

PALM BEACH HABILITATION CENTER

MANAGEMENT INSTRUCTIONS

INDEX: 100-14

SECTION: GENERAL MANAGEMENT

REVISED: 08/07/95

2nd REVISION: 02/19/04

3rd REVISION: 05/07/18

4th REVISION: 07/27/18

5th REVISION: 11/27/18

A. PURPOSE:

To establish a policy a procedure that reflects Palm Beach Habilitation Center's commitment to identify and remove barriers which may impede a person with a disability from the use of Center programs/services or integration into their community.

B. PRACTICE:

It is the practice of the Palm Beach Habilitation Center to promote and advocate for the full integration of persons with disabilities into the organization's activities and their community. Additionally the Palm Beach Habilitation Center will comply fully with the Americans with Disabilities Act (ADA) of 1990 as amended.

C. PROCEDURE:

1. A client advisory committee is established in order that it may provide on-going input regarding any barrier or attitude that may affect individuals who participate in Center programs.
2. Efforts will be made to recruit persons with disabilities or family members who can appropriately represent the needs of consumers as members of the Board of Directors.
3. Reasonable accommodations will be made to enable persons with disabilities to participate as volunteers and/or staff members of PBHC.
4. Any construction and/or alterations of buildings owned or operated by PBHC will meet or exceed minimum standards of the Architectural and Transportation Barriers Compliance Board.
5. Any buildings constructed or altered with federal funds will comply with the Uniform Federal Accessibility Standards (UFAS) under the Rehabilitation Act of 1973.
6. Changes in client characteristics and needs identified by the Program Design team, input from families and clients during the annual Support Plan Meeting will be used by the Board of Directors for inclusion in the annual review of the long-range plan for PBHC.
7. All training notifications/flyers will have the following statement listed within its context:

"In accordance with the Methods of Administration-Equal Opportunity in Service Delivery Manual (CFOP 60-16), any meeting, conference, workshop, hearing, training session, seminar or other similar function sponsored by the Department of Children and Families, or the Agency for Persons with Disabilities, either as sole sponsor or in conjunction with other agencies, whether such functions are open to the public, designed for department staff, or limited by invitation, must be scheduled in an accessible facility. This includes any training done through contacts. Any publicity or invitation for any of the above-described events shall include a statement in bold print that **"Persons needing special accommodations to attend this (event, meeting or training) should contact (staff name and phone number)**

at least seven days in advance of the (event, meeting or training) so that appropriate accommodations can be made.”

8. Palm Beach Habilitation Center complies fully with Florida Statute 413.08 regarding service animals, as excerpted below.

(1)“Service animal” means an animal that is trained to do work or perform tasks for an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. The work done or tasks performed must be directly related to the individual’s disability and may include, but are not limited to, guiding an individual who is visually impaired or blind, alerting an individual who is deaf or hard of hearing, pulling a wheelchair, assisting with mobility or balance, alerting and protecting an individual who is having a seizure, retrieving objects, alerting an individual to the presence of allergens, providing physical support and assistance with balance and stability to an individual with a mobility disability, helping an individual with a psychiatric or neurological disability by preventing or interrupting impulsive or destructive behaviors, reminding an individual with mental illness to take prescribed medications, calming an individual with posttraumatic stress disorder during an anxiety attack, or doing other specific work or performing other special tasks. A service animal is not a pet. For purposes of subsections (2), (3), and (4), the term “service animal” is limited to a dog or miniature horse. The crime-deterrent effect of an animal’s presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for purposes of this definition.

(2) An individual with a disability is entitled to full and equal accommodations, advantages, facilities, and privileges in all public accommodations. A public accommodation must modify its policies, practices, and procedures to permit use of a service animal by an individual with a disability. This section does not require any person, firm, business, or corporation, or any agent thereof, to modify or provide any vehicle, premises, facility, or service to a higher degree of accommodation than is required for a person not so disabled.

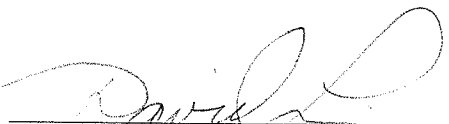
(3) An individual with a disability has the right to be accompanied by a service animal in all areas of a public accommodation that the public or customers are normally permitted to occupy.

(a) The service animal must be under the control of its handler and must have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or other tether would interfere with the service animal’s safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler’s control by means of voice control, signals, or other effective means.

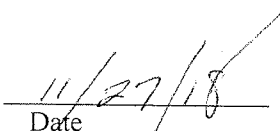
- (b) Documentation that the service animal is trained is not a precondition for providing service to an individual accompanied by a service animal. A public accommodation may not ask about the nature or extent of an individual's disability. To determine the difference between a service animal and a pet, a public accommodation may ask if an animal is a service animal required because of a disability and what work or tasks the animal has been trained to perform.
- (c) A public accommodation may not impose a deposit or surcharge on an individual with a disability as a precondition to permitting a service animal to accompany the individual with a disability, even if a deposit is routinely required for pets.
- (d) An individual with a disability is liable for damage caused by a service animal if it is the regular policy and practice of the public accommodation to charge nondisabled persons for damages caused by their pets.
- (e) The care or supervision of a service animal is the responsibility of the individual owner. A public accommodation is not required to provide care or food or a special location for the service animal or assistance with removing animal excrement.
- (f) A public accommodation may exclude or remove any animal from the premises, including a service animal, if the animal is out of control and the animal's handler does not take effective action to control it, the animal is not housebroken, or the animal's behavior.

- 9. Any person who believes that he or she has been denied the rights established under the Americans With Disabilities Act (ADA) or that the organization has not acted in accordance with this policy may file a complaint under the Grievance Procedures outlined in MI 200-19 (Employees) or MI 300-05 (Riders and Clients).

Questions about this policy should be directed to the Human Resource Manager/ADA Coordinator or the Chief Executive Officer.



David Lin, Chief Executive Officer



Date