

Wed, June 24- 9:00 am



SPEAK

June (late)
July

Tuesday or Wednesday morning
(flexible as to Sen. schedule)

8:00 - 10:00 a.m. Time frame

NATIONAL HEALTH COUNCIL inc.

1730 M Street, NW—Suite 500 • Washington, DC 20036 • 202: 785-3910

Fax: 202: 785-5923

Location on Capital Hill
(Hyatt Regency OR Wash. Ct.)
(for Senator's convenience)

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May 19, 1992

The Honorable Robert Dole
Office of the Minority Leader
S. 230 U.S. Capitol Building
United States Senate
Washington, DC 20510

Dear Senator Dole:

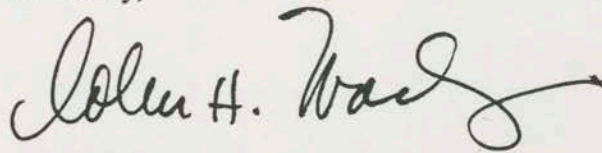
In the April 28, 1992, edition of the NATIONAL JOURNAL's CONGRESS DAILY, you were quoted as stating, "You're going to see Republicans--senators and House members--doing a lot on health care between now and the next 30 days." On behalf of the National Health Council, I would like to offer you an opportunity to articulate the views held by Republican Congressional members regarding health care. Founded in 1920, the Council is a private, non-profit umbrella organization of 119 of America's most respected health organizations (see attached member roster). The NHC is generally viewed to be the "United Nations" or "Switzerland" on health issues, serving as the objective, neutral forum for discussion of health policy. The Council's mission is to encourage and assist its members in effectively working together towards the common goal of improving the health of all Americans, particularly those most vulnerable in society. We have the reputation for being the conscience of the health community, serving as a constant reminder to the disparate interests in health care that the patient is the common denominator.

We are interested in having you speak at a breakfast briefing to be held in Washington, D.C. on a date convenient to you in late June or July. We would expect several hundred leaders in the field to attend the breakfast, along with press coverage. In our view, this briefing would provide an exceptional opportunity for you, as Minority Leader in the Senate, to educate our diverse membership and the constituents they represent.

National Health Council
May 19, 1992
Page Two

I look forward to hearing your favorable response to this invitation. If you have any questions, please do not hesitate to contact me or my associate, Russell H. Walker, at (202) 785-3910.

Sincerely,

A handwritten signature in black ink, reading "John H. Madigan, Jr." with a stylized flourish at the end.

John H. Madigan, Jr.
Vice President for Public Affairs

cc: Sheila Burke

June 23, 1992 @ 5 p.m.

NATIONAL HEALTH COUNCIL
ATTENDANCE LIST

WASHINGTON BREAKFAST BRIEFING

June 24, 1992

8:00 - 10:00 a.m.

Hyatt Regency Hotel on Capitol Hill

Columbia Ballroom B

Guest Speaker - The Honorable Robert Dole

U.S. Senate Minority Leader

Sponsored by Hoffman-La Roche

Patricia Aiken-O'Neill
Cara C. Bachenheimer
Kate Bannon
Betsy Beckwith
Robert M. Beggan

Ann Bell
Amy Berkeley
Gabriela Bermúdez
Karen Bodenhorn
Robert S. Bolan

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Steven Davis
Paul Delponte
Carle Del Prete
Mary De Riso

Dale P. Dirks
Randy Fenninger
Eileen Fitzgerald
Marvin Gast
Elise A. Gemeinhardt

Eye Bank Association of America
Health Industry Distributors Association
Hoffman-La Roche
American Osteopathic Association
United Way of America

Alliance for Aging Research
Chron's and Colitis Foundation
National Health Council
Arthritis Foundation
National Society to Prevent Blindness

Employee Benefit Research Institute
Brazda Healthcare Information
Ernst & Young
Office of Senator Bob Dole
American Red Cross

College of American Pathologists
American College of Physicians
Daily Tax
National Phlebotomy Association
Pfizer

American Psychiatric Association
American Horticultural Therapy Association
Alliance for Aging Research
Ernst & Young
American Horticultural Therapy Association

American Lung Association
National Hemophilia Foundation
American Society of Plastic & Reconstructive Surgeons
Huntington's Disease Society of America
Metropolitan Life Insurance Company

Justine Germann
Fred Gervasi
Jerry R. Goldsmith
Sharon Graugnard
Warren Greenberg Ph.D.

Anne Harrison-Clark
Shelly Hedrick
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Kerry Perkins

Kathryn Pontzer
Janet Quist
Robert Raible
Margaret Reagan
Paul C. Rettig

National Hemophilia Foundation
American Red Cross
American Association For Clinical Chemistry
The Jefferson Group, Inc.
George Washington University

American Foundation for AIDS Research
American Society of Cataract & Refracture Surgery
American Lung Association
American Pharmaceutical Association
Alliance for Aging Research

American Diabetes Association
National Health Council
National Health Council
Children's Hospital - Trauma Services
American College of Preventive Medicine

Health Insurance Plan of Greater New York
United Cerebral Palsy Associations, Inc.
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Aetna
American Academy of Pediatrics
Philip Morris Company, Inc.
Ernst & Young

Hoffman-La Roche
AHA News
American Speech-Language-Hearing Assn
National Association of Alcoholism & Drug Abuse Counselor
National Health Council

American Association For Marriage and Family Therapy
National League of Cities
JMA Foundation
AmHs Institute
Paul Rettig Associates

James R. Ricciuti
Ellen Riker
Dr. Richard F. Rosen
Jan Roy
Lee Rucker

Randall L. Rutta
H. Michael Schiffer
Barney Sellers
Peter Shin
Robert Shope

Richard J. Steele, CMC
Meg Stovel
Nancy Taylor
Jennifer Thomas
Suzanne Tomlinson

Russell Walker
Jean Whalen
Christopher Wood
Barbara Woolley
Sandi Wurtz

Eric Zimmerman

Merck & Company, Inc.
National Hemophilia Foundation
CapCom
Association of Acupuncture and Oriental Medicine
American Pharmaceutical Association

National Easter Seal Society
CIGNA
American Society for Parenteral and Enteral Nutrition
National Health Council
Ernst & Young

Birch & Davis Associates
Health Care Financing Administration
The Law Offices of Deborah Steelman
American Society of Clinical Pathologists
Health Care Financing Administration

National Health Council
American Diabetes Association
American College of Preventive Medicine
Capitol Associates
National Council of Community Mental Health Centers

Juvenile Diabetes Foundation

SHEILA --

SENATOR DOLE IS SCHEDULED TO ADDRESS THE NATIONAL HEALTH COUNCIL INC. ON WEDNESDAY AT 9:00 A.M.

INTRODUCING THE SENATOR WILL BE RITA NORTON WHO WORKS FOR HOFFMANN-LA ROCHE (ALONG WITH RICK LAWSON - FORMER STAFF DIRECTOR OF THE POLICY COMMITTEE FOR SENATOR NICKLES).

RITA NORTON IS NEW TO HOFFMANN-LA ROCHE, HAVING COME FROM A FEW YEARS AT API.

PRIOR TO API, RITA SERVED ON THE STAFF OF THE FULL APPROPRIATIONS COMMITTEE WHEN WE WERE IN THE MAJORITY LEADER.

IT WOULD BE NICE IF SENATOR DOLE WERE TO SAY SOMETHING ABOUT MISSING HER GREAT WORK ON THE COMMITTEE AND FOR SENATE REPUBLICANS.

WHIT

June 23, 1992

TO: SENATOR DOLE
FROM: SHEILA BURKE
SUBJECT: SPEECH TO NATIONAL HEALTH COUNCIL

You are scheduled to address members of the National Health Council tomorrow morning at 9 a.m.

There will be approximately 100 people in the audience -- a list noting their names and organizations is attached.

As the list shows, the group is a very diverse one and includes provider groups as well as drug companies, consumers and insurance companies.

You have been asked to speak for about 20 minutes and then respond to a few questions. You will be asked about the chance for any action this year. Current activity includes the following:

Senate: Senator Mitchell says he wants to bring up a major health bill for debate and vote this year.

Notwithstanding his interest, there is very little being done currently other than hearings at Finance and the stalled talks between Democrats and Republicans. Senator Chafee continues to push to resolve whatever issues we can and push for passage. The Democrats continue to say no -- lets do all or nothing.

House: Congressmen Rostenkowski has been directed by his leadership to put a major reform package together. At the moment there appears to be little or no consensus among Democrats although the Republicans seem to be coalescing around a major bill. Ultimately what may occur is a reporting out of a number of bills with the real fight to occur on the floor. As you have noted in the past, there is little or no consensus.

We are still hoping against hope that we can make progress on the package which includes insurance reform to help small business and the self-employed.

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We are still hoping against hope that we can make progress on the package which includes insurance reform to help small business and the self-employed.

TALKING POINTS
NATIONAL HEALTH COUNCIL
JUNE 23, 1992

- **SOME OF US HAVE BEEN SAYING FOR A LONG TIME THAT HEALTH CARE SHOULD BE ONE OF THE TOP ISSUES FOR 1992. AND WITH AN ELECTION YEAR WELL UNDER**

**WAY, CANDIDATES AT EVERY
LEVEL ARE RUNNING ALL OVER
THE PLACE, MAKING
SPEECHES ABOUT HEALTH
CARE REFORM, LIKE THEY'VE
JUST DISCOVERED THE ISSUE -
- AND MOST OF THEM HAVE.
BUT, BETTER LATE THAN
NEVER.**

- **THE AMERICAN PEOPLE HAVE EXPRESSED DISSATISFACTION OVER HOW WE, IN CONGRESS, ARE HANDLING THE HEALTH CARE ISSUE. BUT, RECENT RESEARCH CONDUCTED BY THE GALLOP ORGANIZATION AND THE PUBLIC AGENDA FOUNDATION HAS SHED NEW LIGHT ON WHAT THE**

**AMERICAN PEOPLE THINK OF
THE PROVIDERS OF HEALTH
CARE.**

- **EVERYONE WANTS TO KNOW
WHY HEALTH CARE COSTS
KEEP GOING UP. FOR THE
LEADERS AND EXPERTS, THE
ANSWER IS THE COST ISSUE IS
A COMPLEX ONE. THEY REFER**

**TO FACTORS SUCH AS
DUPLICATION OF TECHNOLOGY
AND SERVICES, DEFENSIVE
MEDICINE, HEALTH CARE
COSTS ASSOCIATED WITH
CRIME AND DRUG ABUSE, AND
AN AGING POPULATION.**

- **FOR THE AMERICAN PEOPLE,
THE COST ISSUE CAN BE**

**SUMMED UP IN ONE WORD:
GREED. THE SURVEY SHOWS
THAT AMERICANS BLAME THE
HIGH COST OF HEALTH CARE
ON UNNECESSARY TESTS,
OVERPAID DOCTORS,
WASTEFUL HOSPITALS,
OVERPRICED DRUGS, AND
AMBULANCE-CHASING
LAWYERS. FROM THE**

**PUBLIC'S PERSPECTIVE, WE
DON'T HAVE A COST PROBLEM,
WE HAVE A PROFITS PROBLEM.**

- **THE AMERICAN PEOPLE
BELIEVE THAT THE NATION'S
HEALTH CARE SYSTEM IS
RIDDLED WITH WASTE AND
GREED. THEREFORE, NO ONE
IS EAGER TO TALK ABOUT**

MAKING HARD CHOICES.

- **NO DOUBT, WE HAVE OUR
WORK CUT OUT FOR US. NO
ONE EVER SAID THAT
SOLUTIONS WOULD BE EASY.
BUT, WHAT'S ESSENTIAL WITH
ANY PLAN WE ADOPT IS THAT
IT NOT ONLY ADDRESS THE
CURRENT DEFICIENCIES IN**

**OUR SYSTEM, BUT ALSO
PRESERVE THE MANY
STRENGTHS.**

- **AFTER ALL, AMERICA IS THE
MEDICAL MIRACLE WORKER.
WE'RE LIVING LONGER THAN
EVER BEFORE. WE'VE
DEFEATED PLAGUES. WE'VE
MADE MEDICAL ADVANCES TO**

**SAVE THE LIFE OF THE
SMALLEST, FRAILEST
NEWBORN. AND, WE'VE
LEARNED HOW TO MAKE
SPARE BODY PARTS FOR
NEARLY EVERY ORGAN.**

- **THE HEALTH CARE THAT
AMERICAN PROVIDERS
DELIVER IS ADMIRERD AND**

**ENVIED WORLD WIDE.
SOMETHING WE CAN ALL BE
VERY PROUD OF. WE'RE
FINALLY RECOGNIZING THE
IMPORTANCE OF PREVENTION
AND LIFESTYLE CHANGES IN
BUILDING A HEALTHY NATION.**

- **THAT'S THE GOOD NEWS. THE
BAD NEWS IS WE'RE SPENDING**

**OVER \$800 BILLION ON HEALTH
CARE -- FAR TOO MUCH
CONSIDERING SO MANY STILL
LACK ACCESS TO CARE. AND
WE STILL HAVE OVER 30
MILLION WITHOUT
INSURANCE -- FAR TOO MANY.**

- **THE AMERICAN PEOPLE ARE
DEMANDING ACTION -- AND**

**RIGHTLY SO. LAST SUMMER I
HELD TOWN MEETINGS IN ALL
105 COUNTIES IN KANSAS. AT
EVERY MEETING, THE FIRST OR
SECOND QUESTION WAS
ABOUT HEALTH CARE.**

- **IT'S TIME TO STOP POINTING
FINGERS -- THERE'S PLENTY OF
BLAME TO GO AROUND -- AND**

**IT'S TIME TO REALLY DO
SOMETHING. IT'S TIME TO
DEVELOP A BILL THAT WILL
ACTUALLY PASS -- THAT WILL
HAVE BIPARTISAN SUPPORT,
THE SUPPORT OF THE
PRESIDENT, AND WILL BECOME
LAW.**

• IN MY VIEW, THE PRESIDENT'S

**HEALTH CARE PROPOSAL -- AS
WELL AS A SENATE
REPUBLICAN PLAN I HAVE
COSPONSORED ALONG WITH
23 OF MY COLLEAGUES --
DEMONSTRATE THAT WE CAN
ADDRESS THE ACCESS AND
COST CONCERNS OF ALL
AMERICANS WITHOUT
CRIPPLING OUR ECONOMY,**

**AND WITHOUT PUTTING OUR
EMPLOYERS ON THE CRITICAL
LIST WITH MANDATES AND
NEW TAXES, AS THE "PLAY OR
PAY" CROWD WOULD HAVE IT.**

- **WHAT THE "PLAY OR PAY"
PROPONENTS DON'T SEEM TO
UNDERSTAND IS THAT SMALL
BUSINESSES DO WANT TO**

**PROVIDE HEALTH INSURANCE
TO THEIR EMPLOYEES. THEY
JUST NEED HELP DOING IT.
WE CAN EITHER HELP LOW-
AND MIDDLE-INCOME
AMERICANS BUY INSURANCE
ON THE FREE MARKET, OR WE
CAN BURY OUR BUSINESSES
UNDER A MOUNTAIN OF NEW
MANDATES. YES, AMERICANS**

**WANT AFFORDABLE HEALTH
CARE, BUT THEY SHOULDN'T
HAVE TO PAY FOR IT WITH
THEIR JOBS.**

- **THE MOST CRITICAL ELEMENT
OF THE SENATE REPUBLICAN
BILL AND THE PRESIDENT'S
PROPOSAL IS THE USE OF
INCENTIVES VERSUS**

**MANDATES. REPUBLICANS
CONTINUE TO BELIEVE THAT,
GIVEN THE CHANCE, SMALL
BUSINESS, THE SELF-
EMPLOYED, AND MANY
INDIVIDUALS WILL SEEK TO
PROTECT THEMSELVES AND
THEIR EMPLOYEES. OF
COURSE, THERE WILL STILL BE
THOSE WHO NEED ADDITIONAL**

**HELP EITHER THROUGH
MEDICARE, AN EXPANDED
MEDICAID PROGRAM OR
THROUGH THE USE OF
COMMUNITY CLINICS.**

- **THE POINT IS -- THERE IS
CLEARLY A ROLE FOR
GOVERNMENT -- BUT ITS NOT
THE ONLY PLAYER.**

• **BUT WHILE THERE IS
OBVIOUSLY MAJOR
DISAGREEMENT OVER THE BIG
REFORM PROPOSALS, I THINK
WE CAN MAKE SOME
IMMEDIATE PROGRESS IN
OTHER AREAS THAT WILL, AT A
MINIMUM, RESULT IN MAKING
INSURANCE MORE
AFFORDABLE AND AVAILABLE**

FOR THOSE WORKING FOR SMALL BUSINESSES.

- **THE ADMINISTRATION, 24
REPUBLICAN SENATORS AND
SENATOR BENTSEN HAVE ALL
PROPOSED LEGISLATION THAT
PROVIDE FOR REFORM OF
SMALL GROUP MARKET
INSURANCE. WE ELIMINATE**

**MEDICAL UNDERWRITING,
LIMIT PRE-EXISTING
CONDITIONS, PUT LIMITS ON
PREMIUM INCREASES, AND
PROVIDE FOR OTHER
CHANGES AIMED AT MAKING
INSURANCE MORE
AFFORDABLE. I BELIEVE WE
WILL LIKELY REACH
AGREEMENT ON THIS SMALL**

**PACKAGE, AND HOPE IT
DOESN'T GET TIED UP IN THE
BIGGER BATTLE ON COMPLETE
REFORM.**

- **BUT EVEN IF WE CAN REACH
AGREEMENT ON THE SMALL
REFORM PACKAGE OR THE BIG
ONE, UNLESS WE CAN ALSO
MAKE PROGRESS IN**

**CHANGING THE FUNDAMENTAL
BEHAVIOR OF PATIENTS AND
PROVIDERS OF HEALTH CARE -
- WE WILL REALLY HAVE DONE
ONLY HALF OF THE JOB.**

- **PATIENTS HAVE TO START
TAKING MORE RESPONSIBILITY
FOR THEMSELVES, AND
PROVIDERS HAVE TO HELP**

**THEM LEARN TO USE THE
SYSTEM MORE
APPROPRIATELY. PROVIDERS
THEMSELVES NEED TO LEARN
HOW TO ORGANIZE CARE IN A
WAY THAT PROVIDES QUALITY
WITH LESS QUANTITY AND
FRANKLY HELP US SPEND OUR
RESOURCES IN SMARTER
WAYS. ITS NOT THAT WE'RE**

**NOT SPENDING ENOUGH -- ITS
THAT WE'RE NOT SPENDING IT
IN THE RIGHT WAYS.**

- **THE POLITICAL CLIMATE IS
RIPE FOR ACTION BECAUSE
REFORM HAS BECOME JUST
AS CRUCIAL TO THE MIDDLE
CLASS AS THE POOR.
CONTRARY TO POPULAR**

**BELIEF, THE UNINSURED ARE
NOT DOMINATED BY WELFARE
RECIPIENTS OR DEADBEATS;
MORE THAN 85% OF THE
THIRTY-SOME MILLION
UNINSURED AMERICANS ARE
WORKERS AND THEIR
DEPENDENTS.**

- **ALL IN ALL, IT'S A HIGH STAKES DEBATE, NOT ONLY FOR FOLKS WITHOUT ACCESS TO QUALITY HEALTH CARE, BUT FOR EMPLOYERS ACROSS THE NATION WHO ARE BARELY SURVIVING BECAUSE OF THE BITE THAT HEALTH CARE COSTS ARE TAKING OUT OF THEIR BUSINESSES.**

- **IT'S TIME FOR SOME SERIOUS
WORK. MY HOPE IS THAT THE
DEBATE NOT DISINTEGRATE
INTO SOME POLITICAL
CONTEST TO SEE WHO CAN
SPEND THE MOST, TALK THE
MOST, AND CLAIM THEY CARE
THE MOST.**

- **IMPROVING THE NATION'S
HEALTH CARE SYSTEM MEANS
EVERYONE HAS TO WORK
TOGETHER -- EMPLOYERS,
DOCTORS, NURSES,
INSURANCE COMPANIES, THE
GOVERNMENT, AND
CONSUMERS.**

The American with Disabilities Act of 1990

RESOURCE GUIDE

FOR

THE WASHINGTON, D.C. REGION

A compilation of resources to aid in the implementation of the ADA.

Acknowledgments

We would like to acknowledge and thank the following persons and organizations who provided information and support for this Workshop:

**Presented at the May 13, 1992
The Americans with Disabilities Act of 1990 Workshop
Washington, D. C.**

Anne H. ...
Washington Board of Trade, ...
Eller ...
C&P Telephone, Sherry Turner - Hart Construction, Montgomery County Board of Trade, ...
United Cerebral Palsy Association, Inc., ...
and Kathleen ...

We acknowledge and thank the Speakers who have given their time to provide information regarding the ADA at this Workshop:

Dynal ...
Paul ...
United ...
U.S. ...
Howard ...
Richard F. ...
Joy ...
Sherry ...
John ...

Sponsored by:

CAPCOM, Inc.

**CAPCOM Sign Language Interpreter Services
for the Deaf, Inc.**

**Chesapeake and Potomac Telephone Company
(A Bell Atlantic Company)**

Hart Construction, Inc.

Acknowledgements

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We would like to acknowledge and thank the following persons and organizations who provided information and support for this Workshop:

Anne Nissan - Experimental Programs Off Campus (Gallaudet University), Greater Washington Board of Trade, Greater Washington Society of Association Executives, Ellen Rosen, Phyllicia M. Hatton - Leadership Washington, Inc., Marsha Lawrence - C&P Telephone, Sherry Turner - Hart Construction, Montgomery County Board of Trade, Joanna Der Stepanian - National Multiple Sclerosis Society, Kathleen Snyder - Prince Georges County Board of Trade, United Cerebral Palsy Association, Inc., Desmond Carron, Debra Evans, Carol Ghent, Nancy Heller, Barbara Luchs, Rebecca Marti, and Kathleen Mulawka - CAPCOM, Inc.

We acknowledge and thank the Speakers who have given their time to provide information regarding the ADA at this Workshop.

Byron Grayson - Chesapeake & Potomac Telephone Company
 Paul Hearn - The Dole Foundation
 Linda Hinton - Committee on Labor and Human Resources,
 U.S. Senate
 Howard Kallem - Equal Employment Opportunity Commission
 Richard F. Rosen - CAPCOM, Inc.
 Jay Stuckey - Mobil Corporation
 Sherry Turner - Hart Construction
 John T. C. Yeh - Integrated Microcomputer Systems, Inc.

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INTRODUCTION

The passage of The Americans with Disabilities Act of 1990 (ADA) has affected the way we do business in our society. By this and other legislation, the public and private sector are required to accommodate people with disabilities in order to foster employment opportunities for qualified workers and to meet public accommodation standards. Another requirement of the Act includes telecommunication support for hearing impaired and deaf persons.

By dismantling physical barriers and incorporating required support services -- including installation of ramps, access modifications, qualified sign-language services, telecommunication devices, braille, and relay services, among others -- business and government will meet the stated objectives of this legislation. As these steps are taken, businesses focus on cost and liability, including preventive measures to avoid litigation. These steps create an environment which affects disabled persons positively and benefits society in general.

CAPCOM, Inc., offers its first compilation of resources to assist public and private sector organizations implementing ADA regulations. We recognize this Resource Guide as a first step. There are many other organizations that offer support services in this region. **We welcome your comments and additional information to help us provide updates to the Guide.** We hope you will find this resource useful as you attempt to comply with this most significant recent piece of legislation.



Richard F. Rosen, Ph.D.
Executive Director
CAPCOM, Inc.

DEPARTMENT OF JUSTICE ADA HOTLINE (202) 512-2250 (9:00 am-5pm)

Through this number you can obtain a booklet of ADA information at no cost. The booklet includes information for ADA Titles II and III, and architectural standards for construction and alterations. In addition, the number can provide an overview of the major requirements of the ADA, you can obtain a list of phone numbers of other Federal Agencies responsible for enforcing the requirements of the ADA, and you can obtain the names of the organizations that have received grants from DOJ which are to offer information to persons with disabilities and help them about the ADA.

SECTION I. RESOURCE LIST

RESOURCES REGARDING ACCOMMODATIONS

American Foundation of the Blind

15 West 16th Street
New York, New York 10011
(212) 820-2000 (voice)
(212) 820-2153 (TDD)

Offers information on assistive technology. Also provides information for individuals who are blind and disabled, how adaptive technology can be used in the workplace, and how to obtain assistive technology. Also provides information on the availability of assistive technology.

DEPARTMENT OF JUSTICE ADA HOTLINE

(202) 514-0301 (11am-5pm)

Through this number you can obtain a packet of ADA information at **no cost**. The packet includes the regulations for ADA Titles II and III, and architectural standards for new construction and alterations. In addition, the number will provide an overview of the major requirements of the ADA, the effective dates, and phone numbers of other Federal Agencies responsible for enforcing the requirements and available electronic Bulletin Boards. It also gives the names of the organizations that have received grants from DOJ which are to offer information to persons with disabilities and businesses about the ADA.

31 West 13th Street
New York, New York 10013
(212) 742-4500 (voice)

Provides information concerning architectural standards to make buildings accessible to people with disabilities. Publication to ask for A117.1 Handicapped Standards - Accommodations. \$20.00

Assistive Devices, Inc.

ADA Compliance Technology
P.O. Box 1283
Bethesda, MD 20827
(301) 366-3713
(800) 868-8968

Provides products that meet the requirements of the ADA, specializing in the needs of the hearing impaired. Caters to commercial industry but also acts to individual users.

RESOURCES REGARDING ACCOMMODATIONS

American Foundation of the Blind

15 West 16th Street
New York, New York 10011
(212) 620-2000 (voice)
(212) 620-2158 (TDD)

Offers information on assistive technology; has a listing of jobs held by individuals who are blind indicating how adaptations were made in various employment situations; sells products, some unique and some designed by AFB; provides evaluations of assistive technology.

American Institute Of Architects

Public Affairs Department
1735 New York Ave, NW
Washington, DC. 20006
(800) 365-2724

Offers bibliographies on periodicals and books on barrier-free design and an information packet on how the ADA applies to architectural design. Also offers ADA of 1990 regulation guidelines.

American National Standards Institute

11 West 42nd Street
13th floor
New York, New York 10036
(212) 642-4900 (voice)

Provides information concerning architectural standards to make buildings accessible to people with disabilities. Publication to ask for A117.1 Handicapped Standards - Accommodations. \$20.00

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P.O. Box 1268
Bethesda, MD 20827
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(800) 658-8858

Provides products that meet the requirements of the ADA, specializing in the needs of the hearing impaired. Caters to commercial industry but also sells to individual users.

AT&T National Special Needs Center

2001 Rte 46, Suite 310
Parsippany, NJ 07054-1315
(800) 233-1222 (voice)
(800) 833-3232 (TDD)

Provides assessment evaluation and assistive devices to businesses and individuals.

Hart Construction Company, Inc.

1825 Connecticut Avenue, NW
Suite 308
Washington, DC 20009
(202) 483-1771

Hart Construction Company, Inc. is a commercial general contractor. Hart is experienced in ADA accommodation requirements and is currently the contractor for the renovation of the headquarters of the Paralyzed Veterans of America.

Job Accommodation Network

West Virginia University
P.O. Box 6123
Morgantown, WV 26506-6123
(800) JAN-7234

Established by the President's Committee on Employment of People with Disabilities in 1984. JAN is an international toll-free consulting service that provides information about job accommodations and the employability of people with functional limitations. JAN consultants have instant access to the most comprehensive and up-to-date information about accommodation methods, devices and strategies.

National Captioning Institute

5203 Leesburg Pike
Falls Church, VA 22041
703-998-2400

Develops, and is one of several distributors of, closed-captioning decoders; research on closed captioning and new technologies; distributes some decoders to needy individuals.

National Center for Access Unlimited (NCAU)

United Cerebral Palsy
1522 K Street, NW
Suite 1112

Washington, DC 20005

(202) 842-1266 (voice/TDD)

NCAU is a nonprofit collaboration of United Cerebral Palsy Associations, Inc. and Adaptive Environments Center, Inc. It specializes in helping businesses of all sizes to comply with and benefit from the new mandates of the ADA. They will develop custom programs for individual businesses that address both accommodation and employment issues. NCAU also produces and disseminates educational materials that interpret the ADA and encourages the use of universally accessible design features.

National Federation of the Blind

1800 Johnson Street

Baltimore, MD 21230

(800) 638-7518 (JOB program only)

NFB NET (BBS): (410) 752-5011

Among its many programs NFB provides free information programs for employers and blind persons -- **Job Opportunities for the Blind (JOB)**; legal advocacy and free ADA access information. Headquarters has **International Braille and Technology Center** -- the largest collection of adaptive aids for blind persons in one room in the world. -- Free tours are available for business groups.

National Information Center on Deafness

Gallaudet University

800 Florida Avenue, NE

Washington, DC 20002

(202) 651-5051 (voice)

(202) 651-5052 (TDD)

Publications on workplace accommodations for people who are deaf; has list of manufacturers and up-to-date information on topics related to deafness and hearing loss; will provide information on how to obtain the services of a qualified interpreter.

National Rehabilitation Hospital

102 Irving Street, NW

Washington, DC

(202) 877-1974 or 1975 (ADA Information Line)

Provides comprehensive facility access evaluation and accommodation services for individuals with disabilities, hospital personnel and health care providers.

Nichols Architects

7161 Columbia Gateway Drive
Columbia, MD 21046
(410) 290-1292

Has provided architectural services for the past twenty years to commercial, developer, retail, healthcare and educational projects. Has taken an active role in understanding the requirements and intents of the ADA's Title II and Title III issues and their effects on existing buildings, building owners and managers. Services include ADA Orientation Seminars, property compliance reviews and surveys, and reports of improvements and remedial improvements to achieve compliance.

Paralyzed Veterans of America

801 18th Street, NW
Washington, DC 20006
(202) 872-1300

Guidebook on hotel and motel accessibility. Disseminates information about tax benefits for businesses accommodating consumers and employees with disabilities; ADA employment regulations, and public accommodations.

Rehabilitation Engineering Society of America

2021 N. Ordmanor
Wichita, Kansas 67218
(316) 688-1888

Government funded through Dept of Education, NIDRD (National Institute for Disability & Research Development). Clearinghouse of information on rehabilitation technology; provides technical assistance to States; membership includes rehabilitation technology specialists, manufacturers, and rehabilitation professionals. Publishes **Assistive Technology Sourcebook**. Also provides service to private businesses for a fee.

Self-Help for Hard of Hearing People, Inc. (SHHH)

7800 Wisconsin Avenue
Bethesda, MD 20814
(301) 657-2248 (voice), (301) 657-2249 (TDD)

It is a volunteer organization of hard of hearing people, their relatives and friends. It is an educational organization devoted to the welfare and interests of those who cannot hear well but are committed to participating fully in society. SHHH offers free demonstrations of assistive technology for the hard of hearing and publishes several guides for implementing the ADA. This national office can refer you to its nine Washington area chapters.

TEAM (Technology, Automation & Management)

7102 Kurth Lane
Seabrook, Maryland 20706
(301) 794-9585

Provides technical and professional services to assist organizations to develop and implement policies, procedures, and practices in compliance with ADA. Activities include establishing technical and information resource centers, conducting needs assessments, defining user requirements for accessible technology, and installing hardware and software to support individuals with disabilities in the office environment.

Telecommunications for the Deaf, Inc.

8719 Colesville Road
Suite 300
Silver Spring, MD 20910
(301) 589-3789 (voice) / (301) 589-3006 (TDD)

Publishes and sells a nationwide Telecommunications Device for the Deaf (TDD) directory; information on visually-based accommodations for deaf and hearing impaired people, such as alarms, decoders, and TDD's. Sells decoders and a videotape on how to use TDD's.

Experimental Program Off Campus (EPOC)

Georgetown University
900 Florida Avenue, NE
Washington, DC 20002
(202) 661-5240 (voice)
(202) 661-5197 (TDD)

EPOC is a comprehensive, pre-professional work experience program for all qualified Georgetown University undergraduate students. The program offers students in writing, research, and job counseling. In addition, students are offered internships with private industry, government agencies and nonprofit organizations throughout the Washington, D.C. area, the United States and the World. EPOC offers a variety of training and support services for the personal to develop skills and strategies for working with deaf and hard of hearing students.

RESOURCES REGARDING EMPLOYMENT

Dole Foundation for Employment of People with Disabilities

1819 H Street, NW
Washington, DC 20006-3603
(202) 457-0318

A public foundation that funds employment-related projects including technical assistance and training projects; part of a partnership of corporations and philanthropic organizations committed to funding training, technical assistance, and educational projects promoting the integration of people with disabilities into society.

Epilepsy Foundation for the National Capital Area

1331 H Street, NW
Washington, DC 20005
(202) 638-5229

Job Connection is a program of the Foundation which works with an established network of agencies and employers who promote job opportunities for persons with disabilities.

Experimental Program Off Campus (EPOC)

Gallaudet University
800 Florida Avenue, NE
Washington, DC 20002
(202) 651-5240 (voice)
(202) 651-5197 (TDD)

EPOC is a comprehensive, pre-professional work experience program for all qualified Gallaudet University undergraduate students. The program assists students in writing resumes and job counseling. In addition students are offered internships with private industry, government agencies and nonprofit organizations throughout the Washington, D.C. area, the United States and the World. EPOC offers dynamic training and support services for site personnel to develop skills and strategies for working with deaf and hard of hearing students.

Lt. Joseph P. Kennedy Institute

801 Buchanan Street, NE
Washington, DC 20017
(202) 529-7600

The Institute, founded in 1959, is a nonprofit charitable organization serving Washington-area children and adults with developmental disabilities. The Institute provides education, training and employment, therapeutic, and residential services to area residents. They provide consultation on ADA compliance, supported employment, work adjustment, rehabilitation counseling, placement and training for adults with disabilities in the competitive market.

Mainstream, Inc.

3 Bethesda Metro Center, Suite #830
Bethesda, MD 20814
(301) 654-2400

Established in 1975 as a private, nonprofit organization that works with employers and rehabilitation professionals to move greater numbers of persons with disabilities into the workplace. Mainstream, Inc.'s job development and placement program is called

Project Link. It helps under- and unemployed individuals with any kind of mental or physical disability to obtain competitive employment. There is no charge for this service to either LINK applicants or employers.

Operation Job Match

National Multiple Sclerosis Society
2021 K St, N. W., Suite 100
Washington, DC 20006-1003
(202) 887-0136

Job preparation and placement program that focuses on people with an adult-onset physical disability who wish to return to or remain in competitive employment.

TransCen, Inc.

234 N. Washington Street
Rockville, Maryland 20850
(301) 424-2002

Specializes in helping businesses comply with ADA by providing technical assistance, special training programs for the work force and job brokering.

Coordinated Job Brokering: As a central clearinghouse on job information this project enables TransCen to act as a broker of sorts, linking job developers of adult service agencies with area employers. Employers use TransCen as a point of contact to list job opportunities.

RESOURCES REGARDING EMPLOYER TRAINING

American Bar Association

Commission on Mental & Physical Disability Law
1800 M Street, N. W.

Washington, DC 20036

(202) 331-2240 (Voice)/ (202) 988-5168 (TDD)

Provides technical assistance and training services for lawyers, businesses, trade associations, consumers, and social services agencies on the requirements of the ADA. Provides analysis of the ADA and its regulations, as well as continuing coverage of developments in all areas of the disability law field, through the ABA Mental and Physical Disability Law Reporter, the most comprehensive disability legal journal.

Easter Seal Society of DC

2300 13th Street, NW

Washington, DC 20009

(202) 232-2342

(202) 232-0037

The Society provides, by both fee-for-service and public service, to the general public, disabled groups and affected businesses various programs and service intended to inform and educate about the ADA and explain the intricacies and impact of Title I (Employment) and Title III (Public Accommodation). Specialized training programs include: orientation to the ADA, disability etiquette, barriers to access survey, personnel practices review and job restructuring.

Industry-Labor Council of National Center for Disability Services

201 I.U. Willets road

Albertson, New York 11507

(516) 747-6323 (voice) / (516) 747-5355

Membership organization serving 152 mostly Fortune 500 corporations and labor unions; conducts training seminars for members and non-members on multiple aspects of employing people with disabilities; assists in recruiting efforts by businesses; audiovisual library.

Mainstream, Inc. (see address above)

Perceptions: A training program on the ADA for Employers, Service Providers and Persons with Disabilities presented in a workshop form which are tailored to meet the specific needs and concerns of the audience.

TransCen, Inc. (see address above)

Windmills: Disability awareness training program aimed primarily at middle management personnel and first line supervisors.

Bridges (Sponsored by the Marriott Foundation for People with Disabilities): School to work transition project. Involves area businesses that provide paid internships to special education students who are in their last year of school. Participating companies receive training at all management levels on employing people with disabilities. The students & employers receive on-the-job help from project staff.

State Vocational Rehabilitation Programs: Provides vocational rehabilitation services to eligible persons with disabilities who wish to keep, return to, or find employment.

Maryland Division of Vocational Rehabilitation (DVR)
Maryland State Department of Education
2301 Argonne Drive, Baltimore, MD 21218
(301) 554-3188, (301) 554-3273(TDD)

Rehabilitation Services Administration
District of Columbia
805 G Street, N.W., 9th Floor
Washington, DC, 20001
(202) 727-8211

Virginia Department of Rehabilitative Services
Newington Professional Building
7830 Sackville Road, Suite #115
Springfield, Virginia 22150
(703) 563-4303

FUNDING SOURCES FOR DISABILITY AND RELATED PROGRAMS

The Foundation Center
1001 Connecticut Avenue, NW
Washington, DC 20036
(202) 331-4400

They provide a variety of foundation and corporation funding for programs to support people with disabilities as well as other public services.

VOCATIONAL REHABILITATION PROGRAMS

Goodwill Industries of America

9200 Wisconsin Avenue
Bethesda, MD 20814
(301) 530-6500

Represents 179 vocational rehabilitation facilities. Offers a brochure on ADA; and conducts seminars and produces publications on this topic for facility members.

State Vocational Rehabilitation Programs: Provides vocational rehabilitation services to eligible persons with disabilities who wish to keep, return to, or find employment.

Maryland Division of Vocational Rehabilitation (DVR)

Maryland State Department of Education
2301 Argonne Drive, Baltimore, MD 21218
(301) 554-3188, (301) 554-3277(TDD)

Rehabilitation Services Administration

District of Columbia
605 G Street, N.W. 8th Floor
Washington, DC, 20001
(202) 727-3211

Virginia Department of Rehabilitative Services

Newington Professional Building
7830 Backlick Road, Suite #115
Springfield, Virginia 22150
(703) 569-4303

FUNDING SOURCES FOR DISABILITY AND RELATED PROGRAMS

The Foundation Center

1001 Connecticut Avenue, NW
Washington, DC 20036
(202) 331-1400

They provide information on foundation and corporation funding for programs to support people with disabilities as well as other public services.

PUBLICATIONS, VIDEO & SOFTWARE

National Rehabilitation Information Center (NARIC) National Institute on Disability and Rehabilitation Research (NIDRR), U. S. Department of Education, 8455 Colesville Road, Suite 935, Silver Spring, MD 20910-3319. (301) 588-9284. Library and information center on disability and rehabilitation. NARIC collects and disseminates the results of federally funded research projects. The collection also includes commercially published books, journal articles and audiovisual materials.

Americans with Disabilities Act Handbook. U.S. Dept. of Justice & EEOC. Available through Department of Justice Hotline (202) 514-0301. Full text of ADA regulations with analysis & interpretative commentary.

The Disability Law. Edmund D. Cooke, Jr. & Peter S. Gray. Prentice Hall Law & Business (800) 223-0231. Full text of ADA regulations with interpretative commentary.

Jobs for People Handbook: Finding Employment Opportunities for Citizens with Disabilities, a primer on job development approaches.
TransCen, Inc., 234 N. Washington St, Rockville, MD 20850
(301) 424-2002 (voice), (301) 309-2435 (TDD)

The Americans with Disabilities Act: Making the ADA Work for You
TransCen, Inc. (see address above)

ADA Management Kit * Planning Reasonable Accommodations and
* Making the Workplace Accessible, Mainstream,
Inc., 3 Bethesda Metro Center, Suite 830,
Bethesda, MD 20814. (301) 654-2400. Additional
ADA publications are available.

ADA Compliance Guidebook (Title III - Accommodations only) A detailed checklist for organizations trying to meet the public accommodations regulations on both existing and new buildings. \$50 plus \$7.00 shipping & handling. Can be ordered by calling (202) 408-2685 or by sending a check to : BOMA, Box 79330, Baltimore, MD 21279-0330.

Guide for Accessibility National Rehabilitation Association, 1910 Association Drive, Reston, Virginia 22091. \$75.00 for non-members

The Workplace Workbook National Easter Seal Society, 70 East Lake Street, Chicago, Ill 60601, (312) 726-6200. Illustrated Guide to job accommodation and assistive technology. Just one of many ADA publications and videos put out by the National Easter Seal Society.

NAW American with Disabilities Act Compliance Guide National Association of Wholesalers, 1725 K Street, N.W., 7th floor, Washington, D. C. 20006, (202) 872-0885. ADA Guide especially prepared for wholesale-distributor.

National Center for Access Unlimited

United Cerebral Palsy, 1522 K Street, NW, Washington, DC 20005, (202) 842-1266. **ADA Access Facts Series.** Publications regarding cost-effective accessibility modifications and a checklist survey for accessibility. Plans to publish additional publications for the series on personnel practices and a consumer-oriented rights manual by the Spring of 1992.

Apple Computer

Worldwide Disability Solutions Group
20525 Mariani Avenue
Cupertino, California 95014
(408) 974-7910

Program and resource referral source with extensive database on accommodations for people with disabilities produced by Apple and other companies; publishes consumer booklet, videotapes.

IBM National Support Center for Persons with Special Needs

P.O. Box 2150
Atlanta, Georgia 30301
(800) 426-2133 (voice & TDD)

Clearinghouse with extensive database on adaptive technology produced by IBM and other companies; publishes "resource guides", organized by disability (vision, mobility, hearing, speech); offers discounts on computer systems.

Directory of Accessible Building Products 1992

National Association of Home Builders Resource Center
400 Prince Georges Blvd.
Upper Marlboro, MD 20772-8731
(301) 249-4000

Home and office appliances and building products for persons with disabilities.

SIGN LANGUAGE INTERPRETER SERVICES

CAPCOM Sign Language Interpreter Services for the Deaf, Inc.

5010 Wisconsin Ave, NW, Suite 118

Washington, DC 20016

(800) 945-ADA1

(202) 363-2411

(202) 244-5141

Regional and nationwide, nonprofit interpreter service. Member, Registry of Interpreters for the Deaf.

Deaf Pride

1350 Potomac Avenue, SE

Washington, DC 20003

(202) 675-6700

Frederick County Services for the Hearing Impaired (FSHI)

P.O. Box 3104

Frederick, MD 21701

1-(301) 696-1550

Provides interpreter service for Frederick and Montgomery Counties

Sign Language Associates, Inc.

1010 Wayne Avenue

Suite 420

Silver Spring, MD 20910

(301) 588-7591

REGIONAL RELAY CENTERS FOR THE HEARING IMPAIRED

CAPCOM, Inc. - Interstate TDD relay service.

(202) 363-8155 (voice/TDD)
(202) 244-7769 (voice/TDD)
(202) 363-0535 (voice)

Maryland -

(800) 735-2258 (voice/TDD)

Virginia -

(800) 828-1140 (voice)
(800) 828-1120 (TDD)

Washington, DC -

C&P Telephone, Washington, DC

Long distance calls available May 18, 1992.

(202) 855-1000 (voice)
(202) 855-1234 (TDD)

ADVOCACY/LEGAL (DISABILITY SPECIFIC)

American Civil Liberties Union AIDS Project

132 West 43rd Street
New York, New York 10036
(202) 944-9800

National Center on Law and the Deaf

Gallaudet University
800 Florida Avenue, NE
Washington, DC 20002
(202) 651-5373 (voice & TDD)

National Mental Health Law Project

1101 15th Street, NW
Washington, DC
(202) 467-5730 (voice)
(202) 467-4232

Whitman-Walker Clinic

1407 S Street, NW
Washington, DC 20009
(202) 797-3527

Legal services offered to persons with AIDs or who test positive for the HIV virus who have been discriminated against.

Stephens and Johnson

1330 Connecticut Avenue, NW
Washington, DC 20036
(202) 439-3300

Verner, Lipfert, Barnard, McPherson and Hand

501 15th Street, NW
Suite 700
Washington, DC 20005
(202) 371-8000

CONSULTING AND LEGAL SERVICES

(The firms listed below are a partial listing of law firms that have experience with The Americans with Disabilities Act)

Baker & Hostetler

1050 Connecticut Avenue, NW
Washington, DC 20036
(202) 861-1500

Epstein Becker & Green

1227 25th Street, NW
Washington, DC 20037
(202) 223-9100

Richard F. Rosen and Associates

Attorney at Law
5010 Wisconsin Avenue, NW
Washington, DC 20016
(202) 244-5141

Schmeltzer, Aptaker & Shepard

2600 Virginia Avenue, NW
Washington, DC 20037
(202) 333-8800

Steptoe and Johnson

1330 Connecticut Avenue, NW
Washington, DC 20036
(202) 429-3000

Verner, Lipfert, Bernard, McPherson and Hand

901 15th Street, NW
Suite 700
Washington, DC 20005
(202) 371-6000

ALTERNATIVE DISPUTE RESOLUTION INFORMATION AND SERVICES

American Arbitration Association

1150 Connecticut Avenue, NW
Washington, DC 20036
(202) 296-8510

Provides information on mediation, arbitration and other means of dispute resolution other than litigation.

Standing Committee on Dispute Resolution

American Bar Association
1800 M Street, NW
Washington, DC 20036
(202) 331-2258

Publishes **Dispute Resolution Programs**, a directory listing "neutrals" (mediators or arbitrators with subject matter expertise) and self-identified dispute resolution programs, every two years.

Easy Reference Guide for Government Agencies

The following is intended as an Easy Reference Guide to assist the reader in identifying the relevant government agency for several areas of interest.

For questions pertaining to:	Consult these government agencies:
employment	Equal Employment Opportunity Commission (E,TA,B) President's Committee on Employment of People with Disabilities (TA) Small Business Administration (TA) National Institute on Disability and Rehabilitation Research (TA)
public accommodations	Department of Justice (R,TA,B)
public services and independent living services, etc.	Department of Justice (R,TA,B)
tax law provisions	Department of Treasury (TA)
accessibility	Architectural and Transportation Barriers Compliance Board (C,TA)
work incentives	Social Security Administration (F)

SECTION II. RELEVANT GOVERNMENT AGENCIES

Key

R: issued regulation

TA: provides official assistance on how to comply

B: has enforcement authority

F: administrative program relevant to enforcement of the Act

C: issues guidance

Reprinted from U.S. Government ADA Handbook

Easy Reference Guide for Government Agencies

The following is intended as an Easy Reference Guide to assist the reader in identifying the relevant government agency for several areas of interest:

For questions pertaining to:	Consult these government agencies:
employment	Equal Employment Opportunity Commission (R,TA,E) President's Committee on Employment of People with Disabilities (TA) Small Business Administration (TA) National Institute on Disability and Rehabilitation Research (TA)
public accommodations	Department of Justice (R,TA,E)
public services	Department of Justice (R,TA,E)
rehabilitation and independent living services	Department of Education (P)
tax law provisions	Department of Treasury (TA)
accessibility	Architectural and Transportation Barriers Compliance Board (G,TA)
work incentive	Social Security Administration (P)

Key

- R: issued regulations
- TA: provides technical assistance on how to comply
- E: has enforcement authority
- P: administers programs relevant to successful implementation of the Act
- G: issues guidelines

Reprinted from U.S. Government ADA Handbook

II. Government Agencies

Civil Rights Division
Office on the Americans with Disabilities Act
U.S. Department of Justice
P.O. Box 66118
Washington, D.C. 20035-6118
(202) 514-0301 (voice)
(202) 514-0383 (TDD)

Regulations, technical assistance, and enforcement for titles II (public services) and III (public accommodations).

Equal Employment Opportunity Commission
1801 L Street NW
Washington, D.C. 20507
800-669-EEOC (voice)
800-800-3302 (TDD)

Regulations, technical assistance, and enforcement for title I (employment).

Department of Transportation
400 Seventh Street SW
Room 10424
Washington, D.C. 20590
(202) 366-9305
(202) 755-7687 (TDD)

Regulations, technical assistance, and enforcement for title II and III transportation provisions.

Architectural and Transportation Barriers Compliance Board
1111 18th Street NW
Suite 501
Washington, D.C. 20036
800-USA-ABLE
800-USA-ABLE (TDD)

Americans with Disabilities Act Accessibility Guidelines (ADAAG) required under title III (public accommodations) and technical assistance on architectural, transportation, and communications accessibility issues.

Federal Communications Commission
1919 M Street NW
Washington, D.C. 20554
(202) 632-7260 (voice)
(202) 632-6999 (TDD)

Regulations, technical assistance and enforcement for title IV (communications).

The following agencies implement programs relating to, or are responsible for provisions pertaining to, the implementation of titles I, II, and III of the ADA.

Internal Revenue Service
Office of the Chief Counsel
P.O. Box 7604
Ben Franklin Station
Washington, D.C. 20044
(202) 566-3292 (voice only)

The Internal Revenue Service provides technical assistance on various tax code provisions designed to encourage businesses to hire people with disabilities. See Appendix G for an explanation of these provisions.

National Council on Disability
800 Independence Avenue SW
Suite 814
Washington, D.C. 20591
(202) 267-3846 (voice)
(202) 267-3232 (TDD)

Charged by statute with responsibility for developing recommendations for federal disability policy and overseeing the research priorities for the National Institute on Disability and Rehabilitation Research.

Small Business Administration
Office of Advocacy
Office of Economic Research
409 Third Street SW
Fifth Floor
Washington, D.C. 20416
(202) 205-6530 (voice only)

President's Committee on Employment of People with Disabilities
1331 F Street NW
Third Floor
Washington, D.C. 20004
(202) 376-6200 (voice)
(202) 376-6205 (TDD)

Provides technical assistance on employment provisions of ADA directly and through its Governors' Committees on Employment of People with Disabilities.

Rehabilitation Services Administration
U.S. Department of Education
Mary E. Switzer Building
Room 3028
330 C Street SW
Washington, D.C. 20202-2531
(202) 732-1282 (voice and TDD)

Administers the principal Federal service programs designed to rehabilitate, employ, and promote the independent living of people with disabilities. See the description of Rehabilitation Act of 1973 programs contained in Appendix item L, Related Federal Disability Laws, for further information about these programs.

National Institute on Disability and Rehabilitation Research
U.S. Department of Education
400 Maryland Avenue SW
Washington, D.C. 20202-2572
(202) 732-1134 (voice)
(202) 732-5079 (TDD)

Administers the principal Federal disability research programs, the Technology Related Assistance for Individuals with Disabilities Act, and ADA technical assistance centers. See the description of Rehabilitation Act of 1973 programs contained in Appendix item L, Related Federal Disability Laws, for further information about these programs.

Public Health Service
U.S. Department of Health and Human Services
Centers for Disease Control
Mail Stop C09
1600 Clifton Road NE
Atlanta, Georgia 30333
(404) 639-2237 (voice only)

The ADA in certain circumstances permits the reassignment of individuals with certain contagious diseases specified by the Public Health Service from food handling jobs to another job if the risk posed by the individual may not be eliminated by a reasonable accommodation. The Public Health service issued its proposed list of such diseases in May 1991, with publication of the final list expected in the autumn of 1991.

Administration on Developmental Disabilities
U.S. Department of Health and Human Services
Program Operations Division
200 Independence Avenue SW
Room 329D
Washington, D.C. 20201
(202) 245-2897 (voice)
(202) 245-2890 (TDD)

ADD administers the Developmental Disabilities Act, designed to promote community integration and maximum independence for people with developmental disabilities. ADD administers the Protection and Advocacy Program for Developmentally Disabled individuals. See the description of Developmental Disabilities Assistance and Bill of Rights Act programs contained in Appendix item L, Related Federal Disability Laws, for further information on the Protection and Advocacy system.

Social Security Administration
Office of Disability
Room 545
Altimeyer Building
6401 Security Boulevard
Baltimore, Maryland 21235
(301) 965-3424 (voice only)

SSA administers programs that provide incentives for individuals receiving Social Security Disability Insurance (SSDI) or SSI (Supplemental Security Income) to obtain gainful employment.

Office of Federal Contract Compliance Programs
U.S. Department of Labor
200 Constitution Ave. NW
Washington, D.C. 20210
(202) 523-9501 (voice only)

Enforcement agency for section 503 of the Rehabilitation Act, which, unlike the ADA, includes an affirmative action requirement affecting certain Federal contractors.

National Library Services for the Blind and Physically Handicapped
1291 Taylor Street NW
Washington, D.C. 20542
(202) 707-5100 (voice)
(202) 707-0744 (TDD)

A free national library program that lends braille and cassette tapes versions of up to 59,000 unique books and magazines that are typically found in public libraries to individuals with visual disabilities. Over 20 million books and magazines were circulated to a readership of 695,350 in 1990.

PUBLIC ACCOMMODATION ACCESS SURVEY
UNITED CEREBRAL PALSY ASSOCIATIONS, INC.

REPORT CARD

Site: _____

Date: _____

Evaluator: _____

SECTION III. SAMPLE ACCESS
SURVEY

GRADES FOR EACH FACTOR ASSESSED

Approach: _____ Interior: _____
Amenities: _____ Customer Service: _____
Site Specific Factors: _____

To determine overall site grade, combine scores for each individual factor (A = 4, B = 3, C = 2, and D = 1) and divide by total number of factors assessed.

OVERALL SITE GRADE:

- ___ Accessible
- ___ Basically Barrier-Free
- ___ Can be Barriervet
- ___ Difficult or Inaccessible

PUBLIC ACCOMMODATION ACCESS SURVEY
UNITED CEREBRAL PALSY ASSOCIATIONS, INC.

REPORT CARD

Site: _____

Date: _____

Evaluators: _____

UCP Affiliate: _____

GRADES FOR EACH FACTOR ASSESSED

Approach: _____

Interior: _____

Amenities: _____

Customer Service: _____

Site Specific Factors: _____

To determine overall site grade, combine scores for each individual factor [A = 4, B = 3, C = 2, and D = 1] and divide by total number of factors assessed.

OVERALL SITE GRADE:

- ___ **Accessible**
- ___ **Basically Barrier-Free**
- ___ **Can be Maneuvered**
- ___ **Difficult or Inaccessible**

INTERIOR SITE VISITED: _____

- ___ Restaurant [Type: ___ Fast Food ___ Full Service]
___ Movie Theater ___ Bank
___ Store [Type: ___ Grocery ___ Department]
___ Hotel ___ Museum
___ Other _____

APPROACH [14 points]

1. Is accessible parking (sign plus 13 ft. wide space) provided nearby?
☐ Yes (+2) ☐ No
 ___ on street
 ___ in facility parking lot/garage
 ___ in public parking lot/garage
2. Are there curb cuts on the sidewalk?
☐ Yes (+2) ☐ No ☐ N/A (+2)
3. Is the path leading to the entrance smooth and at least 36 inches wide?
☐ Yes (+2) ☐ No
4. Could you use the main entrance?
☐ Yes (+4) ☐ No
 If no, is there an alternate accessible entrance?
 ☐ Yes (+2) ☐ No
 ___ Close to main entrance
 ___ Side entrance
 ___ Rear of building
 If alternate entrance was needed, was sign posted at main entrance?
 ☐ Yes (+1) ☐ No
 Can accessible entrance be used without assistance (e.g., ringing doorbell, summoning staff)?
 ☐ Yes (+1) ☐ No
5. Entrance to site was
 ☐ Easily achieved (+4) ☐ Achieved with difficulty (+2)
 ☐ Achieved with staff assistance
 ☐ Not achieved
 Please note any barriers:
 ___ Threshold higher than 1/2"
 ___ Door(s) too narrow
 ___ Door(s) too heavy
 ___ Other _____

Comments: _____

Points: _____ Grade: A (12-14) B (8-10)
C (4-6) D (0-2)

INTERIOR [16 points]

1. Could you get into and around the public space?
☐ Yes (+4) ☐ No

If no, why not?

- Stairs (How many? _____)
- Obstacles in path of travel
- Aisles too narrow
- Counters/shelves too high
- Insufficient space to turn wheelchair
- Other _____

2. If site is multi-leveled, is each level accessible?
☐ Yes (+2) ☐ No

3. Could you do what you wanted to do (transact business, purchase goods, eat a meal, etc) without assistance from staff on site?
☐ Yes (+4) ☐ No

If no, was assistance readily available?

- ☐ Yes (+4) ☐ No
- Personnel available to assist with transaction (reach goods, carry items/food, read menu etc.)
- Selection of goods brought to accessible area
- Alternative services provided
- Alternative methods provided for transacting business

Explain:

4. Are elevators accessible?
☐ Yes (+2) ☐ No ☐ N/A (+2)

If no, please indicate barrier:

- No braille/raised lettering
- Could not reach elevator controls
- No voice/sound equipped floor indicators
- Wheelchair could not fit through doors/into cab
- Other: _____

5. Are ramps usable (i.e., slope between 1:12 and 1:20)?
☐ Yes (+2) ☐ No ☐ N/A (+2)

6. Are there alternative ways of communicating with a person who has a speech/hearing disability (e.g., pad and pencil, checklist of goods/services available)?
☐ Yes (+2) ☐ No

If yes, please note alternatives offered:

Comments:

Points: _____

Grade:

A (14-16) B (8-12)
C (4-6) D (0-2)

REST ROOMS AND OTHER AMENITIES [14 points]

1. Were you able to get to the rest rooms?
☐ Yes (+2) ☐ No

2. Are rest room doors/stalls/interiors wide enough to accommodate a wheelchair?
☐ Yes (+2) ☐ No

If no, please indicate areas that were difficult:
___ entry doors ___ stalls ___ interior

3. Is the toilet accessible?
☐ Yes (+2) ☐ No

4. Could you use the sink?
☐ Yes (+2) ☐ No

5. Could you reach the dispensers (e.g., towels, soap, toiletries)?
☐ Yes (+2) ☐ No

If you answered "no" to any question, please explain:

6. Were you able to use the public telephones?
☐ Yes (+2) ☐ No ☐ N/A (+2)

If not, please indicate why:
___ could not reach controls
___ no volume control

Points: Was someone on staff willing to make a call for you?
☐ Yes (+2) ☐ No

7. Could you use the water fountain(s)?
☐ Yes (+2) ☐ No ☐ N/A (+2)

If not, was someone on staff willing to get you a drink of water?
☐ Yes (+2) ☐ No

Comments:

Points: _____

Grade:

A (12-14) B (8-10)
C (4-6) D (0-2)

Customer Service [16 points]

1. Does site have a Text Telephone (TT/TDD)?
☐ Yes (+2) ☐ No
2. Regardless of availability of TT/TDD, when telephoned by persons with a speech disability, staff at site
☐ Established communication (+2) ☐ Hung up on caller
3. Are entrances and exits (including emergency exits) clearly indicated?
☐ Yes (+2) ☐ No
4. How would you rate the customer service of site personnel?
☐ Excellent (+6) ☐ Good (+4)
☐ Fair (+2) ☐ Poor
5. Did staff relate directly to you as an adult with a disability?
☐ Yes (+2) ☐ No
6. If site (or portion thereof) is inaccessible, does management have a plan for making readily achievable, reasonable accommodations?
☐ Yes (+2) ☐ No

Please explain:

Comments:

Points: _____ Grade: A (14-16) B (8-12)
C (4-6) D (0-2)

Comments:

Points: _____ Grade: A (14-16) B (8-12)
C (4-6) D (0-2)

RESTAURANTS [16 POINTS]

1. Was the full range of services available to you, including at fast food restaurants?

☐ Yes (+2) ☐ No

If no, please explain:

2. If self-service, was assistance readily provided (e.g., at the salad bar, carrying tray to table)?

☐ Yes (+2) ☐ No ☐ N/A (+2)

3. If needed, is additional service (e.g., larger utensils, straws, assistance with cutting food) provided on request?

☐ Yes (+2) ☐ No

4. Are the aisles between chairs/tables wide enough for a wheelchair?

☐ Yes (+2) ☐ No

5. Are spaces for wheelchair seating available?

☐ Yes (+2) ☐ No

☐ In one location ☐ Scattered throughout

6. Can tables/counters be reached by a person in a wheelchair?

☐ Yes (+2) ☐ No

7. Are Braille/large print menus available?

☐ Yes (+2) ☐ No

If not, will staff read the menu aloud?

☐ Yes (+2) ☐ No

8. Are alternative methods readily available (e.g., pad and pencil, copy of menu) for communicating with persons with speech/hearing disabilities?

☐ Yes (+2) ☐ No

Comments:

Points: _____

Grade:

A (14-16)

B (8-12)

C (4-6)

D (0-2)

HOTELS [22 points]

1. Are there accessible guest rooms?
☐ Yes (+2) ☐ No

Total Number Guest Rooms _____ Number Accessible _____

Accessible features in guest rooms (check all that apply; score +1 for each item checked):

- ☐ doors have at least 32" clear width in opening
- ☐ 3 ft. clear area beside bed to allow transfer
- ☐ furniture arrangement allows 48" turning radius
- ☐ top of mattress no higher than 18-20" from floor
- ☐ hardware, peephole on door(s) no higher than 52"
- ☐ hanger rods and shelving no higher than 52" in closet
- ☐ hangers easy to remove and replace
- ☐ speaker/push button phone located on table beside bed
- ☐ TT phones available for placement in guest rooms
- ☐ grab bars in shower/tub and beside toilet
- ☐ 4 ft. clear area in front of shower/tub
- ☐ offset single-level mixing valve, hand-held shower head, and shower seat in shower/tub
- ☐ switches for lights, television, heat-air easily reached
- ☐ curtain/window controls easily reached

2. Are meeting/function rooms accessible?
☐ Yes (+2) ☐ No

If no, please indicate area of difficulty:

- ☐ Stairs
- ☐ Threshold higher than 1/2"
- ☐ No ramp/lift/elevator
- ☐ No accessible rest rooms nearby
- ☐ Other

3. Are all restaurants/lounges accessible?
☐ Yes (+2) ☐ No

If no, please indicate area of difficulty:

- ☐ Stairs
- ☐ Threshold higher than 1/2"
- ☐ No ramp/lift/elevator
- ☐ No accessible rest rooms nearby

If restaurant/lounge is not accessible, is alternative service offered (e.g., bringing drinks/food to an accessible area)?

- ☐ Yes (+2) ☐ No

4. Is health club/recreation facility accessible?
☐ Yes (+2) ☐ No ☐ N/A (+2)

How accessible is the facility?

- | Fully accessible | Partially accessible | |
|--------------------------------|------------------------------|-----------------------------|
| Can you enter the locker room? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Use the rest rooms? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Use the showers? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Use the equipment? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Use the pool? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Comments:

Points: _____ Grade: A (18-22) B (12-16)
C (6-10) D (0-4)

MOVIE THEATERS [12 points]

[Theater is multiplex ___ single screen ___]

1. Can you enter through the main entrance?
☐ Yes (+2) ☐ No

2. Were you able to access/reach the ticket booth?
☐ Yes (+2) ☐ No

If no, were alternative methods of purchasing tickets available if necessary?
☐ Yes (+2) ☐ No

3. If theater is multiplex, are all screens accessible?
☐ Yes (+2) ☐ No ☐ N/A (+2)

4. Is seating available for persons who use wheelchairs?
☐ Yes (+2) ☐ No

___ In one location only ___ Scattered throughout

Are persons who use wheelchairs required to transfer to a seat?
☐ No (+2) ☐ Yes

5. Were you able to purchase items from the concession stand?
☐ Yes (+2) ☐ No

If no, were alternative services available?
☐ Yes (+2) ☐ No

Please explain:

6. Are assistive listening systems available?
☐ Yes (+2) ☐ No

Comments:

Points: _____

Grade:

A (10-12) B (6-8)
C (4) D (0-2)

BANKS [8 points]

1. Could you reach the counters and teller windows?
☐ Yes (+2) ☐ No

If no, was alternative service provided?
☐ Yes (+2) ☐ No

2. Could you use the ATM?
☐ Yes (+2) ☐ No ☐ N/A (+2)

3. Could a person in a wheelchair enter the safety deposit box area?
☐ Yes (+2) ☐ No ☐ N/A (+2)

If no, was alternative service provided?
☐ Yes (+2) ☐ No

4. Are other alternative services/assistance (e.g., filling out forms, banking by phone etc.) provided?
☐ Yes (+2) ☐ No

Please explain:

Comments:

Points: _____

A (8)
C (4)

B (6)
D (0-2)

