

**Final**  
**June 28, 2000**  
**A Plan to Continue Improving Access to Montanas Outdoor Recreation**

**CROSSING THE BARRIERS 2000**  
**Montana Fish, Wildlife & Parks**

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## **PREFACE**

Montana is known for its vast natural resources and scenic beauty. Recreational opportunities are abundant for those that are able-bodied. To some, barriers to accessibility are sought-after challenges which enhance the outdoor experience. To people with disabilities, barriers can deprive individuals of the chance to enjoy recreational opportunities that make the quality of life in Montana so appealing. Section 504 of the federal Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act, guarantees Montanans, and other visitors, the right to equal access.

Our plan reflects both the progress made and challenges which remain for Montana Fish, Wildlife and Parks to remove some of the most significant barriers at our sites and in our various programs. While it is not currently feasible to make every site and program in our Department completely accessible, there are more improvements we can and will make which will provide improved access and a better variety of choices for Fish, Wildlife and Parks recreation. This program, which began in 1989, is called Crossing the Barriers. We now have all of the regional headquarters accessible, as are our two most highly visited fish hatchery visitor centers. At least one Fishing Access Site is accessible within close proximity of every town with a population of greater than 10,000. One-third of our state parks are fully accessible. Work has been completed on accessible viewing and interpretive areas at three Wildlife Management Areas. More work is scheduled as funds for capital improvements become available.

Success of the program to date has also been achieved in part due to the efforts of a number of private citizens. Their help has been greatly appreciated and is making this project more effective than it could otherwise be. I encourage ongoing assistance and participation by anyone interested in improving accessibility to the Departments sites and programs. I welcome your ideas, support, and volunteer efforts. This report that we present to you is only the beginning of what will be an ongoing effort toward Crossing the Barriers.

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Patrick Graham, Director  
Montana Fish, Wildlife & Parks  
March 21, 2000

## **I. INTRODUCTION**

All Montanans and visitors to the state have a right to recreational opportunities and access to recreational sites and facilities. Montanans with disabilities have the right to equal access guaranteed by Section 504 of the federal Rehabilitation Act of 1973, as amended. A copy of this act is included as Appendix A-1. It is also the intent of MFWP to comply with the Americans with Disabilities Act (ADA) and its rules including the Americans with Disabilities Act Accessibility Guidelines (ADAAG). A summary of the ADA is included in Appendix A-2. The more technical Guidelines are not included in this document, but can be found at the Field Services Design and Construction Bureau on 600 N. Park Avenue, Helena.

The current document, Crossing the Barriers 2000, is a revision and update of the 1991 Crossing the Barriers (Transition) Plan. It is an effort to continue actions that have been successful in providing accessibility and to establish new Departmental goals. These efforts and future efforts toward providing accessible sites and programs are entitled Crossing the Barriers to symbolize the Departments commitment to removing barriers to people with disabilities.

The Department integrates the principles of universal design, for the purpose of providing facilities and programs which accommodate the needs of all, including people with disabilities, and to enhance the outdoor experience for all individuals. Although total accessibility is often impossible to achieve in outdoor settings, it is the Departments intention to make a variety of sites as usable as possible to the greatest number of people, given the limitations of natural and physical features.

People with disabilities have a need for recreation just as all citizens do. Their need is frequently greater, due to health issues that prohibit or decrease other life choices and create a greater than normal amount of leisure time. Senior citizens often have decreased stamina, endurance and agility, and an increase of leisure time. Many other people will appreciate the convenience provided at accessible sites, including those who are: temporarily disabled due to illness or injury, parents with young children, some pregnant women, people with less obvious disabilities such as back injuries and heart conditions, the very large and the very small, and people who are able-bodied, but enjoy using more well-developed facilities. This plan also serves people with visual, and hearing impairments, and those with developmental disabilities and learning disabilities.

Montanas important tourist industry will benefit from the availability of publicized accessible recreational opportunities. Travelers who are disabled are keenly interested in using accessible facilities. These tourists will often plan their travel itineraries around such sites.

The key to achieving improved accessibility is through implementation of goals, policies and actions outlined in this document and identified as priorities within each of the MFWP divisions and regions.

This document summarizes the self-evaluation process completed in 1989-90 and describes the current accessibility guidelines in the Self-Evaluation section. The 1991 Crossing the Barriers Plan created increased accessibility awareness within the Department and implemented many actions which are listed in the Efforts In Accessibility section.

Details of the continued and newly proposed projects and programs, and how they will be implemented, are discussed in the Action Plan within this document. The Accessibility Plan will be initiated and guided by the Accessibility Coordinator, the Accessibility Committee and the Divisions; however, implementation is the responsibility of the Department as a whole. The Directors Office, Division Administrators, and Regional Supervisors will oversee the completion of the Action Plan.

Crossing the Barriers - 2000 and the proposed actions have undergone a review process similar to the 1991 Crossing the Barriers Plan, including review and discussion by Department personnel representing all Divisions (Accessibility Committee Members - see Appendix B for current listing), Regional Supervisors, the disability consultant, as well as approval by the Director.

Crossing the Barriers - 2000 is available to the public for comment upon request, as required by ADA; however, its primary use is as a working document to provide guidelines and achieve MFWP internal goals.

## II. SELF-EVALUATION

Self-evaluation of the Departments programs and sites is required by Section 504 of the Rehabilitation Act of 1973, as amended, and the ADA. The purpose of the self-evaluations conducted in 1989-90 were to inventory the Departments programs, sites, and facilities to determine existing accessibility to and usability by people with disabilities.

In conducting its self-evaluation, the Department undertook various actions in 1989-90, including these activities: survey of sites, survey of programs, training of personnel, consultation with disabled resource advisors, and development of a computer program for evaluating site surveys.

The Section 504 Accessibility Committee was appointed in 1989. This committee developed the site survey forms and trained Regional Section 504 Accessibility Coordinators throughout the state to conduct the surveys. These surveys preceded nationally accepted evaluation forms, which have been developed since the passage of the ADA in 1990. A Level of Accessibility concept was used, which defines four levels of difficulty for people with various physical abilities ranking from Levels 1 to 4 as: Accessible, Usable, Difficult, and Not Accessible. Additional rankings A through D were given, indicating the amount of modification necessary to raise the site to a Level 1 rank:

- A. Modification not necessary
- B. Can be easily modified
- C. Needs extensive modification
- D. Modification not recommended

The 1989 Committee and additional staff also developed and conducted a Programmatic Survey. Programs and Department-wide support activities (such as enforcement, public relations, and personnel policies and practices) were surveyed to determine their usability to people with different types of disabilities.

Since the Americans with Disabilities Act in 1990 and the issuance of Accessibility Guidelines (ADAAG) directly relating to recreational facilities and outdoor developed areas (drafted in 1994), the Department has indexed existing facilities and sites using the new accessibility and ranking system (Appendix C). These rankings are listed as follows and ideally, sites would be identified to these levels with the corresponding, color coded, universal accessibility symbol:

Easy Accessibility (green): highly developed (urban/rural) recreation settings  
Moderate Accessibility (blue): moderately developed (roaded natural) recreation settings  
Difficult Accessibility (purple): minimally developed (semi-primitive) recreation settings  
Most Difficult Accessibility (red): undeveloped (primitive) recreation setting  
This ranking system is used in the current MFWP Site

Accessibility Levels Atlas List, which is displayed in Appendix D. This indexed list of the Departments sites was compiled by the Field Services, Design and Construction staff with cooperation from field personnel.

It is standard practice to consider accessibility within all programs as a method of serving the public. Program compliance is reviewed on an ongoing basis with responsible Department personnel applying Section 504 and the ADA to the respective programs.

### **III. EFFORTS IN ACCESSIBILITY**

This section is a result of the Programmatic Surveys conducted and from implementing many of the actions proposed in the 1991 Crossing the Barriers Plan. Many of the items listed are ongoing and are listed as continuing actions in the Action Plan.

#### **A. Training**

The Accessibility Committee formed in 1989, and Regional Coordinators, participated in extensive training including disability awareness, presentations by several people with different disabilities, disability simulation, instruction on conducting the site surveys and use of the Accessibility Manual. Design and Construction Bureau staff were given information on site accessibility and modification, as well as training in the areas mentioned above.

Other specific training within the Department is listed below.

Awareness training of additional Department staff within the Regions occurred in 1994 and 1996.

The Design and Construction Bureau Chief attended National Park Service Training in San Antonio, Texas, December 1994, providing instruction regarding universal design for people with disabilities at recreation facilities.

Office managers and staff received awareness training, and suggestions on assisting disabled visitors to FWP offices.

The Department personnel office distributed Disability Etiquette: Tips on Interacting with People with Disabilities by Judy Cohen and the Eastern Paralyzed Veterans Association, to all permanent employees in 1999.

A disability awareness video (All Ways Welcome) was presented at the Parks and Fisheries Division meetings in 2000, as well as question and answer sessions led by Shelley Land from the Kalispell Independent Living Center.

#### **B. Disabled Resource Advisors**

A number of people with disabilities and disability organizations from across Montana were willing to serve in a resource capacity to the Regional Accessibility Coordinators and the Committee to assist them in the 1990 survey process. Their assistance was requested on a limited basis, but was valuable and very much appreciated.

The Department has an ongoing contract with an accessibility consultant who has expertise in the areas of disability awareness training, barrier removal, disability rights, and recreation. The Department will also continue to rely on local resource advisors.

#### **C. Computer Programs**

As the original survey questionnaires were completed, the data was entered into a computer program, including the site name, site type, level of accessibility and the level of modification needed. This index was intended to help in the selection of projects

within the state and regions, but was not as useful as the Committee had hoped. The method of surveying sites was too subjective to be consistent across the state. New Recommendations for Accessibility Guidelines: were developed by the national Recreation Access Advisory Committee in 1994, thus different level criteria were adopted by the Department. The Department sites have recently been indexed by accessibility level and can be reviewed in the MFWP Site Accessibility Levels Atlas List, displayed in Appendix D.

#### D. Designated Facility Use

Parking spaces, which are signed and marked with the international symbol for accessibility, are reserved for people with disabilities and are provided at many sites in accordance with the ADA and in proportions adequate to the other available parking space.

Other designated accessible facilities such as restrooms, picnic tables, fishing docks, water fowl hunting blinds, and boat ramps are available on a first-come, first-served basis. Courtesy docks designed for people with disabilities are available at some areas. These may be used by others when people with disabilities are not using the site.

Specific, fully accessible camp sites are signed, and kept open until approximately 8pm (this time varies at individual parks) for use by people with disabilities. If the site is not filled by the specified time, the site is made available on a first-come, first-served basis.

#### E. Divisions

The Department has made a strong effort to make its sites and programs accessible to people with disabilities since the development of the Crossing the Barriers Plan in 1991.

##### 1. Fisheries

The Department issues a disabled resident conservation license, which allows the holder to fish without also purchasing a fishing license. In the Fisheries Divisions statewide Angler Pressure Surveys, the senior, youth, and disabled are included in the total number of license holders, and randomly selected to complete surveys, but not separated by response. The separation of this group was discontinued several years ago due to the lack of requests for information regarding activities by these specific anglers.

Fishing regulations are made available in 18 point print or on audio tape for the visually impaired upon request. As brochures are written, they will employ easy-to-understand language. Slide shows will have printed scripts available upon request.

Current fishing license policies will continue to be reviewed as to how they apply to people with disabilities and recommendations for improvement will be made to the Commission when necessary.

At least one site used for fishing, in proximity to all population centers of 10,000 or more, are now accessible to a Level 1 Accessibility (Easy). The Butte area is an exception to this due to a lack of fishing sites in the area.

The Giant Springs and Washoe Park Fish Hatchery facilities are considered Easy accessibility levels (refer to Appendix C for an explanation of the four accessibility levels) and have exhibits for people with visual impairments.

A person who is blind may be issued a lifetime fishing license for a one-time fee of \$10. No wildlife conservation license is required. MCA 87-2-803 (5a).

Any veteran who is a patient residing at a hospital operated by the Department of Veterans Affairs, and residents of all institutions under the jurisdiction of the Department of Public Health and Human Services may fish without a license. Directors of licensed long-term care facilities and personal care facilities, etc, can apply annually for fishing license exemptions for supervised resident fishing activities. MCA 87-2-802.

## 2. Wildlife

The Department has a booklet available to the public entitled: The Outdoors is for Everyone, which is designed to encourage people with disabilities to utilize and enjoy outdoor recreation. The Department also has special hunt permits for elk, deer and antelope available for qualified disabled hunters. A special discounted rate license is also available with the purchase of a disabled resident license. Non-ambulatory hunters are allowed to shoot from a vehicle and/or shoot from the shoulder of the road (MCA 87-2-803 and 61-1-202 road defined). These practices are prohibited for the able-bodied. In cooperation with some Forest Service Districts, people possessing a disabled hunting permit can acquire vehicular access behind designated locked gates for hunting.

Accessible wildlife appreciation areas and interpretive displays were developed for vehicular or non-vehicular travel at Ninepipe Wildlife Management Area (WMA), Freezout WMA, and Canyon Ferry WMA. The Ninepipe WMA improvements included a hard surface interpretive trail, parking pad and accessible vault toilet. Canyon Ferry WMA provides a path with interpretive signs and accessible parking.

The accessible hunting blind and picnic area at Freezout Lake Wildlife Management Area is complete. A vehicular route through the WMA is also open except for during hunting season. This entire area can be utilized by the hearing and seeing impaired to experience birds of the area.

The Crossing the Barriers Legislative/Licensing Subcommittee will review hunting licenses and permits policies on an ongoing basis.

## 3. Parks

All recent and new capital improvements at state parks include ADA upgrades. These include accessible comfort stations, vault toilets, parking pads, trails, paved surfaces, etc. There have been numerous state parks capital projects with fully accessible facilities completed since the original Crossing the Barriers document was published in 1991, including: Black Sandy, Salmon Lake, Placid Lake, Lake Elmo, Cooney Reservoir, Bannack, Ulm Pishkin, Giant Springs, Big Arm, Wayfarers, Tongue River, Plenty Coups, Whitefish State Park and Makoshika State Parks.

State park brochures do include some information concerning the accessibility of site facilities.

Camping fees are discounted 50% to residents of Montana and either 62 years of age or older, or certified as disabled in accordance with rules adopted by the Department. MCA 23-1-105(2).

#### 4. Support Services

##### a) Conservation Education

Extensive efforts have improved the readability of the hunting and fishing regulations, and these efforts will continue to improve these complicated documents.

Regulations were made available in alternative formats for one year, including Braille, cassette tape and large print. MFWP has not received requests for these alternate formats. If requests are received from people with disabilities, they will be accommodated in the most efficient and expedient manner as determined by the given circumstances.

MFWPs half-hour productions and weekly newscasts are not closed-captioned, but scripts can be provided if requested. Scripts or closed-captions of films produced by MFWP will be provided upon request.

Educational programs and public showings of films are held in accessible buildings, whenever possible.

Montana Outdoors has promoted accessibility in its magazine articles.

The Conservation Education Divisions Hunter Education Program has provided classes for a limited number of Montanas disabled residents on a case-by-case basis. Hunter Ed and Bow-hunter Ed instructors will accommodate and train students with special needs whenever possible. Parents are required to attend the first class and to register the students, in an attempt to inform instructors of any unapparent disabilities a student may have and how to best accommodate those needs. The Hunter Education Program cooperates with the Montana School for the Deaf and Blind to provide interpreters when needed in Regions 4 and 5 (Great Falls and Billings). All regions have audio tapes for use by people with visual impairments. Alternative testing methods, such as an interpreter,

are used on a case-by-case basis to assist students with disabilities in becoming certified hunters, without the lowering the integrity and significance of the test.

Many hunter education programs within Montana have begun using a diagnostic entrance exam, which targets learning disabilities and will initially alert instructors of special needs some students may have. The majority of the hunter education classes are held in public buildings (schools, libraries, and fire halls) to help ensure easy accessibility. Upon request, alternative testing methods are used for students with disabilities.

Annually, MFWP provides an application and program brochure (Crossing the Barriers, Hunting and Fishing Opportunities for Persons with All Abilities) to people who purchased the previous years Conservation License for people with a disability. This brochure was revised in 2000 to reflect the new legislative changes as to the definition of disabled, and mailed to 4200 disabled license holders and Independent Living Centers.

#### b) Field Services

The Departments disabled accessibility efforts are coordinated by the Field Services Division. The Field Services Design and Construction Bureau Chief will serve as Chair of the Accessibility Committee and is responsible for communicating progress, challenges and perspectives to the committee and to the Management Team throughout the reviewing and implementing processes.

The Field Services Division Secretary is the Committee Vice-Chair and works with the Chair in all phases of carrying out the ADA program. The Vice-Chair will be the liason with contractors hired to assist in planning efforts, site assessments, and contract administration.

Four Sub-Committees are in place to evaluate the Departments accessibility efforts, identify additional issues to enhance recreational opportunities for Montanas disabled citizens and visitors, make information available to the public, and recommend actions to the Management Team. Please see the Action Plan on page 16 for more information regarding the Sub-committees, chairpersons and goals for each group.

The Design and Construction Bureau (D&C) is a part of the Field Services Division and provides expertise and the necessary design and engineering support for facility or site evaluations and improvements. Bureau personnel have attended training courses and have experience in implementing accessibility features.

D&C has researched designs and engineering techniques for accessible latrines, boat ramps, and interactive interpretive devices. This Bureau maintains the Atlas of Accessibility for all Department sites and facilities.

It is standard for D&C staff to consider a variety of means for displaying new interpretive information, including sign height, Braille, audio and tactile features. The intent is to

provide experiences for people with disabilities depending on allowable space, site specifics, and budget.

The block management program and landowner/sportsmens efforts have helped open private properties specifically to hunters with disabilities on a case by case basis and by request only. These land-owner-participants and specific opportunities change yearly, and often land owners request that this opportunity not be widely publicized. This information is supplied upon request, however, and it is common for MFWP staff to provide this information orally to hunters buying a disabled conservation license.

c) Administration & Finance

Employment practices in the Department are in compliance with Section 504 regulations and the ADA. Staff coordinates with the Directors office, Design & Construction Bureau, and others in developing funding proposals for the State Legislature for accessibility improvements at Department sites.

The hiring policy was updated to include language that MFWP will provide reasonable accommodations for people with disabilities to effectively participate in the hiring process. The policy also explains the process for applying the preference provided to people with disabilities. The vacancy announcements provide guidance to applicants when requesting an accommodation. Readers/interpreters are provided on request for applicants needing this accommodation. The Personnel Office reviews vacancy announcements and position descriptions to determine whether the job requirements pose unnecessary barriers to people with disabilities.

Recruitment has largely expanded to include all job service offices, the Internet, and colleges/universities, among others, for all permanent positions. Seasonal/temporary jobs continue to provide the option to managers for limited recruitment.

Region/Division support staff received training on the recruitment and selection process to provide on-site expertise to supervisors regarding all employment laws including ADA as it relates to the hiring process. Training is provided to new employees during New Employee Orientation.

The ADA complaint process is outlined and posted on agency bulletin boards in headquarters and regions, statewide.

The ADA access updates are provided with the budget requests when asked for by the Budget Office.

The 1997 Legislature removed the term handicapped from state law and replaced it with persons with disabilities. It was replaced in department policies (i.e. Recruitment and Selection Policy MFWP, Persons with Disabilities Employment Preference Policy MOM).

The MFWP Commission holds meetings in accessible locations.

#### d) Enforcement

(This section below is from the 1999 Statutes book.)

Persons with disabilities are entitled to fish and to hunt game birds with only a conservation license if they are residents of Montana not residing in an institution. MCA 87-2-803 (1).

Montana residents who are certified as disabled by the Department may purchase regular deer and elk licenses at one-half the regular fee. This is also true for blind people, who must also be accompanied by an assisting companion. MCA 87-2-803 (2) and (5b).

Non-residents or Montana residents whose mobility is substantially impaired and has a Permit to Hunt from a Vehicle, may shoot from a vehicle, on the shoulder, berm, or barrow pit right-of-way of some public roadways, and must have a companion to assist them. MCA 87-2-803 (4).

#### F. Regions

(This information provided in April 1999)

##### 1. Kalispell Region 1

One of the most valuable assets to the Region One disability program is the local Crossing the Barriers Committee. The purpose of this organization is to increase opportunities for hunters and anglers with disabilities in Northwest Montana. John Fraley, Regional Information Officer, was instrumental in forming this committee in 1992. The Committee is composed of representatives from various state, federal and local agencies as well as private citizens and organizations. They meet approximately six times a year and have contributed an enormous amount of time and effort toward making fun a little easier for those who are physically impaired.

This Committee is responsible for several events during the year. Their funding is provided by a raffle sale every summer with the grand prize being a half-day fishing charter for a party of four on Flathead Lake with all equipment and snacks provided. Also, of tremendous value to this organization, are the many volunteers and commercial interests who donate their time, equipment, supplies and knowledge, and who, by working together, make this program such a great success. Other annual events sponsored by this committee are:

Fishing Day for Kids (a fishing day only for children)

Fishing Without Barriers (a day for children, adults and seniors on Flathead Lake)

Anglers With Disabilities (a fishing day on Flathead River)

The Kalispell Crossing the Barriers Committee is responsible for improving many sites (not only those owned by MFWP), including boat ramps at different fishing accesses to

make them accessible. These sites include: Woods Bay, Trout Lake, Smith Lake and Bailey Lake. The Committee funds many of these projects with labor provided by members and volunteers. The Committee helps identify and list the U.S. Forest Service Roads with special access provisions for people with disabilities.

Region 1 holds disability awareness training for both permanent and seasonal employees. This training is included at regional meetings, as well as the seasonal employee workshops.

## 2. Missoula Region 2

A disability awareness training session was provided in 1994 at a Regional Meeting. Seasonal staff are made aware of any new and accessible facilities at annual training sessions. New, accessible facilities are publicized in the newspaper, radio and/or television, such as the new facilities at Placid and Salmon Lake State Parks.

Written transcripts of MFWP information videos are provided to the television station. Hunter education classes are accessible.

Seasonal interpretive programs, bull trout presentations and other educational programs are held at facilities that are accessible. The regional list of accessible meeting facilities is being updated.

Resource lists of disability advisors are available through the Rural Institute on Disabilities at the University of Montana.

All sites have been surveyed for accessibility and some improvements have been made to increase accessibility at select sites. The Region 2 Headquarters was built prior to the ADA, but technically qualifies at an Easy level of accessibility. Future modifications have been requested, however, to improve accessibility.

Nine of the 63 fishing access sites in Region 2 have been raised to an Easy or Moderate access level. Brochures produced in the Region list accessible fishing access sites and other facilities. Washoe Park Hatchery is accessible.

Six of the ten state parks in the Region are accessible at Easy or Moderate levels, including Beavertail Hill, Lost Creek, Placid and Salmon Lakes. When the Placid and Salmon Lakes facilities were completed, MFWP contacted a number of organizations who serve people with disabilities to let them know about the new facilities. Brochures produced by the Region contain information about accessible facilities.

Interviews are held in accessible locations, usually at the Regional Headquarters.

## 3. Bozeman Region 3

In 1991, each fishing access site, state park, and other MFWP-owned property in Region 3 were inspected and survey forms for each parcel were completed as directed by the 1991 Transition Plan.

MFWPs ADA consultant visited Missouri Headwaters State Park to inspect and review existing facilities as to their compatibility to ADA standards. The consultant issued a report detailing the deficiencies in ADA compliance at the park. Modifications were made to the restrooms and the pathways are being improved to increase accessibility at the site.

#### 4. Great Falls Region 4

The Great Falls Headquarters meets the Easy access standards and includes tactile exhibits, video and audio tapes. Ulm Pishkin State Park includes this variety of information media and an Easy access visitor center.

Giant Springs State Park and Big Casino Reservoir FAS have accessible fishing stations. Several fishing access sites include accessible picnic tables, restrooms, and parking. Please refer to Appendix D for a more detailed list of accessible features at Region 4 sites.

#### 5. Billings - Region 5

Cliff Swallow and Captain Clarks FAS fishing Access platforms are accessible at an Easy level, as is Rogers Fishing Pier at Lake Elmo, which is heavily used. Development at Lake Elmo State Park in 1995 and 1996 included Easy access parking, comfort stations, sidewalks including to the beach area, picnic shelter, and outdoor shower area.

The Cooney Reservoir State Park brochure was updated and reprinted with accessibility information. This site has one Easy access comfort station and shower.

The museum at Chief Plenty Coups State Park is at an Easy access level, including the visitor center entrance, bathroom, drinking fountain.

Pictograph Cave State Park does have an Easy access parking area, latrine and drinking fountain.

#### 6. Glasgow Region 6

Tom Hinz, Regional Supervisor, met with regional resource advisor, Ray Bergh of Department of Health and Human Services (DPHHS), to discuss his field review of fishing access sites and other Department properties in the Havre Area and informed the HvARO office of these suggestions.

MFWP and US Fish and Wildlife Service from Bowdoin National Wildlife Refuge co-sponsored (funding and installation) of an accessible duck hunting blind at Pearce Waterfowl Production Area east of Malta.

Disability awareness training was held in the region Spring, 1994. A training program was provided in August 1998 to all Region 6 personnel, and any other MFWP staff across the state, regarding the set up and running of a volunteer program, which could include those with disabilities.

A list of accessible buildings within the region is available and used to select locations for all public meetings. In small communities, where accessible facilities may not be available, MFWP offers to provide alternative methods of receiving information to those with disabilities.

MFWP is cooperating with the U.S. Corps of Engineers to develop a hunting area near Fort Peck, targeting big game hunting opportunities specifically for to people with disabilities.

#### 7. Miles City Region 7

A list of accessible meeting rooms is available. The Region 7 Headquarters and meeting room is accessible, including button assisted doors. Awareness training was offered in 1994.

A local advisory committee is being explored for both need and public interest in this small community. There have been no requests for TDD service, however all regions can accommodate these requests by using the Relay Service.

MFWP is partners with Fort Keogh in organizing the Annual Seniors Pheasant Hunt.

The Makoshika Visitor Center and camp area is accessible.

The fishing platform at 12-mile dam is complete and fish screen interpretation will be added. The new Tongue River State Park is an Easy access site.

#### **IV. ACTION PLAN**

The purpose of the Action Plan and the Crossing the Barriers program is to formulate both long-range and short-range policies and goals for the Department in regard to the accessibility of its facilities and programs for people with disabilities. This is a working document used to incorporate accessibility standards into annual work plans, biennial and 6-year plans.

The Accessibility Committee met in April, 1999 and listed four priorities for improving accessibility to MFWP programs, and thus four sub-committees were formed to direct the following activities:

1. Awareness Sub-Committee

Chair: Shelley Juvan, Field Services Division Secretary, Accessibility Committee Vice-Chair

Goal: continue internal training for awareness and target temporary and seasonal employees.

Goal: develop disability awareness training guidelines for all employees

2. Transition Plan Update & Atlas Sub-Committee

Chair: Paul Valle, D&C

Goal: update & revise Transition Plan and inventory all MFWP sites.

3. Media Efforts Sub-Committee

Chair: Lynn Webb, Field Services Contracts Manager

Goal: update and maintain current accessibility level information on the MFWP Web site.

Goal: target specific publics, such as disabled license holders, who will benefit most from improved access.

Goal: target news media for changes or additions to site and program accessibility.

4. Legislative Issues/Changes Sub-Committee

Chair: TBD

Goal: develop FWP policy and procedures for implementing legislative or ARM rule changes affecting the Crossing the Barriers program.

The action items listed in the next pages, are to be implemented through-out the Department and designed to achieve accessibility for both programs and facilities. The Action Plan includes policies and activities to be implemented in three areas:

Programs,  
in the Field or Regions, and  
Support Services.

A. Programs to be Implemented

Program 1. Disability Awareness Training  
(#6a. in 1991 Transition Plan)

## Continued Actions

### What

Disability Awareness Training, at a minimum, should include:

disability awareness,  
information on laws and rights  
physical accommodations that people with disabilities may need, and  
disability simulation, when necessary.

All employees should participate in some degree of disability awareness training. These training sessions have typically been provided in Regional Meetings or New Employee Orientation program.

It is important that FWP staff are aware of disability and accessibility issues from the perspectives of both the user and the service provider. The Awareness Training Sub-committee is committed to continually investigating sources of materials to provide worthwhile and specific information usable to a variety of FWP employees. This program has the potential to reach all employees and provide a multitude of sources to provide the awareness the Sub-committee feels all employees should have.

### Responsibility

Division Administrators and Regional Supervisors will be responsible for ensuring that new Helena and Regional staff, including pertinent seasonal staff, receive training. Each division and region will be responsible for the specific training of its own staff on accessibility as it pertains to that division or region and its programs. Regional and Divisional Access Committee members will help look for potential opportunities to incorporate awareness training.

### Proposed New Program Actions to be Implemented by 2001

a) Develop recommended training guidelines for all employees regarding disability awareness.

Responsibility: Awareness Training Sub-committee

b) Develop tracking system to assure training for all employees.

Responsibility: Awareness Training Sub-committee

### Proposed New Program Actions to be Implemented by 2006

c) Disability awareness training will be more formally incorporated into the Departments ADA compliance efforts. Awareness briefings or training strategies will be incorporated into meetings when appropriate, such as annual Regional Meetings, Division Meetings, parks fee workshops, at least annually. Responsibility: Division Administrators and Regional Supervisors, Access Committee Members, Regional Parks Managers

d) Investigate and distribute methods and materials for awareness training such as those listed in Appendix E. These resources will be distributed to all regions and division

offices as reviewed and determined applicable. Responsibility: Awareness Training Subcommittee

e) Disability Awareness Training Addendums will be developed by the Divisions. These Addendums will provide employees information, in addition to the resources listed in Appendix E, which is specific to their job duties. The Addendums should include technical information, maintenance techniques, skills, interpersonal relations skills, etc., that aid specific employees in providing services to people with disabilities and completing duties specifically regarding accessibility and ADA. Some suggested addendums to the basic course would specifically pertain to Wardens, or Parks Maintenance Staff, Personnel staff, or Office Managers and staff, etc. Responsibility: Division Administrators

#### Program 2. New Programs (8a.)

##### Continued Actions

##### What

All new programs are developed to be as accessible as possible for both users and staff. Training, materials, and instruction will meet accessibility standards as described in this document.

##### Responsibility

The Division Administrator overseeing the new program will be responsible for ensuring that programs consider accessibility issues as necessary.

#### Program 3. Fisheries Fishing & Boating (3b.)

##### Continued Actions

##### What

Fishing regulations are made available in 18 point print or on audio tape for the visually impaired upon request. As brochures are written, they will employ easy-to-understand language. Slide shows will have printed scripts available upon request.

Current fishing license policies will continue to be reviewed as to how they apply to people with disabilities and recommendations for improvement will be made to the Commission when necessary.

##### Responsibility

The Division will coordinate with Conservation Education to provide fishing regulations in different mediums, and to edit brochures for ease of reading. Regional staff will accommodate requests for slide show scripts.

The Division will oversee the fishing license policies with input from the Regions.

#### Proposed New Program Actions to be Implemented by 2006

a) Selected sites (based on local advisory group input and angling/fishing potential) can now be raised to Moderate accessibility levels, affording a variety of access levels and experiences in areas near the major population centers.

Responsibility: Parks and Fisheries Division Administrators

b) Select sites will be raised to the highest level of access (Easy), given that the potential exists at the site and the need is exhibited.

Responsibility: Parks and Fisheries Division Administrators

c) Update the fishing access brochure, including the levels of accessibility corresponding to each site.

Responsibility: Parks and Fisheries Division Administrators

#### Program 4. Parks Historic, Natural, Recreational (5b.)

##### Continued Actions

##### What

State Parks are made accessible where feasible and when funding is available. Comfort stations are accessible at an Easy level. All new and replacement vault toilets are accessible to people with disabilities, depending on site conditions and terrain.

The Montana State Parks brochure has been produced in conjunction with other divisions, listing accessible programs and facilities and will continue to be updated.

Regulations and other selected printed materials can be available in 18 point print upon request, however the demand for this has been extremely low.

Films and public meetings will meet accessibility standards and goals listed in other parts of this report.

Programs, such as the Motorized and Non-Motorized Trails, and Snowmobile programs, meet accessibility standards and policies listed in other parts of this plan, i.e. brochure readability, accessible facilities for meetings, etc.

Due to the high percentage of parks staff, seasonal and permanent, who interact with the public, all staff should receive some disability awareness training. Instructors, guides, hosts, seasonal staff, and other key park personnel receive training in disability awareness and program modification for use and access by people with disabilities.

Responsibility

The Division determines the priority in which parks are developed and to what Level of Accessibility is desired, given the amount of use, funding available, and the local and statewide need for accessible features at varying levels.

The Division will provide printed materials in 18 point print when requested.

The Regions are responsible for ensuring that meetings, films, and public programs are held in accessible facilities, whenever possible. Regions are responsible for continuing to provide disability training for many of the seasonal staff who significantly interact with the public.

Proposed New Program Actions to be Implemented by 2006

a) After review and prioritizing, select parks will be brought up to varying Levels of Accessibility to provide varying degrees of recreational opportunities throughout the state and within a region. Responsibility: Division Administrator

b) Proposed Capital Projects:

Will upgrade latrines at Cooney to have at least one at each designated lake access area. New amphitheater at Makoshika will be accessible (summer/fall 2000).

An accessible fishing pier is planned at Gartside Dam and is expected to be heavily used. More fully accessible yurts will be added at applicable parks.

Frenchtown Pond site renovation will include Easy accessible sidewalks, comfort stations, outdoor showers, parking, beach areas.

Responsibility: Division Administrator

Program 5. Wildlife Hunting and Wildlife Appreciation (6b.)

Continued Actions

What

Current hunting license and special permit policies continue to be reviewed regarding their application to people with disabilities, and recommendations for improvements are made to the Commission when warranted.

The Division and Regions should use disabled resource advisors to help gain insight to practical workings of policies and laws enacted to aid people with disabilities, including hunting opportunities. Their recommendations are considered in programmatic and site development plans.

Hunting regulations and brochures will be available in 18 point print upon request. Selected brochures will be available on audio tape when requested.

The Wildlife Division, in cooperation with other divisions, will update a brochure listing accessible facilities and programs.

### Responsibility

The Regions are the primary contacts for the disabled resource advisors, because each region has different issues, programs, and recreational opportunities. These advisors may be advisors to other divisions as well.

The Division should review hunting license and special permit policies with input from the Regions.

The Wildlife Division will cooperate with other divisions to produce brochures in various mediums when requested.

### Proposed New Program Actions to be Implemented by 2006

a) Selected sites will be developed to provide wildlife appreciation areas, interpretive displays or trails providing recreation opportunities for people with disabilities. These sites will be identified in the Six-Year Plans with completion dates estimated.

Responsibility: Division Administrator

### B. Field/Regional Actions to be Implemented

#### Field Action 1. Resource Advisor Lists

(#3a. in 1991 Transition Plan)

Continued Actions

What

Regions should have a list of disabled resource people, as identified in the 1991 Transition Plan, who can act as advisors and consultants on projects and programs, and may consult on site modifications. All Field staff involved in program or facility development or improvements should consult with these advisors early in the development process and again prior to completing a project, to ensure that it will meet the needs of the groups using it.

Interpreters will be provided upon request and when feasible during public meetings or programs, or alternate accommodations will be made.

### Responsibility

The Regional Supervisor must ensure that this Resource Advisors list is compiled and updated to maintain input from this constituency.

### Proposed New Field Actions to be Implemented by 2001

a) Each region will develop a list of advisors, their advocates, and interpreters for the deaf. This master list may include the special interest of individual/group advisors, such as park facilities, fishing access, hunting, to avoid asking for input from someone who

has no interest, nor will use a particular improvement or program. Initial contacts will be made to establish the relationship, then the lines of communication will be kept open as appropriate for each region and group.

Responsibility: Regional Supervisor

Field Action 2. Public Notices and Meetings (9a.)

Continued Actions

What

Public meetings will continue to be held in accessible buildings. All Department personnel who will be conducting public meetings must know which facilities are accessible and how to present a meeting that is understandable by people with various disabilities. Each region is responsible for reviewing frequently used meeting places to ensure the site is accessible, using the site survey forms if necessary, and keeping an up-to-date list of accessible meeting places.

The meeting place announcements will be clearly stated in easy-to-understand language, and clear directions to the specific room within the building will be provided through appropriate media means. Meeting room set-up will be accessible. Sound equipment will be used if the room is large. Acoustics and lighting will be checked to provide the best possible conditions for hearing and visually impaired persons. Displays will have large print and will be easy to read. Handout materials will be provided in large (18 point) print upon request. When public meetings are recorded, the tapes will be made available when requested.

If an interpreter is requested, one will be provided at meetings, if possible, therefore Regions must maintain a current list of interpreters. If an interpreter is not available, information about the meeting will be provided in an alternate form.

Each Region has the telephone number for a relay system and make accommodations for its use, when requested.

Responsibility

Regional Supervisors must ensure that lists of accessible facilities and interpreters are current, and that regional staff knows how to conduct an accessible meeting.

Proposed New Field Actions to be Implemented by 2001

a) Announcements of public meetings, will be posted in the newspaper, as well as using other mediums such as the radio, the department web page or public service announcements.

Responsibility: Division Administrators and Regional Supervisor

b) Guidelines for conducting meetings will be distributed to the Regions to aid field staff in hosting an accessible meeting.

Responsibility: Accessibility Committee Vice Chair

Field Action 3. Disability Awareness Training (6a.)

(Also see Program A.1. above page 17)

Continued Actions

What

It is particularly important for field personnel, including seasonal workers and some volunteers (hosts) who contact the public, to be aware of disability and accessibility issues. The purpose of this training is to better prepare them for communicating with people with disabilities and to provide them with a quality outdoor recreational experience.

Disability Awareness Training, at a minimum, includes information on the rights and laws regarding equal access by people with disabilities. Ideally, this training includes information specific to the employees ability to provide better accessibility to site and program users, and to interact comfortably with people with disabilities.

Responsibility

Division Administrators and Regional Supervisors must ensure that all permanent staff and seasonal employees receive disability awareness training.

Proposed New Field Actions to be Implemented by 2006

a) All department personnel should obtain some form of disability awareness training pertinent to their job duties. Whenever possible, this awareness briefing should occur during an existing, prescheduled meeting, such as seasonal training, fee workshops, regional meetings, etc. See Appendix E for recommended training sources.

Responsibility: Division Administrators, Regional Supervisors, and Accessibility Committee members.

C. Support Services to be Implemented

Support Action 1. Accessibility as One Criterion for Project Selection

(1a. in 1991 Crossing the Barriers Plan)

## Continued Actions

### What

Accessibility will continue to be considered when selecting, designing, and funding projects, and implementing programs.

Capital projects that fit the criteria below will include appropriate accessibility elements and be made accessible where feasible:

High public use areas;

Near populated areas of the state;

Lend themselves to accessibility modification;

Provide for the best possible balance statewide, both geographically and programmatically; and

Funding availability.

Design and Construction staff, field personnel, Regional Supervisors, and Division Administrators regularly consider accessibility features in projects and use the above criteria as a base for prioritizing.

### Responsibility

Division Administrators will be responsible to assure that accessibility for people with disabilities is considered in future project priorities and budget proposals.

### Proposed New Actions to be Implemented by 2006

none

### Support Action 2. Coordinating Accessibility (2a.)

## Continued Actions

### What

The Design and Construction Bureau Chief will serve as the Accessibility Coordinator, who will:

continue coordinating with the Directors office (Chief of Operations), Division Administrators, Federal Aid Coordinator, and Regions, to meet the accessibility requirements mandated by federal and state law in all Department plans, projects and programs;

coordinate with the Directors office, Crossing the Barriers Committee, the Regional Coordinators and Supervisors to implement this Accessibility Plan;

coordinate special or sub-committees as needed to address specific disability issues;

act as a liaison with disability organizations and people with disabilities throughout Montana;

develop and maintain a current library of recreational resources, sites, programs, and equipment available for the disabled from MFWP (located at the Field Services Dept., 1400 8th Avenue, Helena.

#### Responsibility

The Accessibility Coordinator, Crossing the Barriers Committee, and Regional Coordinators will guide MFWP in complying with federal and state laws in all Department plans projects and programs. The Directors office, Division Administrators and Regional Supervisors will oversee the implementation of the Plan.

#### Proposed New Actions to be Implemented by 2006

a) The Accessibility Coordinator will publish and distribute information internally and externally pertaining to the Departments progress in providing for accessibility.

#### Support Action 3. Publicizing Accessibility Efforts (4a.)

#### Continued Actions

#### What

The Department will continue to publish and update a list of the Departments accessible facilities (currently noting only Easy access facilities) and programs. The Department will continue promoting some accessible sites and programs through newspaper, radio and/or television.

Coordination will continue with state and local Chambers of Commerce and other state, federal and local agencies to publicize information on accessible facilities.

The Department will continue use of the international symbol for accessibility. The Department has indexed all sites according to their level of accessibility as outlined by the Outdoor Recreation Access Advisory Committee: Recommendations for Accessibility Guidelines - Recreational Facilities and Outdoor Developed Areas (ADAAG). Please refer to APPENDICES C and D.

The Department will continue to distribute the accessible facilities list to those purchasing disabled licenses and permits at the Helena and Regional offices, as requested.

#### Responsibility

The Design and Construction Bureau will maintain the current list of sites and facilities and their corresponding accessibility levels in the MFWP Site Accessibility Levels Atlas List (Appendix D) and on the MFWP web site.

The Conservation Education Division will assist other Divisions in promoting specific sites which provide accessibility, possibly including new parks facilities, or new WMA or FAS developments, etc.

The Design and Construction Bureau takes the lead in suggesting appropriate signs for park developments and capital improvements.

The Regional Office Staff primarily distributes information to the public when supplying licenses and permits. Some information is selectively distributed depending on the program or desired pressure at a given site. A specific landowner, for example, may allow people with a disability to hunt from a vehicle, but does not have enough acreage to sustain the hunting pressure it would receive if this privilege were advertised state-wide, therefore Regional staff distributes this information as requested or as need is illustrated.

Proposed New Actions to be Implemented by 2006

a) The Department will keep a current list of the Departments sites and facilities and their accessibility levels, including those sites with below Level 1 facilities. This information will be available on the Departments web page and regions can distribute hard copies as necessary.

Responsibility: D&C Bureau Chief and Regional Supervisors

b) The Department will begin using different colors and symbols to identify the different levels of accessibility at specific high-use sites/facilities as described by the Outdoor Recreation Access Advisory Committee: Recommendations for Accessibility Guidelines - Recreational Facilities and Outdoor Developed Areas.

Responsibility: D&C Bureau Chief and Regional Supervisors

Support Action 4. Partnerships (5a.)

Continued Actions

What

Partnerships will continue with community and service organizations, and with state, federal, and local agencies to obtain funding or in-kind contributions to develop accessible sites and programs.

The Department will continue to encourage volunteer efforts for site or program improvements through community and service organizations, sportsmans clubs, etc. Good examples of the many volunteer efforts that will continue are: Hunter Education and Bowhunter Education programs, Block Management, and many special events.

Responsibility

The Regions should explore the viability of developing and maintaining partnerships with individuals and groups with disabilities. Divisions may take the lead in coordinating specific statewide efforts which increase accessibility at sites or within programs.

Proposed New Actions to be Implemented by 2006

- a) Develop partnerships with resource advisors in all regions and use them to help avoid conflicts caused by conflicting agency policies, etc. Responsibility: Regional Supervisors
  
- b) Cosponsor statewide conference on accessible outdoor recreation. Grants with cooperators.

Responsibility: Division Administrators, D&C Bureau Chief and Accessibility Committee

Support Action 5. Crossing the Barriers Plan Update (7a.)

Continued Actions

What

The Department is required by state and federal law to comply with accessibility laws, and this plan is one method of ensuring compliance. This Accessibility Plan will be reviewed and updated every 5 years (next update in 2006).

Responsibility

The Director and the Accessibility Coordinator will be responsible for maintaining a functioning Accessibility Committee and formally reviewing this plan.

Proposed New Actions to be Implemented by 2006

- a) Update Crossing the Barriers Plan starting in 2006

Support Action 6. Public Surveys (10a.)

Continued Actions

What

The Divisions conduct various surveys throughout the year and the state. The Accessibility Coordinators and Regional Coordinators can act as advisors for designing surveys and conducting them.

All survey instructions and questions are readable and easily understood. Surveys are available in large print (18 point) upon request. Oral surveys are also available in written form if requested.

Surveyors receive guidance information concerning disability issues, dealing with the difficulties the survey might impose, and advising people with disabilities about alternative methods for giving or receiving the information.

#### Responsibility

Regional Accessibility Coordinators are able to review the survey for accessibility or disability awareness issues and provide awareness training for those conducting the survey, if necessary.

Regional Supervisors may need to ensure that surveys are reviewed by the Coordinator before surveys are conducted.

#### Proposed New Actions to be Implemented by 2006

none

#### Support Action 7. Telephone Relay Service and TDD (13a.)

#### Continued Actions

What

The Helena Telephone Device for the Deaf (TDD) is installed at the Field Services Office: 406-444-1200. This service is seldom used, but will remain in place. Regional devices, however, are not warranted at this time. The Telephone Relay Service is also available to each of the regions.

#### Responsibility

The Accessibility Committee Vice-Chair will monitor use of the TDD.

#### Proposed New Actions to be Implemented by 2001

a) Use of the Relay Service should be publicized within the agency and listed on the Department Web Site, as a substitute for TDD, and to ensure that employees are aware that this service is available. This service should be monitored to evaluate its use.

Responsibility: Accessibility Committee Vice-Chair and Regional Supervisors.

#### Support Action 8. Headquarters Made Accessible (12a.)

#### Continued Actions

What

The Helena and Regional Headquarters buildings do meet ADA accessibility standards and higher, and most regional headquarters include electric button door openers.

#### Responsibility

Regional Supervisors are responsible for maintaining the buildings up to ADA standards.

Proposed New Actions to be Implemented by 2006

a) Kalispell and Glasgow headquarters to have button assisted doors installed to provide full access to both the lobby and the public conference room.

Responsibility: Regional Supervisor and Design and Construction

b) Remodel Missoula Headquarters to provide a higher level of accessibility.

Responsibility: Regional Supervisor and Design and Construction

Support Action 9. Conservation Education (1b.)

Continued Actions

What

Montana Outdoors will continue to promote accessibility for people with disabilities through articles on barrier-free sites, facilities, programs, and recreational opportunities.

Key articles, regulations, and important public information can be available in large print upon request at the Helena and Regional Headquarters. Other publications will be made available in large print upon request, if feasible. New and updated brochures will include information on accessible sites, programs, and resources, including Barrier-Free Recreation on Fish, Wildlife & Parks Lands, and Hunting and Fishing Opportunities for Persons with Disabilities

Efforts will continue to improve the readability of the hunting and fishing regulations.

The Barrier-Free Recreation on Fish, Wildlife & Parks Lands publication identifies all sites accessible to an Easy Accessibility level and will be updated as necessary.

Hunter Education and Bow-hunter Education instructors are aware of the need for special accommodations for students with disabilities and will work closely with parents to meet these needs.

Responsibility

The Conservation Education Division, in cooperation with other Divisions, is responsible for implementing the actions above.

Proposed New Actions to be Implemented by 2006

a) One MFWP film each year will be produced, either in-house or via contract, that includes closed-captioned videos.

Responsibility: Conservation Education Division Administrator

b) New traveling displays or displays for regional headquarters will be evaluated for the probable use by visually impaired customers and will be designed accordingly.

Responsibility: Conservation Education Division Administrator

c) People who are blind or visually impaired (or organizations who serve these people) will be asked to assist the Department in determining the best method of producing specific material for their use. Responsibility: Conservation Education Division Administrator in cooperation with the other Divisions

d) Hunter and Bow-hunter Education programs across the state will incorporate diagnostic entrance exams to help identify students with disabilities, and instructors will work with parents to accommodate special needs enabling the student to successfully complete the course whenever possible. Responsibility: Conservation Education Division Administrator

#### Support Action 10. Field Services Coordinating and Engineering Accessible Features (2b.)

##### Continued Actions What

The Division will continue coordinating the Departments accessibility efforts through the Design and Construction Bureau Chief, who serves as the Chairman of the Accessibility Committee.

The Design and Construction Bureau provides design and engineering support services and coordinates with Regional and Helena staff in achieving accessibility improvements at sites and facilities that meet policies and guidelines outlined in this document. Accessibility considerations are built into standard operating procedures depending on site restrictions, etc.

**Responsibility**  
Regional Supervisors, Division Administrators, and the Design and Construction Bureau must communicate to ensure that accessibility priorities are met at individual sites, regionally and statewide.

##### Proposed New Actions to be Implemented by 2006

a) Refer to the proposed new actions under Support Action 3. Publicize Accessibility Efforts, on page 29

#### Support Action 11. Administration & Finance Personnel & Employment (4b.)

##### Continued Actions What

Employment practices in the Department are in compliance with Section 504 regulations and Title 1 of the ADA. Staff coordinates with the Directors office, Design & Construction Bureau, and others in developing funding proposals for the State Legislature for accessibility improvements at Department sites.

The vacancy announcements provide guidance to applicants when requesting an accommodation. Readers/interpreters will be provided on request for applicants needing an accommodation. The Personnel Office reviews vacancy announcements and position descriptions to determine whether the job requirements pose unnecessary barriers to people with disabilities.

Recruitment includes all job service offices, the Internet, and colleges/universities, among others, for all permanent positions. Seasonal/temporary jobs continue to provide limited recruitment options to managers.

Procedures required by employment laws, including the ADA as it relates to the hiring process, will be updated as needed. The ADA complaint process is outlined and posted on agency bulletin boards in headquarters and regions, statewide.

The ADA access updates will continue to be provided with the budget requests when asked for by the Budget Office.

#### Responsibility

The Administration and Finance Division is responsible for recruiting and hiring policies regarding ADA compliance within the Department. Supervisors are responsible for fair hiring standards of seasonal/temporary employees within the regions.

#### Proposed New Actions to be Implemented by 2001

a) Disability Awareness Training will be provided to new employees during New Employee Orientation. Responsibility: Regional Supervisors and the MFWP Personnel Unit.

## **V. CONCLUSION**

Since 1990, when the Americans with Disabilities Act was passed, guidelines for implementing the law (ADAAG) have been published. Committees, however, are still drafting guidelines for outdoor recreation facilities and sites, which Montana of Fish, Wildlife & Parks will implement when they are adopted nationally. The Department is in compliance with the proposed rules.

MFWP has come to a new awareness since the 1991 Crossing the Barriers Plan, of the barriers to which people with disabilities face each day. The entire Department has gained insight and appreciation of how a seemingly insignificant step, curb or slope can be a dangerous, frustrating, and even an insurmountable obstacle to some people. Communicating a need or requesting information can be very difficult for some people. This awareness is a start in reducing the barriers that exist within the Departments programs and facilities.

People with disabilities are people with abilities, as well, and they have already effectively demonstrated that anything is possible. The provision of facilities at various accessibility levels, and increased acceptance of ADA compliance will help provide all Montanans and visitors an abundance of outdoor recreational opportunities.

This document is intended to keep MFWP on the leading track of providing accessible outdoor recreation, by projecting future potential projects and fulfilling anticipated public needs.

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Section 504 of the Rehabilitation Act of 1973.

U.S. Architectural and Transportation Barriers Compliance Board, Recommendations for Accessibility Guidelines: Recreational Facilities and Outdoor Developed Areas. 1991

APPENDIX A. 1  
REHABILITATION ACT OF 1973

(As amended in 1978)

Title V, Section 504

Nondiscrimination Under Federal Grants and Programs

Section 504. No otherwise qualified handicapped individual in the United States, as defined in section 7 (7), shall, solely by reason of his handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance or under any program or activity conducted by any Executive agency shall promulgate such regulations as may be necessary to carry out the amendments to this section made by the Rehabilitation, Comprehensive Services, and Developmental Disabilities Act of 1978.

APPENDIX A. 2

Over 43 million Americans with physical or mental impairments that substantially limit daily activities are protected under the ADA. These activities include working, walking, talking, seeing, hearing, or caring for oneself. People who have a record of such an impairment and those regarded as having an impairment are also protected. The ADA has the following five titles:

Title I Employment (all Title II employers and private employers with 15 or more employees)

Title II Public Services (state and local government including public school districts and public transportation)

Title III Public Accommodations and Services Operated by Private Entities

Title IV Telecommunications

Title V Miscellaneous Provisions

The following is a brief summary of some of the major requirements contained in the ADA statute. To determine all of the requirements that a covered entity must satisfy, it is necessary to refer to the regulations, guidelines, and/or technical assistance materials that have been developed by the Department of Justice (DOJ), the Equal Employment Opportunity Commission (EEOC), the Department of Transportation (DOT), the Federal Communications Commission (FCC), and the Architectural and Transportation Barriers Compliance Board (the Access Board). In addition, the Internal Revenue Service (IRS) has developed regulations on the tax relief available for certain costs of complying with the ADA, such as small business tax credits.

## Title I Employment

Title I of the ADA prohibits discrimination in employment against people with disabilities. It requires employers to make reasonable accommodations to the known physical or mental limitations of a qualified applicant or employee, unless such accommodation would impose an undue hardship on the employer. Reasonable accommodations include such actions as making worksites accessible, modifying existing equipment, providing new devices, modifying work schedules, restructuring jobs, and providing readers or interpreters.

Title I also prohibits the use of employment tests and other selection criteria that screen out, or tend to screen out, individuals with disabilities, unless such tests or criteria are shown to be job-related and consistent with business necessity. It also bans the use of pre-employment medical examinations or inquiries to determine if an applicant has a disability. It does, however, permit the use of a medical examination after a job offer as been made if the results are kept confidential; all persons offered employment in the same job category are required to take them; and the results are not used to discriminate.

Employers are permitted, at any time, to inquire about the ability of a job applicant or employee to perform job-related functions. The EEOC is the enforcement agency for Title I.

## Title II Public Services

Title II of the ADA requires that the services and programs of local and State governments, as well as other non-Federal government agencies, shall operate their programs so that when viewed in their entirety are readily accessible to and usable by individuals with disabilities.

### Title II entities:

do not need to remove physical barriers, such as stairs, in all existing buildings, as long as they make their programs accessible to individuals who are unable to use an inaccessible existing facility.

must provide appropriate auxiliary aids to ensure that communications with individuals with hearing, vision or speech impairments are as effective as communications with others, unless an undue burden or fundamental alteration would result.

may impose safety requirements that are necessary for the safe operation of a Title II program if they are based on actual risks and not on mere speculation, stereotypes, or generalizations about individuals with disabilities.

In addition, Title II seeks to ensure that people with disabilities have access to existing public transportation services. All new buses must be accessible. Transit authorities must provide supplementary paratransit services or other special transportation to services for individuals with disabilities who cannot use fixed-route bus services, unless this would present an undue burden.

## Title III Public Accommodations

Public accommodations include the broad range of privately-owned entities that affect commerce, including sales, rental, and service establishments; private educational institutions; recreational facilities; and social service centers. In providing goods and services, a public accommodation may not use eligibility requirements that exclude or segregate individuals with disabilities, unless the requirements are necessary for the operation of the public accommodation. As an example, restricting people with Downs Syndrome to a certain area of a restaurant would violate Title III. It also requires public accommodations to make reasonable modifications to policies, practices, and procedures, unless those modifications would fundamentally alter the nature of the services provided by the public accommodations.

Title III also requires that public accommodations provide auxiliary aids necessary to enable persons who have visual, hearing, or sensory impairments to participate in the program, but only if their provision will not result in an undue burden on the business. Thus, for example, a restaurant would not be required to provide menus in Braille for blind patrons if it requires its wait persons to read the menu. The auxiliary aid requirement is flexible. A public accommodation may choose among various alternatives as long as the result is effective communication.

With respect to existing facilities of public accommodations, physical barriers must be removed when it is readily achievable to do so (i.e., when it can be accomplished easily and without much expense). Tax write-offs are available to minimize the costs associated with the removal of barriers in existing buildings or in providing auxiliary aids, including interpreters for the deaf. Modifications that would be readily achievable in most cases include the ramping of a few steps. However, all construction of new building facilities and alterations of existing facilities in public accommodations, as well as in commercial facilities such as office buildings, must comply with the ADA Accessibility Guidelines (ADAAG) so they are accessible to people with disabilities. New privately owned buildings are not required to install elevators if they are less than three stories high or have less than 3,000 square feet per story, unless the building is a shopping center, mall, or a professional office of a health care provider.

Title III also addresses transportation provided by private entities.

#### Title IV Telecommunications

Title IV of the ADA amends the Communications Act of 1934 to require that telephone companies provide telecommunication relay services. The relay services must provide speech-impaired or hearing-impaired individuals who use TTYs or other non-voice terminal devices opportunities for communication that are equivalent to those provided to other customers.

#### Title V Miscellaneous Provisions

This title addresses such issues as the ADAs relationship to other laws including the Rehabilitation Act of 1973, requirements relating to the provision of insurance, regulations by the Access Board, prohibition of State immunity, inclusion of Congress as a covered entity, implementation of each title, promotion of alternative means of dispute resolution, and provision of technical assistance.

For additional information and answers to your questions, call 1-800-949-4232.

APPENDIX B  
ACCESSIBILITY COMMITTEE MEMBERS  
As of June 2002

NAME TITLE DIVISION/REGION

Sue Tomas Administrative Support R-1

Mike Hathaway Park Specialist R-2

Ray Heagney Park Specialist R-3

Connie Jacobs Park Manager R-4

Doug Habermann Regional Park Manager R-5

Mike Lee Conservation Specialist R-6

Vacant Regional Supervisor R-7

Tim Gallagher Assistant Administrator Fisheries

Debbie McRae Administrative Secretary Parks

Fay Moore Administrative Assistant Wildlife

Mark Earnhardt Law Enforcement Program Mgr. Enforcement

Thomas Baumeister Hunter Education Coordinator Con Ed

Connie Mills Technical Writer Con Ed

Lynn Webb Administrative Support Field Services (D&C)

Shelley Juvan Administrative Secretary Field Services  
CtB Committee Co-Chair

Paul Valle Design & Construction Bur. Chief Field Services  
CtB Committee Co-Chair

Julie Sanders Personnel Specialist Admin & Finance

Becky Engstrom Chief Legal Counsel Legal

Judy Harris Consultant - technical Consultant

Margaret Brownlee Accounting Technician Admin & Finance

Sub-Committee Members:

Awareness Training Media Efforts

Chair: Shelley Juvan Chair: Lynn Webb

Thomas Baumeister Fay Moore

Doug Habermann Shelley Juvan

Debbie McRae Diane Tipton

Margaret Brownlee Paul Valle

Legislative Issues/Changes

Chair: TBD

Mark Earnhardt

Shelley Juvan  
Becky Engstrom

Paul Valle

Transition Plan Update & Atlas

Chair: Paul Valle

Shelley Juvan

## APPENDIX C LEVELS OF ACCESSIBILITY

### Easy Accessibility

#### HIGHLY DEVELOPED (URBAN/RURAL) RECREATION SETTINGS (green)

Highly developed recreation settings are characterized by substantially urbanized and modified natural environments. Although sites may still appear natural, vegetation is often manicured. Sights and sounds of humans on-site are predominant. Large numbers of visitors can be expected, both on-site and in nearby areas. Facilities for highly intensive motor vehicle use, parking, and mass transit are often available.

Recreation sites and opportunities are convenient, and there is high probability of experiencing affiliation with individuals and groups. Experiencing natural environments, having challenges and risks afforded by the natural environment, and using outdoor skills are relatively unimportant.

Construction materials used in these settings reflect an urbanized character. Trails and roads are typically paved, either asphalt, concrete, or similar hardened surface.

### Moderate Accessibility

#### MODERATELY DEVELOPED (ROADED NATURAL) RECREATION SETTINGS (blue)

Moderately developed recreation settings are characterized by natural appearing environments with moderate evidence of human activity. Interaction between users will be low to moderate. Resource modification and utilization practices are evident, but harmonious with the natural environment. Conventional motor vehicle use is accommodated.

Approximately equal probability of experiencing affiliation with other user groups and experiencing isolation from the sights and sounds of humans. Opportunities for a high degree of interaction with the environment are common. The challenge and risk opportunities associated with more primitive types of recreation are not very important. Practice and testing of outdoor skills may be important.

Construction materials are more rustic: trails and roads may be paved, but are more likely constructed of natural-appearing surfaces such as compacted crushed gravel.

### Difficult Accessibility

## MINIMALLY DEVELOPED (SEMI-PRIMITIVE) RECREATION SETTINGS (purple)

These settings are characterized by a predominantly natural appearing environment of moderate to large size. Interaction between visitors is low, but there is often evidence of others. The area is managed in such a way that minimum on-site controls and restrictions may be present, but are subtle. Motor vehicle use may be prohibited at some sites.

The recreation experience associated with these settings moderately high probability of isolation from the sights and sounds of humans provides opportunities for independence, closeness with nature, tranquility, and self-reliance. Knowledge and application of outdoor skills is very important since recreation opportunities often present a moderately high degree of challenge and risk.

Constructed features in these settings are limited, and modification to the natural landscape are minimal and unobtrusive. Construction materials used reflect the importance of maintaining the predominantly natural appearing character of the setting. Road and trail surfacing, if provided, is typically natural, i.e. native soil; use of foreign or imported material such as crushed rock is rare.

### Most Difficult Accessibility

## UNDEVELOPED (PRIMITIVE) RECREATION SETTINGS (red)

These settings are typically characterized by pristine and rugged, unmodified environments of fairly large size. Interaction between users is very low, and evidence of others is minimal. The area is managed to be essentially free from developments and evidence of human induced restrictions and controls.

There is an extremely high probability of experiencing isolation from the sights and sounds of humans in these settings. Opportunities abound for independence, closeness to nature, tranquility, and self-reliance. Knowledge and application of outdoor skills is imperative. Recreation opportunities often present high degrees of challenge and risk.

Modifications to the natural environment are primarily made for resource protection; roads are generally not provided. The surface of trails is natural and may present many rocks, downed logs, and other naturally occurring obstacles. The guidelines presented in the report Recommendations for Accessibility Guidelines: Recreational Facilities and outdoor Developed Areas are generally not applicable to these undeveloped settings.

## APPENDIX D

### Montana Fish, Wildlife & Parks

## SITE ACCESSIBILITY LEVELS ATLAS LIST

See MT Fish, Wildlife and Parks Accessibility

## APPENDIX E DISABILITY AWARENESS TRAINING SOURCES

Sub-committee Chair: Shelley Juvan

Note: this is only a partial list of available sources. New methods and materials are continually reviewed. Please check with your local Awareness Committee member or the Disability Awareness Sub-committee Chair for the most recent resources.

Video All Ways Welcome; light, humorous coaching for interactions with people with disabilities. CONTACT: Crossing the Barriers Committee Members

Video Access for Everyone; overview of ADA and dos and donts for interacting with people with disabilities. U.S. Fish & Wildlife Service. TIME: 36:08; CONTACT - Crossing the Barriers Committee Members.

Disability Etiquette-Tips on Interacting with people with Disabilities; summary of tips for interactions with people with a disability and ADA. Judy Cohen and the Eastern Paralyzed Veterans Association; 800-444-0120 or publications@epva.org . All new permanent employees receive this booklet at New Employee Orientation. CONTACT - Crossing the Barriers Committee Members

Pamphlet: A Guide to Planning Accessible Meetings by June Isaacson Kailes and Darrel Junes, Houston, ILRU, 1993.

Guidelines for Reporting and Writing About People with Disabilities. CONTACT: Publications, Research and Training Center on Independent Living, 4089 Dole Bldg., University of Kansas, Lawrence KS 66045 or Email at [rtcil@kuhub.cc.ukans.edu](mailto:rtcil@kuhub.cc.ukans.edu) , Phone: 913-864-4095 (voice/TTY), or FAX (913) 864-5063.

Accommodating All Guests: by John P.S., Salmen, AIA; CONTACT: American Hotel & Motel Association, 1201 New York Ave, NW, Washington DC 20005.

Job Accommodation Network (JAN) The ADA Evaluation Checklist & Guide. Provided by The Presidents Committee on Employment of People with Disabilities. This guide and checklist is designed to give a quick appraisal of potential problem areas for accessibility. CONTACT: Awareness Sub-Committee for copy.

Think Ability. Presidents Committee on Employment of People with Disabilities Educational Kit 1999. CONTACT: 1331 F Street, NW, Washington DC 20004-11071. <http://www.dol.gov/odep/>

Universal Access to Outdoor Recreation (Pocket Guide). CONTACT: MIG Communications, 800 Hearst Ave, Berkley CA 94710, (800) 790-8444; FAX (510) 845-8750 or <http://www.migcom.com>

Presentation and/or simulation of various disabilities: Presented at various regional/division meetings by a disability specialist or regional/divisional Crossing the Barriers Committee member regarding personal interactions with people with disabilities. CONTACT: Independent Living Centers or Crossing the Barriers Awareness Sub-Committee members.

APPENDIX F  
ACTION PLAN SUMMARY

Item to be Accomplished   Position Responsible   Completion Date

A. PROGRAM ACTIONS

1. Disability Awareness Training

a. Develop training guidelines for all employees

Awareness Training Sub-committee

2001

b. Incorporate training into existing meetings

Division Administrators & Regional Supervisors, Access Comm.

Ongoing

c. Review and distribute applicable training sources

Awareness Training Sub-committee

Ongoing

d. Develop & follow training Addendums

Division Administrators

2006

2. New Programs

Consider maximum accessibility in all new programs

Division Administrator

Ongoing

3. Fisheries

a. Accommodate requests for regulations, brochures, slide shows in alternate format

Division Administrator & Conservation Education, Regional Staff

Ongoing

b. Review license policies & recommend changes to Commission  
Division Administrator  
As necessary

c. Select & develop sites to rise to Moderate accessibility levels  
Parks & Fisheries Division Administrators  
Ongoing

d. Select & develop sites to rise to Easy accessibility levels  
Parks & Fisheries Division Administrators  
Ongoing

#### 4. Parks

a. Parks are made accessible when feasible  
Division Administrator  
Ongoing

b. Accommodate requests for regulations, brochures, slide shows in alternate format  
Division Administrator  
Ongoing

c. Hold public meetings in easily accessible locations  
Regional Supervisor  
Ongoing

d. Provide disability awareness training to all parks staff  
Division Administrator & Regional Supervisor  
Ongoing

e. Raise accessibility levels at select parks  
Division Administrator  
2006

f. Complete capital projects with ADA accommodations  
Division Administrator  
Ongoing

#### 5. Wildlife

a. Solicit recommendations from disabled resource advisors re: policies, laws, hunting opportunities

Regional Supervisors  
Ongoing

- b. Review license & special permit policies  
Division Administrator & Regional Supervisors  
Ongoing
- c. Update brochure listing accessible facilities & programs  
Division Administrator  
Ongoing
- d. Develop specific sites with accessible wildlife appreciation areas, displays or trails.  
Division Administrator & Regional Supervisor  
2006

## B. FIELD/REGIONAL ACTIONS

### 1. Resource Advisory Lists

- a. Each region compiles list of disabled resource advisors & interpreters  
Regional Supervisors  
2001

### 2. Public Notices and Meetings

- a. Public meetings held in accessible buildings  
Regional Supervisors  
Ongoing
- b. Present accessible meetings: set-up, sound, lighting, etc  
Regional Supervisors  
Ongoing
- c. Provide interpreters or alternate methods when requested  
Regional Supervisors  
Ongoing
- d. Use relay system when requested  
Regional Supervisors  
Ongoing

e. Announce public meetings using various mediums  
Division Administrator & Regional Supervisors  
2001

f. Distribute guidelines for hosting accessible meeting  
Awareness Training Sub-Committee  
2001

### 3. Disability Awareness Training

a. Train all employees via existing meetings  
Division Administrators & Regional Supervisors, Access Comm.  
Ongoing

## C. SUPPORT SERVICES ACTIONS

### 1. Accessibility as One Criterion for Project Selection

a. Capital projects include accessibility elements when feasible  
Division Administrators  
2006

### 2. Coordinating Accessibility

a. Ensure federal & state accessibility requirements are met  
Accessibility Coordinator  
Ongoing

b. Coordinate implementation of this plan  
Accessibility Coordinator  
Ongoing

c. Coordinate sub-committees to address specific issues  
Accessibility Coordinator  
Ongoing

d. Act as liaison with organizations, individuals & FWP

Accessibility Coordinator  
Ongoing

e. Develop/maintain library of disabled resources

Accessibility Coordinator  
Ongoing

f. Publish/distribute progress reports re: FWP access efforts

Accessibility Coordinator  
Annually

### 3. Publicizing Accessibility Efforts

a. Update & publish FWP accessible facilities & programs

Design & Construction  
Ongoing

b. Promote accessible features through traditional media

Conservation Education  
Ongoing

c. Distribute accessible facilities/programs list to disabled license holders

Regional Supervisors  
Ongoing

d. Index all sites and corresponding access levels on FWP web site

Design & Construction  
2001

e. Use colors and symbols corresponding to access levels

Design & Construction & Regional Supervisors  
2006

### 4. Partnerships

a. Develop partnerships at all levels to share funding & gain support

Regional Supervisors  
Ongoing

b. Encourage volunteer efforts for site & program improvements

Division Administrators & Regional Supervisors  
Ongoing

c. Develop partnerships with disabled resource advisors  
Regional Supervisors  
2006

d. Co-sponsor statewide conference on accessible outdoor recreation  
Division Administrators & Access Committee  
2006

## 5. Crossing the Barriers Plan Update

a. Review and update plan every 5 years  
Director & Accessibility Coordinator  
2006

## 6. Public Surveys

a. Provide awareness training to staff conducting surveys  
Regional Accessibility Coordinator  
Ongoing

b. Review surveys for offensive terminology, readability, etc  
Regional Accessibility Coordinator  
Ongoing

## 7. Telephone Relay System & TDD

a. Raise awareness of this service among employees  
Awareness Training Sub-Committee  
2001

## 8. Headquarters Made Accessible

a. Install button assisted doors in Kalispell & Glasgow offices  
Regional Supervisor &

Design & Construction  
2006

b. Renovate Missoula office to raise accessibility level  
Regional Supervisor & Design & Construction  
2006

9. Conservation Education

a. Promote accessibility in Montana Outdoors  
Division Administrator  
Ongoing

b. Include access information in new & updated brochures  
Division Administrators  
Ongoing

c. Improve readability of hunting & fishing regulations  
Division Administrators  
Ongoing

d. Use diagnostic entrance exams to aid hunter ed. & bow-hunter ed instructors to identify disabilities in students and accommodate needs to enable complete certification  
Division Administrators  
Ongoing

e. Produce 1 film annually with closed-captions  
Division Administrators  
Annually

f. Request recommendations from people who are blind & from organizations re: medium for specific information  
Division Administrators  
2001

g. Consider techniques on all new display boards to meet the needs of people who are visually impaired  
Division Administrators  
Ongoing

10. Field Services Coordinating & Engineering Accessible Features

a. Coordinate FWP accessibility efforts  
Design & Construction Bureau Chief  
Ongoing

- b. Provide technical accessibility design & engineering support to regions  
Design & Construction staff  
Ongoing
- c. Refer to Support Action 3 above, for further actions

## 11. Administration & Finance Personnel & Employment

- a. Ensure that employment practices comply with Section 504 & Title 1of ADA  
Division Administrator & Regional Supervisors  
Ongoing
- b. Review vacancy announcements for barriers  
Division Administrator  
Ongoing
- c. Update posted employment laws and complaint process  
Division Administrator  
As needed
- d. Include disability awareness training in the New Employee Training sessions  
Division Administrator & Regional Supervisors  
2001

## APPENDIX G INFORMATION SOURCES

### PHAMPHLETS & BOOKLETS

Your Responsibilities as an Employer. U.S. Equal Employment Opportunity Commission (EEOC), 1991. Available in various formats including electronic: (202) 663-4395.

### MANUALS

ADA Statute, Regulations, Americans with Disabilities Act Accessibility Guidelines (ADAAG), Federally Reviewed Tech Sheets, and Other Assistance Documents

<http://www.jan.wvu.edu/links/adalinks.htm>

Rocky Mountain Disability and Business Technical Assistance Center, Volumes 1-4. by Meeting the Challenge, Inc., Colorado Springs, CO; 1-800-949-4232. Local Affiliates for the Regional Technical Assistance Center will have these resource volumes.

Volume I: Employment

Volume II: Public Entities & Public Accommodations

Volume III: Facility Accessibility

Volume IV: Transportation & Communication

<http://www.ada-infonet.org>

Technical Assistance Manuals for ADA Titles 1-4:

Title I: Employment

Title II: State and Local Government Services and Transportation

Title III: Public Accommodations

Title IV: Telecommunications

by Rocky Mountain ADA Technical Assistance Center, 1-800-949-4232.

Uniform Federal Accessibility Standards. General Services Administration et al.; U.S. Government Printing Office: 1985-494-187.

#### RESOURCE ORGANIZATIONS AND INDIVIDUALS

Access Board, or the Architectural and Transportation Barriers Compliance Board: technical assistance on the ADA Accessibility Guidelines (ADAAG); 1-800-872-2253; <http://www.access-board.gov>

ADA Information Line: 1-800-514-0301 (answers to general and technical questions and to order technical assistance materials).

Coalition of Montanans Concerned with Disabilities. Incorporated in 1992; committed to identifying local and statewide issues for local chapters and the statewide coalition to address. Approximately 200 members in five chapters: Missoula, Butte, Bozeman, Billings, Great Falls, and at-large members.

P.O. Box 5679, Missoula, MT 59806; (406) 243-5944

Department of Justice  
Office on the Americans with Disabilities Act, Civil Rights Division, PO Box 66118,  
Washington, DC 20035-6118; (202) 514-0301;  
<http://www.usdoj.gov/crt/ada/adahom1.htm>

Equal Employment Opportunity Commission offers technical assistance on the ADA  
provisions for employment;  
1-800-669-4000; <http://www.eeoc.gov>

A. ELDERLY  
Governors Office of Aging; (406) 444-4077

Montana Senior Citizens Association; (406) 443-5341

State Office on Aging; 1-800-332-2272

B. YOUTH  
Library for the Blind and Physically Handicapped, Helena; 1-800-332-3400

Office Of Public Instruction; information regarding youth with disabilities; (406) 444-3095

Parents Lets Unite for Kids; 1-800-222-7585

#### AFFIRMATIVE ACTION EMPLOYER

Montana Fish, Wildlife & Parks receives federal funds and prohibits discrimination on the basis of race, color, sex, age, national origin or disability. For information or complaints regarding discrimination, contact the Personnel Office of Montana Fish, Wildlife & Parks, PO Box 200701, 1420 E Sixth Avenue, Helena, MT 59620-0701, (406) 444-5653; the Montana Human Rights Commission, 616 Helena Avenue Suite 302, PO Box 1728, Helena, MT 59620, (800) 542-0807; or the Office of Equal Opportunity, U.S. Department of the Interior, Washington, D.C. 20240.

-FISHING- -HUNTING- -PARKS AND REC.- -HABITAT- -WILD THINGS- -  
EDUCATION- -INSIDE FWP-

B. YOUTH

Library for the Blind and Physically Handicapped, Helena; 1-800-332-3400

Office Of Public Instruction; information regarding youth with disabilities; (406) 444-3095

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