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<b>SECTION: Access/Safety</b>	
<b>POLICY AND PROCEDURE: Site Accessibility by Individuals with Physical Disabilities</b>	Approved date: _____ Approved by: _____ Effective date: _____ Revised date: _____ Revised date: _____

**POLICY:**

Site shall be accessible and useable by individuals with physical disabilities. The site will meet city, county and state building structure and access ordinances for persons with physical disabilities as well as meet the California Department of Health Care Services Medi-Cal Managed Care Division Physical Accessibility Review Survey (PARS).

**PROCEDURE:**

I. ACCOMODATIONS

Accessibility levels and elements are made available to members on the health plan website and in provider directories. Access is Basic or Limited with element summary for: Parking, Exterior Building, Interior Building, Restroom, Exam Room, and Medical Equipment such as accessible scale and hi-lo exam table.

- A. The site shall maintain the following safety accommodations seniors and persons with disabilities.
  - 1. Designated disabled parking space near the primary entrance.
    - a. Are there accessible parking spaces provided in off-street parking and the correct number of accessible parking spaces provided.
    - b. Do curbs on the route from off-street public parking have curb ramps at the parking and drop-off location?
    - c. Is VAN accessible parking provided or available.
    - d. Staff will assist disabled members who choose to continue to seek care at the site, in spite of accessibility, and will meet any disabled member at the scheduled time/place and assist the member at a meeting point as near as possible to an entrance agreed upon.
  - 2. An exterior route to the main entrance from accessible parking, public transportation, and public sidewalks will include:
    - a. A curb ramp if the accessible route crosses a curb.
    - b. The accessible route is at least 36 inches wide, is stable, firm, and slip resistant, and free of grates, gaps, and openings greater than ½ inch wide and over ¼ inch deep.
  - 3. Pedestrian ramps will be maintained. (Any path is considered a ramp if the slope is greater than a one foot rise in twenty feet of horizontal run).
    - a. Each run (leg) of the ramp is no longer than 30 feet between landings.

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- b. Handrails are provided on both sides of the ramp, between 34 and 38 inches above the ramp surface if it is longer than six feet.
    - c. Level landings at the top and bottom of all ramps will be maintained clear of any obstruction and staff are responsible for clearing any obstruction noted.
  4. The building entrance shall be made accessible to the disabled or another accessible entrance shall be made available.
    - a. The main entrance door is at least 32 inches wide when opened to 90 degrees.
    - b. Appropriate space perpendicular and parallel to a doorway permits a wheelchair user, a person using a walker or other mobility devices, to open the door safely and independently.
  5. If there is an interior route (from the building entrance to the clinic/office entrance, to the registration counter/window, or through the clinic/office to areas that patients could go) is the accessible route:
    - a. At least 36 inches wide
    - b. There are handrails on each side of the stairs on the accessible route.
    - c. A platform lift (if available) can be used without assistance.
  6. Passenger elevator will be maintained in working condition for multi-level floor accommodation and will be available for use during business hours. If elevator(s) are present, is the elevator:
    - a. Equipped with both visible and audible door opening/closing and floor indicators.
    - b. There are raised letter and Braille sign on each side of each elevator jamb.
    - c. The hall call buttons for the elevator are no higher than 48 inches from the floor.
    - d. The elevator car is large enough for a wheelchair or scooter user to enter, turn to reach the controls, and exit (floor area is at least 51 inches long and 80 inches wide or 54 inches long and 68 inches wide).
    - e. The buttons on the control panel inside the elevator have Braille and raised characters/symbols near the buttons.
  7. The patient restroom(s) will be accessible to physically disabled individuals. Staff may make a reasonable alternative available to the member as needed. Alternatives may include: directing or accompanying the member to a nearby disabled – accessible restroom, physically assisting the member in the smaller restroom, or, providing a urinal, bedpan or commode, and sanitary supplies, as acceptable to the member. An accessible restroom shall:
    - a. Provide grab bars, one on the wall behind the toilet and one on the wall next to the toilet.

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- b. Toilet paper dispenser mounted below the side grab bar with the centerline of the toilet paper dispenser between 7 inches and 9 inches in front of the toilet, and at least 15 inches high.
  - c. Space is provided in front of the sink to allow wheelchair users to park in front of the sink that is 30 inches wide and 48 inches deep.
  - d. Faucet handles are operable with one hand and without grasping, pinching, or twisting.
  - e. The restroom doorway has a minimum clear opening of 32 inches with the door open at 90 degrees.
  - f. Restrooms with stalls has a 60-inch diameter turning circle or a 60-inch x 60 inch "T" shaped space inside the restroom to allow a wheelchair or scooter to turn around.
8. Accessible patient exam/treatment room(s) has a minimum clear opening of 32 inches with the door open at 90 degrees, measured between the face of the door and the opposite stop.
  9. PCP sites that have accessible medical equipment shall have:
    - a. Height adjustable exam table(s) that lowers to between 17 inches and 19 inches from the floor to the top of the cushion.
    - b. Space next to the height adjustable exam table for a wheelchair or scooter user to approach, park, and transfer or be assisted to transfer onto the table.
    - c. There is a 60-inch diameter turning circle or a 60-inch x 60 inch "T" shaped space so that a wheelchair or scooter user can make a 180 degree turn.
    - d. A weight scale within the medical office is available with a platform to accommodate a wheelchair or scooter and the patient.

**II. CHANGES IN ACCESS/AVAILABILITY****A. Notification**

1. If at any time the site becomes inaccessible to physically disabled individuals, all contracted health plans will be notified in writing.