



EDWARD J. COLLINS, JR. CENTER FOR PUBLIC MANAGEMENT
JOHN W. McCORMACK GRADUATE SCHOOL OF POLICY AND GLOBAL STUDIES
UNIVERSITY OF MASSACHUSETTS BOSTON

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ADA Self-Evaluation Program Accessibility Data Collection Form

Department

Arms Library

Contact Name

Laurie Wheeler

Contact Number

413-625-0306

Contact Email

Armslibrary@gmail.com

Primary Facility Address

60 Bridge Street, Shelburne, MA 01370

General Guidance:

1. Complete one for each core group of services and programs.
2. Programs and services that are generally similar in how they are provided or in the resources they use should be grouped together.
3. Provide information on public-facing services only.
4. If you have any questions or need help completing this form, please contact Mike Edwards via email at michael.edwards@umb.edu

Communications:

Does your department regularly post materials to a departmental web page? If yes, please describe, including information about document format and accessibility.

We primarily use our website to post materials. We do not have documents available on the site.

Is your staff trained on how to respond for requests for document or materials in alternative format, such as braille or large print?

Yes

Is your staff knowledgeable on the use of TTY/TDD or relay services for the hearing impaired, and/or interpreter services?

No

This is written on a separate sheet from the document provided. The director's handwriting is illegible.

Please describe the service or program provided, included details on how the service is provided and what materials or equipment are used.

The Arms Library offers educational, self-motivated informational and pleasure reading and listening materials to the public, at no direct cost to an individual walking in the door. We offer programming, and provide a safe space for all. For programming we have a speaker and microphone; in a few instances in the past, the Shelburne Senior Center allowed us to borrow a device that helped hearing. Our building has handicapped access via the lower level, with dedicated parking, level sidewalk, and LULA lift. We have, or can get, large print books, audiobooks, e-nooks, e-aucio, a procedure for obtaining braille or other specialized materials not in our library.

Certain staff members have had training and long experience in how to work with individuals who may have mental disabilities.

If other than the primary address listed, where are these services provided? If yes, please state the location and describe any measures that are taken to ensure accessibility.

Not applicable.

Do you provide notices (on website, bulletin board, or through other means) to patrons on how to access this service if they are unable to do so due to a disability.

For any programming we post how the program may be accessed. It is also listed on our library website.

Are all or a portion of your services online?

Many are. All books in the Central/Western Mass Library System are available in an online database. E-materials are available also online. For those without devices at tome, we lend Kindles, and train on Kindles.

Does your staff currently make any reasonable accommodations to provide this service or services to patrons with disabilities? If so, please describe.

Our mission is customer service. We try to resolve any issue by any means possible, without impinging upon staff or patron boundaries. We also are able to provide services that can "hold a person over" until we figure out a better way.

Please add any information on this program or service you feel is helpful to understanding how it is provided.



ADA Self-Evaluation Program Accessibility Data Collection Form

Department

Cowell Gymnasium

Contact Name

Terry Narkewicz

Contact Number

(413) 625-0300 ext. 1

Contact Email

Townadmin@townofshelburnema.gov

Primary Facility Address

51 Maple Street

General Guidance:

1. Complete one for each core group of services and programs.
2. Programs and services that are generally similar in how they are provided or in the resources they use should be grouped together.
3. Provide information on public-facing services only.
4. If you have any questions or need help completing this form, please contact Mike Edwards via email at michael.edwards@umb.edu

Communications:

Does your department regularly post materials to a departmental web page? If yes, please describe, including information about document format and accessibility.

The Recreation Department posts all of their activities on <https://www.facebook.com/ShelburneRecreation>, in the town newsletter, on the town website, town bulletin boards, and via flyers posted throughout town.

The building is also used as the town's polling place. All information related to elections is posted on the town's website, the foyer of our town hall, town newsletter, etc.

Is your staff trained on how to respond for requests for document or materials in alternative format, such as braille or large print?

No

Is your staff knowledgeable on the use of TTY/TDD or relay services for the hearing impaired, and/or interpreter services?

No

Core Service or Programs Inventory

Please describe the service or program provided, including details on how the service is provided and what materials or equipment are used:

The Cowell Gymnasium serves as the town's recreational facility offering a multitude of programs both inside and outside.

Secondarily, the gymnasium serves as the town's polling place.

Lastly, an area of the basement serves as the West County Food Pantry and "Clothing Closet" a few days per week; providing food and clothing to families in need.

If other than the primary address listed, where are these services provided? If yes, please state the location and describe any measures that are taken to ensure accessibility.

The Cowell Gymnasium is handicapped accessible (bathrooms, elevator, ramp).

Do you provide notices (on website, bulletin board, or through other means) to patrons on how to access this service if they are unable to do so due to a disability? Please describe.

No, but typically we post phone numbers for anyone in need of additional assistance.

Are all or a portion of these services generally available online? Please describe.

Given the nature of the programs that are run at the Cowell Gymnasium, the large majority are in-person with the exception of early voting, vote by mail.

Does your staff currently make any reasonable accommodations to provide this service or services to patrons with disabilities? If so, please describe.

Although the West County Food Pantry is an independent agency, I do know that they will deliver groceries to one's vehicle or arrange for drop-off at one's home if necessary.

Our Town Clerk goes to great lengths to ensure that everyone has an opportunity to vote. He has scheduled site visits at local nursing homes for voter registration, delivered paperwork to housebound residents, etc.

Please add any information on this program or service you feel is helpful to understanding how it is provided.



ADA Self-Evaluation Program Accessibility Data Collection Form

Department

POLICE

Contact Name

GREG BARDWELL

Contact Number

413.625.0304 EXT5

Contact Email

gbardwell@TownofShelburneMA.gov

Primary Facility Address

623 Mohawk Trail, Shelburne, MA 01370

General Guidance:

1. Complete one for each core group of services and programs.
2. Programs and services that are generally similar in how they are provided or in the resources they use should be grouped together.
3. Provide information on public-facing services only.
4. If you have any questions or need help completing this form, please contact Mike Edwards via email at michael.edwards@umb.edu

Communications:

Does your department regularly post materials to a departmental web page? If yes, please describe, including information about document format and accessibility.

A redacted version of our monthly call-log is uploaded to the towns website each month.

Is your staff trained on how to respond for requests for document or materials in alternative format, such as braille or large print?

Negative

Is your staff knowledgeable on the use of TTY/TDD or relay services for the hearing impaired, and/or interpreter services?

Negative

Core Service or Programs Inventory

Please describe the service or program provided, including details on how the service is provided and what materials or equipment are used:

Public safety, law enforcement capacity.
-Walk in reports -Interviews -Training (in house and outside agency, sometimes public) -Firearms applications
-Sex offender registration -Public records requests -Body arrests -Department of Children and Family assistance
-Applicant fingerprinting -Meetings (public and non-public)

If other than the primary address listed, where are these services provided? If yes, please state the location and describe any measures that are taken to ensure accessibility.

N/A

Do you provide notices (on website, bulletin board, or through other means) to patrons on how to access this service if they are unable to do so due to a disability? Please describe.

Yes. Handicap accessible building address provided, direct phone lines, email addresses, visual (social media)

Are all or a portion of these services generally available online? Please describe.

Most commonly used department forms are accessible on town website. Some forms can be returned via mail or email, other must be returned in person at 623 Mohawk Trail.

Does your staff currently make any reasonable accommodations to provide this service or services to patrons with disabilities? If so, please describe.

Yes. We will readily meet in person with any civilian wishing to speak with an officer.

Please add any information on this program or service you feel is helpful to understanding how it is provided.

This department department encountered issues with language barriers. Though this is on a very rare occasion, it resorts to officers utilizing their translation apps via cell phone or tele-interruptors.



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ADA Self-Evaluation Program Accessibility Data Collection Form

Department Contact Name Elizabeth Antaya

Contact Number Contact Email 413-625-0307 ellantaya@cwmar.org

Primary Facility Address 233 Shelburne Center Road, Shelburne MA 01370

General Guidance:

1. Complete one for each core group of services and programs.
2. Programs and services that are generally similar in how they are provided or in the resources they use should be grouped together.
3. Provide information on public-facing services only.
4. If you have any questions or need help completing this form, please contact Mike Edwards via email at michael.edwards@umb.edu

Communications:

Does your department regularly post materials to a departmental web page? If yes, please describe, including information about document format and accessibility.

No

Is your staff trained on how to respond for requests for document or materials in alternative format, such as braille or large print?

Yes, we have large print books on our shelves and are able to request titles for patrons through interlibrary loan services.

Is your staff knowledgeable on the use of TTY/TDD or relay services for the hearing impaired, and/or interpreter services?

No

Core Service or Programs Inventory

Please describe the service or program provided, including details on how the service is provided and what materials or equipment are used:

Lend library materials to patrons using a computer and network software.

Print Books, Magazines, DVDs, Audio CDs for Adults and Children.



ADA Self-Evaluation Program Accessibility Data Collection Form

Department

Town Office

Contact Name

Terry Narkewicz

Contact Number

(413) 625-0300 ext.1

Contact Email

Townadmin@townofshelburnema.gov

Primary Facility Address

51 Bridge Street

General Guidance:

1. Complete one for each core group of services and programs.
2. Programs and services that are generally similar in how they are provided or in the resources they use should be grouped together.
3. Provide information on public-facing services only.
4. If you have any questions or need help completing this form, please contact Mike Edwards via email at michael.edwards@umb.edu

Communications:

Does your department regularly post materials to a departmental web page? If yes, please describe, including information about document format and accessibility.

Yes, we regularly publish town news, publications, meeting minutes, meeting agenda's, all types of permitting information, and general information relating to each town department. The majority of the information is scanned and uploaded. We also include active links to other agencies.

Is your staff trained on how to respond for requests for document or materials in alternative format, such as braille or large print?

No

Is your staff knowledgeable on the use of TTY/TDD or relay services for the hearing impaired, and/or interpreter services?

No

Core Service or Programs Inventory

Please describe the service or program provided, including details on how the service is provided and what materials or equipment are used:

We offer a multitude of services at Town Hall: real estate and excise tax payments & collection; birth certificates, marriage licenses, death certificates, dog licensing, voter registration; any and all information relevant to tax assessment and billing; business licensing; human resources; benefit administration, etc.

If other than the primary address listed, where are these services provided? If yes, please state the location and describe any measures that are taken to ensure accessibility.

These services are provided on the first floor of Town Hall, 51 Bridge Street. The building is handicapped accessible. Individuals can also make requests via our town website and materials can be mailed or emailed to them.

Do you provide notices (on website, bulletin board, or through other means) to patrons on how to access this service if they are unable to do so due to a disability? Please describe.

Notices of public meetings/hearings are posted in the foyer of our Town Hall which is handicapped accessible and open to the public 24/7. Notices are also posted on the town's website.

Are all or a portion of these services generally available online? Please describe.

Many of the services we provide can be accessed on our town website. Property card records, payment of tax bills, and requests for other records.

Does your staff currently make any reasonable accommodations to provide this service or services to patrons with disabilities? If so, please describe.

Yes. We have a large conference room available to the public if they wish to sit and review documentation. We have carried materials to ones car if they have difficulty and hand-delivered information to ones residence if transportation is difficult. Prior to our most recent bathroom renovation, on occasion, staff would have to help individuals getting in and out of our bathrooms.

Please add any information on this program or service you feel is helpful to understanding how it is provided.

We have yet to have any serious problems while working with individuals with disabilities.

Core Service or Programs Inventory (continued)

Please describe the service or program provided, including details on how the service is provided and what materials or equipment are used:

The second floor theater is slated for major renovations once the funding can be secured. The space is primarily used for performances and our annual town meeting. The Memorial Hall Association who leases the space would love to include a bathroom back stage, a lift for access to the stage and dressing room area in addition to a whole host of other improvements.

If other than the primary address listed, where are these services provided? If yes, please state the location and describe any measures that are taken to ensure accessibility.

Do you provide notices (on website, bulletin board, or through other means) to patrons on how to access this service if they are unable to do so due to a disability? Please describe.

Are all or a portion of these services generally available online? Please describe.

Does your staff currently make any reasonable accommodations to provide this service or services to patrons with disabilities? If so, please describe.

Please add any information on this program or service you feel is helpful to understanding how it is provided.



ADA Self-Evaluation Program Accessibility Data Collection Form

Department

Village Information Center

Contact Name

Terry Narkewicz

Contact Number

(413) 625-0300 ext.1

Contact Email

Townadmin@townofshelburnema.gov

Primary Facility Address

75 Bridge Street

General Guidance:

1. Complete one for each core group of services and programs.
2. Programs and services that are generally similar in how they are provided or in the resources they use should be grouped together.
3. Provide information on public-facing services only.
4. If you have any questions or need help completing this form, please contact Mike Edwards via email at michael.edwards@umb.edu

Communications:

Does your department regularly post materials to a departmental web page? If yes, please describe, including information about document format and accessibility.

The Village Information Center is opened seasonally to tourists (from May 1st thru October 31st). The former Greater Shelburne Falls Area Business Assoc. (now defunct) posted information their website: info@shelburnefalls.com. The website contains mostly current events, information relative to the town (history, restaurants, accommodations).

A Shelburne Falls Village Task Force is working to revitalize the website as we no longer have volunteers willing to keep it up-to-date routinely.

Is your staff trained on how to respond for requests for document or materials in alternative format, such as braille or large print?

No - the Center is staffed with volunteers who assist visiting tourists with information relative to nearby destinations, restaurants, etc.

Is your staff knowledgeable on the use of TTY/TDD or relay services for the hearing impaired, and/or interpreter services?

No

Core Service or Programs Inventory

Please describe the service or program provided, including details on how the service is provided and what materials or equipment are used:

The Village Information Center's primary focus is to meet and greet tourists, provide accessible bathroom facilities, distribute brochures relative to a large variety of activities in the area (recreational, dining, cultural, etc.).

All of the interactions there are conducted by a handful of volunteers.

If other than the primary address listed, where are these services provided? If yes, please state the location and describe any measures that are taken to ensure accessibility.

Do you provide notices (on website, bulletin board, or through other means) to patrons on how to access this service if they are unable to do so due to a disability? Please describe.

Non-applicable - services provided are truly hands on or via the website.

Are all or a portion of these services generally available online? Please describe.

When the website is current, we do our best to publicize current events.

Does your staff currently make any reasonable accommodations to provide this service or services to patrons with disabilities? If so, please describe.

Please add any information on this program or service you feel is helpful to understanding how it is provided.