

Health Care Accessibility Survey for People with Disabilities



Did you know that...?

- ✓ 17% of all people with mobility disabilities reported having difficulty getting in the main entrance of the doctor's office.
- ✓ 26% of individuals who are Deaf/deaf reported difficulty getting interpreters for medical appointments.
- ✓ 98% of individuals who are blind or partially sighted reported NOT receiving provider lists in alternative formats (Braille, CD, large print).

Source: Disability Rights Advocates. (2005).

A Call to Action: A Guide for Managed Care Plans Serving Californians with Disabilities

The **Respect-ABILITY** Coalition, a statewide group of disability rights and service organizations in California, is working to gather data about the accessibility of California health care providers to people with disabilities.

The term **provider** that appears on this survey is defined as **doctor's office, health care facility, or hospital.**

N/A means **not applicable** on this survey.

People with and without disabilities can conduct this survey by **calling** or **visiting** a health care provider's office.

You are **NOT** required to tell the health care provider who you are. You are **NOT** required to tell us who you are. If you do, however, you will be entered in a drawing for a scholarship, including registration, hotel, meal, and travel expenses within California to the **Respect-ABILITY** Conference in Los Angeles on March 7-8, 2008

Please call us at 866-999-DRLC (3752) or TTY at (213) 736-8310 if you have any questions or if you would like assistance in completing the survey. This survey is also available in **Braille, large print, and computer disk**, as well as in **Spanish** and can be completed online by going to www.respectabilitycoalition.org and clicking on "TAKE THE ONLINE SURVEY."

Please return the survey by December 31, 2007 to:

Respect-ABILITY Coalition
C/o Disability Rights Legal Center
919 Albany Street
Los Angeles, CA 90015
email: DRLC@lts.edu
Fax: (213) 736-1030

YOUR INFORMATION

-or-

If you do not want to share your personal information, you may put your city and zip code.

1. Name: _____

2. Address: _____

3. City: _____

4. Zip code: _____

5. Telephone: _____

6. E-mail address: _____

7. Please tell us who you are:

Person with disability/consumer

Family member

Advocate

Caregiver

Health Care Provider

INFORMATION ABOUT THE HEALTH CARE PROVIDER YOU SURVEYED

8. Name of health care provider: _____

9. Address of health care provider: _____

10. Telephone: _____

11. How was your survey conducted?

Telephone In-Person Visit

I used assistance/accommodations to fill out this survey

Other _____

SURVEY QUESTIONS

THE FOLLOWING QUESTIONS MAY BE ANSWERED BY CALLING THE HEALTH CARE PROVIDER OR BY VISITING THE OFFICE.

Before you conduct the survey, please inform the provider about the following:

- ✓ You are conducting a survey.
- ✓ Their identity will remain confidential.
- ✓ You are gathering information about accessibility of health care generally, not specific providers.

12. If you use a text telephone (TTY) or Relay service (711), please describe the health care provider's ability and willingness to use the TTY or Relay service.

13. Has the health care provider received disability sensitivity training?

Yes

No

Don't know

14. Does the health care provider arrange to have a Sign Language interpreter present at an appointment for a person who speaks Sign Language?

Yes

No

Don't know

15. Is information provided about health care (brochures and handouts) in alternative formats for a person who is blind or has low vision?

Yes

No

Don't know

If yes, what formats are available?

Braille

Large print

Computer
disk

Audio tape or CD

16. Is the provider willing to read printed information (brochures, prescriptions, medication information) aloud to a person who is blind or has low vision?

Yes

No

Don't know

THE FOLLOWING QUESTIONS SHOULD BE ANSWERED BY VISITING THE OFFICE IN PERSON:

ACCESSIBLE APPROACH/ENTRANCE

Parking

The chart below shows the total number of accessible parking spaces required in parking structures and parking lots according to the ADAAG for new construction and altered parking structures:*

Total Spaces	Accessible Spaces
1 to 25	1
26 to 50	2
51 to 75	3
76 to 100	4

17. How many total parking spaces are provided? _____ or Don't know

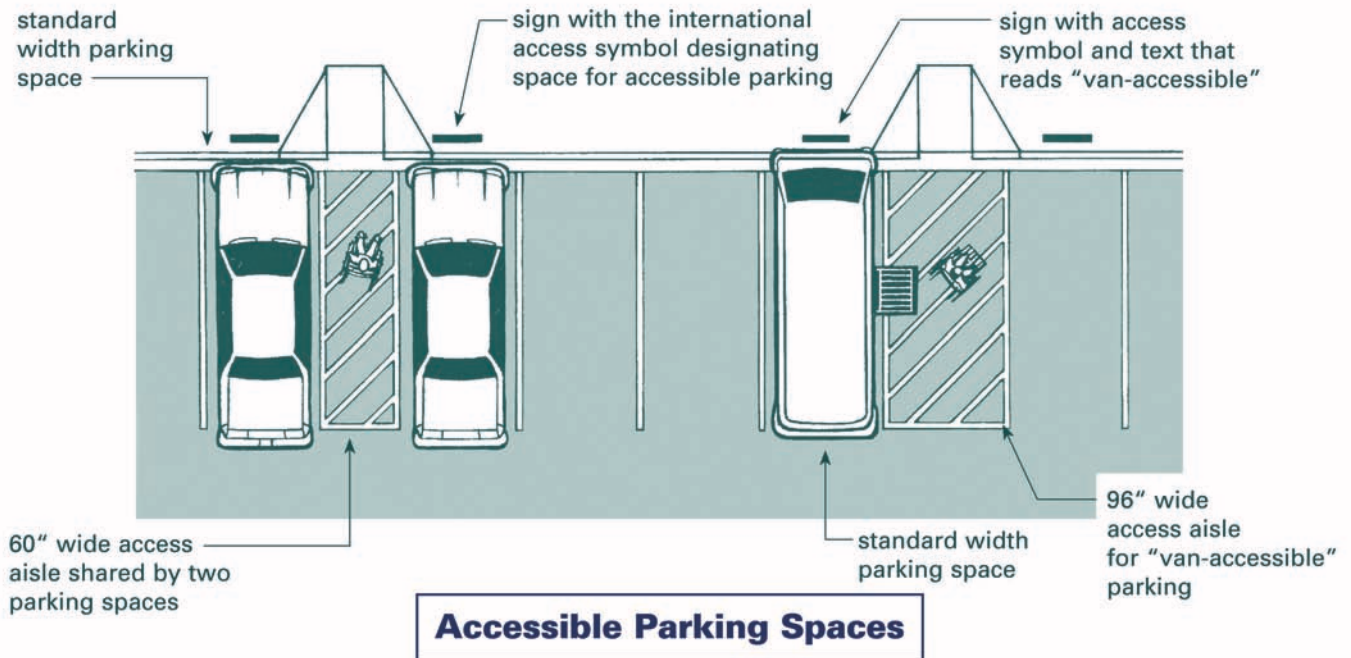
*This survey relies on the Americans with Disabilities Act Accessibility Guidelines (ADAAG). ADAAG applies to new construction and alterations. ADAAG is also a reference for pre-ADA buildings, but full compliance may not always be required.

18. How many wheelchair-accessible spaces are provided? _____ or Don't Know

Below is a diagram that illustrates the requirements for accessible parking spaces. Here is the written description:

A 60-inch wide access aisle may be shared by two standard width parking spaces. Both parking spaces should be clearly marked with the international access symbol designating space for accessible parking.

A 95-inch wide access aisle for "van-accessible" parking may be shared by one or two standard width parking spaces. These parking spaces should be clearly marked with the international access symbol and text that reads "van-accessible."



*Above diagram from North Carolina Office on Disability and Health's *Removing Barriers to Health Care: A Guide for Health Professionals*

19. Are the accessible parking spaces marked with blue paint and clearly identified as being accessible and reserved for people with disabilities?

Yes

No

Don't know

20. Do the accessible parking spaces have a striped access aisle (2 spaces can share one access aisle between them) that allows a person to transfer to a wheel chair)?

Yes

No

Don't know

Pathway and Entrance to Health Care Provider's Office

21. Can a person using a mobility aid (e.g. walker, scooter, wheelchair) get from the accessible parking space to the office door?

Yes

No

Don't know

22. If not, what kind of barrier is in the way?

Curb without curb cut

Step without ramp

Narrow pathway (less than 36")

Broken or uneven pathway (e.g. gravel)

Steep grade

Steep cross slope

Other _____

23. Do curbs at the provider's office have curb cuts at driveways, drop-off areas and pedestrian walkways?

Yes

No

Don't know

24. Please describe the doorway entrance to the health care provider.

Easy to Use

Hard to Use

Wide door entrance (at least 32")

Doorway too narrow

Automatic or lightweight doors

Door too heavy

Lever or push handles on doors

Round doorknobs

Flat clear space in front of door

No flat space in front of door

Other: _____

25. If there are steps or stairs leading to the provider, is there also a ramp?

Yes

No

N/A – No stairs

26. Do all ramps longer than 6 feet have railings on both sides?

Yes

No

N/A – No ramp

27. If there are railings, are they securely fastened and at least 34 to 38 inches high?

Yes

No

N/A – No railings

28. Is there a level landing area at the top and bottom of the ramp?

Yes

No

N/A – No ramp

29. Is the ramp gradual enough (ramps should be 12 inches long for every 1 inch of height)?

- Yes No N/A – No ramp

30. Do all inaccessible entrances have signs showing the location of the nearest accessible entrance?

- Yes No N/A – All entrances are accessible

Please tell us why or why not: _____

31. Is the provider's office on the ground floor?

- Yes No

32. If the provider's office is not on the ground floor, is there an elevator or platform lift to the provider's office?

- Yes No N/A - provider on ground floor

33. Is the elevator in working order and does it appear safe?

- Yes No N/A – No elevator

34. Signs indicating the location of the elevators are in the following (please check all boxes that apply):

- Large print High contrast
 Black and white Braille Talking Signs

35. Is there a path leading to the provider's office that does not require use of stairs (e.g., a ramp)?

- Yes No N/A – Office on first floor

36. Can all objects (e.g. water fountains) sticking out more than 4 inches in the pathway be detected by a person with a visual disability using a cane (extending down to 27 inches or less above the floor)?

- Yes No Don't know

37. Is the pathway to the provider's office at least 36 inches wide (except at door ways, which can be narrower)?

- Yes No Don't know

INSIDE THE HEALTH CARE PROVIDER'S OFFICE

38. Please describe the doorways inside the provider's office.

Easy to Use

- Wide door entrances (at least 32")
- Automatic or light weight doors
- Lever or push handles on doors
- Flat area in front of doors

Hard to Use

- Doorways too narrow
- Doors too heavy
- Round doorknobs
- No flat area in front of doors

Other reasons:

39. Is there a pathway through the provider's office that is wide enough for a person to maneuver a wheelchair (at least 36 inches)?

- Yes No Don't know

40. ADAAG requires that the tops of service counters be no more than 36 inches high. Are the counters in the waiting room at the provider's office accessible to a person using a mobility aid (e.g. scooter or wheelchair)?

Countertop no more than 36" high

Space for Wheelchair to park at counter

- Yes No Yes No

If the counter is not accessible, how would the provider serve a person who uses scooter or wheelchair (e.g., a clipboard or lower table is provided for filling out forms)?

41. Is there enough space in the waiting room for a person who uses a mobility aid (e.g. walker, scooter, wheelchair) to move around, find a place to sit and fill out forms?

- Yes No

Why or why not: _____

42. Can the exam table be lowered or raised for a person in a wheelchair?

- Yes No

43. Please tell us how a person with limited mobility would get onto the exam table:

- By him or herself With a nurse's assistance

- With a family member's assistance

- Other: _____

44. Does the provider have an accessible weight scale that allows a person to remain seated while in a wheelchair or other personal mobility aid?

- Yes No Don't know

45. Does the provider have accessible diagnostic equipment (e.g. mammography) that can be used while in a standing, seated or reclining (lying down) position?

- Yes No Don't know

46. Does the provider have accessible x-ray or other radiological equipment that can be used while in a standing, seated or in a reclining (lying down) position?

- Yes No Don't know

BATHROOM ACCESS

ADAAG requires that each bathroom in a public building have at least one of each element (stall, toilet, sink, etc.) that is fully accessible. A fully accessible bathroom can be described as:

- Free of obstructing furniture
- Doorways at least 32 inches wide
- Doors and stalls equipped with accessible handles (operable with a closed fist)
- Wheelchair-accessible stall (if stalls are provided) that provides greater space than a typical stall
- At least 5 feet by 5 feet of clear turning space
- Accessible signage
- At least a 30-inch wide by 48-inch deep clear space in front of the sink, dispensers, and other equipment

- Soap, other dispensers, and hand dryers within reach range with and activated with one closed fist (unless they are motion activated)
- Grab bars behind and beside the toilet
- Toilet 17 to 19 inches high
- Space beside the toilet to “park” a wheelchair
- Sink with knee space underneath and handles that are useable with one closed fist

47. Does the provider’s bathroom have enough space for a person using a mobility aid (e.g. walker, scooter, wheelchair) to enter, turn around, and exit?

- Yes No

48. How is the bathroom door opened?

- Push Pull Automatic
- Lever handle Round doorknob With key

49. Is there at least a 5-foot by 5-foot turning space in the bathroom?

- Yes No

50. Please mark which items are wheelchair accessible:

- Sink/faucets Paper towel dispenser Mirror
- Other _____

51. Is the sink/faucet accessible to a person in wheelchair or scooter?

30" x 48" approach Yes No

Knee clearance underneath Yes No

Faucet usable with one closed fist or motion activated Yes No

52. Is the soap dispenser wheelchair accessible* ?

Yes No

Usable with one closed fist or motion activated

Yes No

***Accessible Reach Ranges:**

Forward Reach: If the clear floor space only allows forward approach to the soap dispenser, the maximum high forward reach allowed shall be 48 inches. *The minimum low forward reach is 15 inches.* If the high forward reach is over an obstruction, the maximum forward reach must be less than 25 inches.

Side Reach: If the clear floor space allows parallel approach by a person in a wheelchair, the maximum high side reach allowed shall be 54 inches and the low side reach shall be no less than 9 inches above the floor. If the side reach is over an obstruction the maximum side reach over the obstruction must be less than 24 inches.

53. Is the paper towel dispenser/dryer wheelchair accessible*?

Yes No

Usable with one closed fist or motion activated Yes No

***Accessible Reach Ranges:**

Forward Reach. If the clear floor space only allows forward approach to the towel dispenser/dryer, the maximum high forward reach allowed is 48 inches. *The minimum low forward reach is 15 inches.* If the high forward reach is over an obstruction, the maximum forward reach must be less than 25 inches.

Side Reach. If the clear floor space allows parallel approach by a person in a wheelchair, the maximum high side reach allowed shall be 54 inches and the low side reach shall be no less than 9 inches above the floor. If the side reach is over an obstruction, the maximum side reach over the obstruction must be less than 24 in.

54. Are there bathroom stalls? If yes, is one wheelchair accessible?

- Yes No

55. Is there room by the toilet to transfer from a mobility device to the toilet?

- Yes No

56. Is the toilet seat 17 to 19 inches high?

- Yes No Don't know

57. Are there grab bars behind and beside the wheelchair accessible toilet?

- Yes No Don't know

58. Are there obstacles (sink, trash cans, plants) around the accessible toilet?

- Yes No

INSIDE THE PHARMACY

59. Are the counters in the pharmacy wheelchair or scooter accessible (no more than 36 inches high)?

Yes

No

Comments: _____

60. Does the pharmacy offer talking medication bottles or prescription readers?

Yes

No

Don't know

61. Does the pharmacy offer magnifying glasses to read medications while shopping in the store?

Yes

No

Don't know

Thank you for participating in our survey!

Your participation in this survey will help us to develop a fact sheet about the accessibility of health care services across California and to make recommendations to policy makers and health care providers regarding how health care systems can better meet the needs of people with disabilities.

Please Return To:

Respect-**ABILITY** Coalition
C/o Disability Rights Legal Center
919 Albany Street
Los Angeles, CA 90015
email: DRLC@lls.edu
Fax: (213) 736-1030

DEADLINE TO SUBMIT SURVEY IS December 31, 2007

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