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| <b>HEALTH PLAN OF SAN JOAQUIN</b>                               |                                      |  |                        |
| <b>Subject: Facility Access for Physically Disabled Members</b> |                                      |  |                        |
| <b>Department:</b>  |                                      |  | <b>Policy #: QA 14</b> |
| <b>Applies to:</b> Medi-Cal, Healthy Families                   |                                      |  | <b>Scope:</b> QI, UM   |
| <b>Effective Date:</b><br>2/96                                  | <b>Revised Date:</b><br>11/04, 06/08 | <b>Approved by:</b><br><i>Medical Director</i> |                        |

**POLICY**

Health Plan of San Joaquin (HPSJ) in accordance with the Americans with Disabilities Act of 1990 shall assure that provider sites meet city, county and state building structure and access ordinances for persons with physical disabilities. A site/facility includes the building structure, walkways, parking lots, and equipment. All facilities designed, constructed, or altered by, on behalf of, or for the use of a public entity must be readily accessible and usable by individuals with disabilities, if the construction or alteration was begun after January 26, 1992 (28 CFR 35.151). Any alteration to a place of public accommodation or a commercial facility, after January 6, 1992, must be made to ensure that, to the maximum extent feasible, the altered portions of the facility are readily accessible to and useable by individuals with disabilities, including individuals who use wheelchairs (28 CFR 36.402).

**PROCEDURE**

- A. During Facility Site Reviews (FSRs), the Quality Improvement (QI) Department FSR nurse shall assess provider sites for compliance with ADA regulations relative building structure, pathways, parking lots and equipment. The following FSR Access/Safety reviewer guidelines shall be utilized by the nurse reviewer:
1. **Parking:** Parking spaces for persons with physical disabilities are located in close proximity to handicap-accessible building entrances. A permanently affixed reflectorized sign posted in a conspicuous place identifies each parking space reserved for the disabled. If provider has no control over availability of disabled parking lot or nearby street spaces, provider must have a plan in place for making program services available to persons with physical disabilities.
  2. **Ramps:** A clear and level landing is at the top and bottom of all ramps and on each side of an exit door. Any path of travel is considered a ramp if its slope is greater than a 1 foot rise in 20 feet of horizontal run.

3. Exit doors: The width of exit doorways (at least 32 inches) allows for passage clearance of a wheelchair. Exit doors include all doors required for access, circulation and use of the building and facilities, such as primary entrances and passageway doors. Furniture and other items do not obstruct exit doorways or interfere with door swing pathway.
  4. Elevators: If there is no passenger elevator, a freight elevator may be used to achieve program accessibility if it is upgraded for general passenger use and if passageways leading to and from the elevator are well lit, neat and clean.
  5. Clear Floor Space: Clear space in waiting/exam areas is sufficient to accommodate a single, stationary adult wheelchair and occupant. A minimum clear space of 60 inches diameter or square area is needed to turn a wheelchair.
  6. Sanitary Facilities: Restroom and hand washing facilities are accessible to able bodied and physically disabled persons. A wheelchair accessible restroom stall allows sufficient space for a wheelchair to enter and permits the door to close. If wheelchair accessible restrooms are not available within the office site, reasonable alternative accommodations are provided. Alternatives may include: grab bars located behind and/or along the sides of toilet with assistance provided as needed by site personnel; provision of urinal, bedpan, or bedside commode placed in a private area; wheelchair accessible restroom located in a nearby office or shared within building. Sufficient knee clearance space underneath the sink allows for wheelchair users to safely use a lavatory sink for hand washing. A reasonable alternative may include, but is not limited to, hand washing items provided as needed by site personnel.
- B. A public entity (e.g., provider site) may not deny the benefits of its program, activities, and services to individuals with disabilities because its facilities are inaccessible (28 CFR 35, 149-35.150). Every feature need not be accessible, if a reasonable portion of the facilities and accommodations provided is accessible (Title 24, Section 2-419, California Administrative Code, the State Building Code). Reasonable portion and/or reasonable alternatives are acceptable to achieve program accessibility

**REFERENCE**

- A. DHS Contract, Exhibit A, Attachment 9
- B. Title III of the Americans with Disabilities Act of 1990
- C. Title V, Section 504 of the Rehabilitation Act of 1973 - Disability Access

| Created by/Date | Revised by/Date | Revised by/Date       | Revised by/Date     | Revised by/Date         | Revised by/Date              |
|-----------------|-----------------|-----------------------|---------------------|-------------------------|------------------------------|
| 02/96           | 03/05/01        | M. Jordan<br>05/09/02 | Ssteely<br>11/24/04 | D. Trinchera<br>6-20-08 | Reviewed by J.<br>Scott 9/08 |