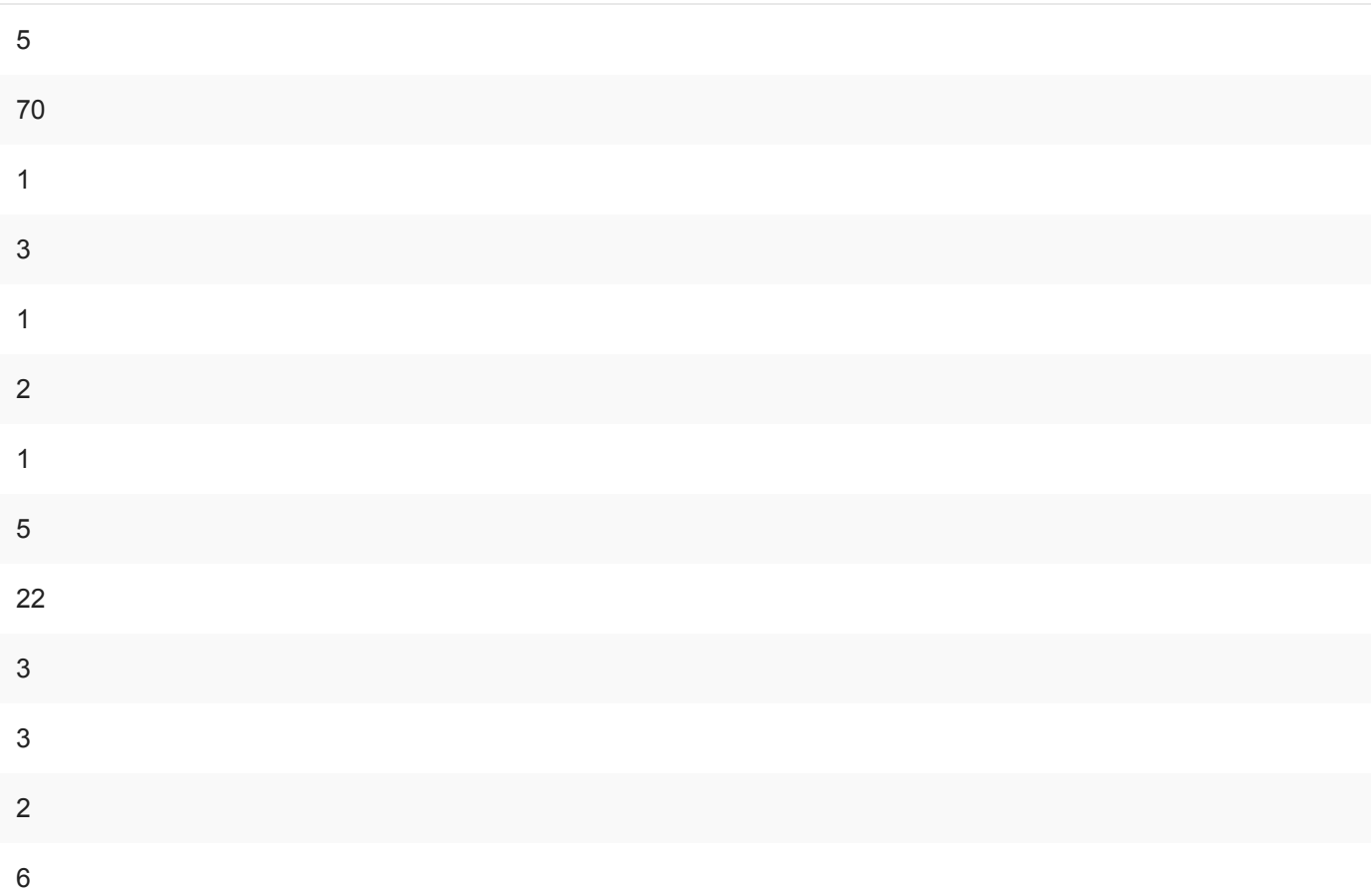
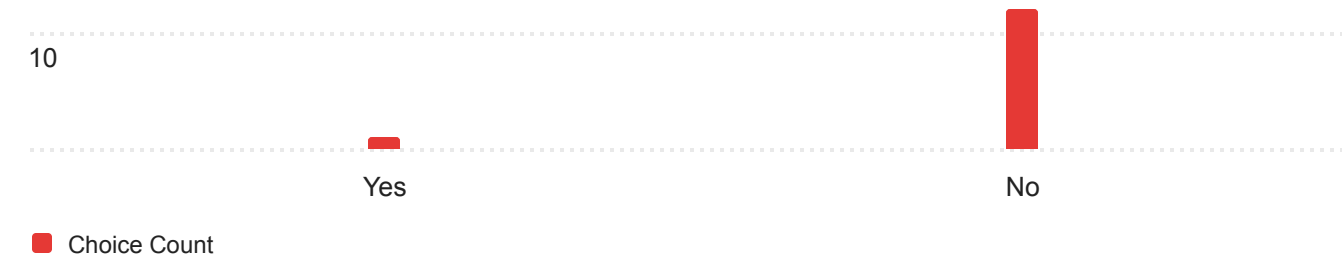


How many full-time equivalent (FTE) positions does your department have?

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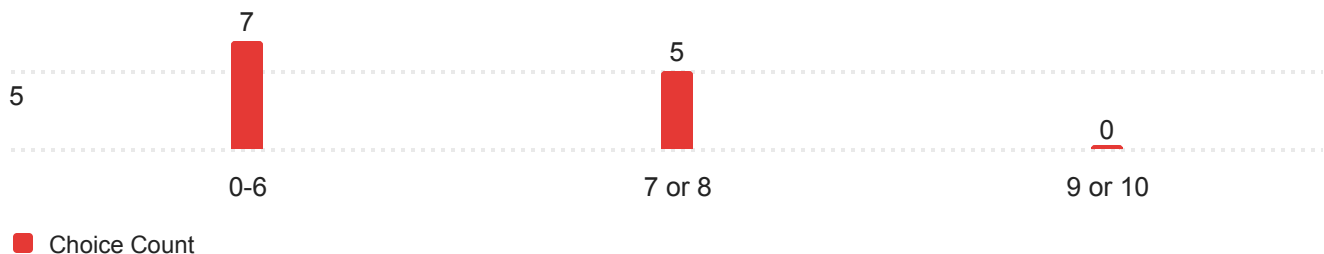
To your knowledge, has your department received any accessibility grievances or complaints in the past 12 months?



Have you or your staff received training in any of the following? Please select all that apply.

Field	Choice Count
An overview of the ADA law and accessibility	2
Providing services to the sight-impaired and blind	1
Providing services to the hearing-impaired or deaf, including TTY/TTD and American Sign Language (ASL) translation	2
Providing services to the mobility-impaired	2
Providing services to the cognitively-impaired or people with mental or behavioral health problems	1
ADA and employee rights	2
Plain language	0

How would you rank your staff's knowledge and ability to offer accommodations to the public?



How frequently do members of the public access your department? This can include daily interactions or occasional tours for community groups like schools and civic organizations.

Field	Choice Count
Every day	6
A few times a week	2
A few times a month	1

A few times a year

2

Never

1

If someone from the public requires or wants to access your department's programs or services and has a MOBILITY impairment or disability, how do you or your staff accommodate them?

If someone from the public requires or wants to access your department's programs or services and has a MOBILITY impairment or disability, how do you or your staff accommodate them?

we assist as best we can

Home appointments

Flag

I have written things for people that have vision issues. I have gone to meet with people at the Senior Center or their home that have mobility issues instead of having them come to my office.

The best we can

I access what accommodation are needed and work to accommodate them to the best of my ability.

Our department/staff can makes home visits and/or meet them in the building and bring up in elevator to our office

N/A

Assist them as best we can

We don't normally service the public but if we do we would assist in any way necessary. If it is something that we cannot help with then we find someone that can help.

They access the website. When rolled out wer had basic ADA training

The staff will go out to the parking lot to accept the bill the person if trying to pay.

Is that accommodation written in a policy or standard operating procedure?



If someone from the public requires or wants to access your department's programs or services and has a VISION/ SIGHT impairment or disability, how do you or your staff accommodate them?

If someone from the public requires or wants to access your department's programs or services and has a VISION/ SIGHT impairment or disability, how do you or your staff accommodate them?

not applicable

We have not had an occasion for sight impairment accomendations

guide

I read things to people and a few times I've written things for people including surveys I've asked them to fill out and then I enter the information electronically for them.

The best we can

I would ask them how I can provide them whatever information they are seeking and in what form they would need it in, then I would work to provide them with the information. I would also seek additional help from other departments which could assist.

Make/assist with appropriate referrals for visually impaired

N/A

Try to assist them as best we can

We would assist by reading the information to them.

The public doesn't access or office

same as the last answer

Is that accommodation written in a policy or standard operating procedure?



If someone from the public requires or wants to access your department's programs or services and has a HEARING / DEAFNESS impairment or disability, how do you or your staff accommodate them?

If someone from the public requires or wants to access your department's programs or services and has a HEARING / DEAFNESS impairment or disability, how do you or your staff accommodate them?

Has not been requested for accomidations, but do offer hearing impaired phones

doesnt apply

I email information or give them a hard copy. I know that there are listening devices available at the Town Hall and Library but have not personally needed to accommodate anyone in that way.

The best we can

Same answer as the Vision question

If person uses TTY we would use the communication assist to relay conversation

N/A

Try to assist

We would write the information down for them. We did have an employee that was deaf and he was able to read lips.

Our Disabilities commision has worked directly with SMAC to provide hearing devices.

They speak louder, and if that doesn't help, use the intercom on the phone to see if any employees know sign language.

Is that accommodation written in a policy or standard operating procedure?



If someone from the public requires or wants to access your department's programs or services and has a COGNITIVE / MENTAL impairment or disability, how do you or your staff accommodate them?

If someone from the public requires or wants to access your department's programs or services and has a COGNITIVE / MENTAL impairment or disability, how do you or your staff accommodate them?

not appli

Work with Social Workers and Therapists from the VA

doesn't apply

I have not had this issue.

The best we can

same answer as the Vision question.

we would contact their caregiver/contact person as they should not be alone and accessing any programs

N/A

We are very patient and repeat if necessary

NA

Be patient with the person and if more help is needed, call the Nurses Dept. to see if one of their employees could assist.

Is that accommodation written in a policy or standard operating procedure?



Which, if any, of the following tools do you or your staff use when designing a written communication (like content for the website, meeting agenda, press release, poster, social media post, etc.)?

Field	Choice Count
In-app accessibility checker	2
Plain language checker	0
Color contrast checker	0
Alt text for images	2
Instructions for how to request accommodations	0

Is there anything else you'd like our staff to know about how the Town of Stoughton's provides services to individuals with disabilities

Is there anything else you'd like our staff to know about how the Town of Stoughton's provides services to individuals with disabilities

not applicable

I would like to know more about ways to use communication tools.

We go above and beyond to help anyone in anyway that we can.

No