to have ADA compliant sidewalks and curb ramps. Frederick Avenue from Woodbine Road to the east has had major renovations by the Missouri Department of Transportation (MODOT) and during that improvement, sidewalks and curb ramps were installed on both the south and north sides of Frederick Avenue to Riverside Road. In 2002 the City made major improvements to Faraon Street from the Belt Highway to Riverside Road and sidewalks and curb ramps were included at each intersection starting one block east of the Belt Highway to Riverside Road. There are also curb ramps at numerous locations of commerce throughout the City and at specific requested locations in the City.

The plan for future curb ramps includes installing and modifying anytime there is a sidewalk or street re-construction or replacement at any intersection and with any storm water inlet improvements that involve a corner. All new developments, residential or business are required to install sidewalks with the appropriate slopes and curb ramps at any entrance, exit, street intersection, or access point from a parking facility or area.

Curb Ramp Specifications

Required: Where sidewalks meet streets or alleys. Also required where the vertical alignment of a sidewalk and a driveway are not level with each other. Exception: if the sidewalk area can be reconstructed to remove the misalignment between the sidewalk and the driveway (eliminate the vertical gap between the two), then no ADA shall be required.

Depth: 6"

Surface: Ramp edge shall be flush with existing street pavement.

Slope: Ramp shall have a slope of not more than 1:12.

Width: Minimum width shall be 36" (actual flat, walking surface).

Warning Area: Rectangle 24" x 48", pre-cast concrete warning surface (see details in back for supplier)

General Notes

- Concrete shall not flow under the forms.
- Sand shall not be used as base material for concrete sidewalks or driveways.
- Construction debris shall not be left in the public right-of-way.
- Concrete truck drivers shall not wash out the chutes onto any portion of the public right-of-way. This includes gutters, streets, alleys, boulevards, sidewalks, sewer inlets, drainage ditches, culverts, parkways, or any other public place.
- Air entrainment of concrete shall be between 4-6%.
- Compressive strength of concrete shall be 4,000 psi.

Sidewalk Specifications

Depth: Four (4") inches nominal

Width: If in a subdivision platted after August 30, 2004 the sidewalks shall be five (5') in width. In any other area, the sidewalks must match the existing sidewalk width.

Expansion Joints: Maximum distance shall be 24'. All expansion joints shall consist of a strip of ½" thick asphalt impregnated fiber. The joint material shall be placed ¼" below the concrete surface and shall be placed a maximum of every 24'. No joints shall be placed in driveways.

Slope: The maximum side slope shall be 2%, with the slope toward the street for drainage.

Brick: All brick sidewalks shall be replaced with brick unless otherwise approved by the Director of Public Works & Transportation, prior to excavation/removal.

City Trail Program

St. Joseph has spent the last few decades constructing new trails, all of which are built and maintained to ADA standards. The trail system in St. Joseph acts as a spine running North to South, with legs coming off of it East and West, acting as a bicycle and pedestrian highway of sorts across town. Connections with sidewalks and transit are emphasized in the design of trails with the focus to enhance the mobility of citizens, providing safe alternative modes of transportation and enhancing access to the community.

Trail Network St. Joseph, Missouri



Updated: July 17th, 2017

Greater St. Joseph Area
MPO
Metropolitan Planning Organization

Exhibit M

City of St. Joseph

ADA Barrier List

(Facility Assessments Performed June/2005 – November/2005)

Due to the length of the barrier list, it is not available on the website but is available in its entirety in the City Clerk's Office located in City Hall, 1100 Frederick Avenue, St. Joseph, Missouri 64501. The standard charge of \$0.10 per page will apply. An electronic version of the barrier list can be obtained by contacting the ADA Coordinator at (816) 271-5500. The per page charge does not apply to the electronic version.