

SHIBA Outreach Event Planning Procedures

I. Planning an Outreach Event

A. Purpose

This document outlines the process for OIC SHIBA staff to follow when facilitating, planning or sub-contracting formal outreach events throughout the state.

B. Type of events

1. Welcome to Medicare – Turning 65 Birthday Event
2. Community health fairs
3. Community College continuing education offerings
4. Senior Medicare Patrol Medicare fraud prevention and education

Definitions

Welcome to Medicare: OIC has a formal data sharing agreement with Department of Licensing (DOL). OIC receives a list, two times per year, of Washington state residents turning sixty-five. The list can be sorted by county and zip codes. By working with local sponsors, we mass mail consumers in targeted communities and invite them to a Welcome to Medicare education event. The events require significant resources including postage, RSVP, facility, agenda and speaker coordination. While OIC is responsible for the direct mailing (we cannot share the list with our sponsors), the event planning and associated costs are covered directly by OIC, or with a sub-contract with a community sponsor, or in combination. In addition to Medicare education, the presentation is to include information on becoming a SHIBA volunteer.

Community health fairs: Community health fairs are good ways to attract consumers and often times our partners include flu shots, blood pressure checks, cholesterol screening and other services. OIC SHIBA may elect to sponsor a community health fair by contracting with a local agency. These events typically reach consumers in targeted populations, such as those with limited-English. OIC contracts with local agencies to facilitate the entire event and requires a SHIBA Medicare presentation and a report on number of attendees and program outcomes.

Continuing Education community education classes: SHIBA Regional Training Consultants are responsible for developing Medicare classes with their local community colleges. The courses are offered with their community education series.

Senior Medicare Patrol: SHIBA community sponsors have primary responsibility, via contract language, to facilitate Medicare fraud prevention workshops in their community. OIC SHIBA may elect to facilitate additional SMP workshops.

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C. Goals

The primary goal of an outreach event is to educate new and existing consumers on Medicare options. The events encourage consumers to schedule a counseling session with our community volunteers to address their individual needs. When deciding on where to facilitate an event, OIC SHIBA and our sponsors should review sponsor performance, Medicare population trends, areas with high concentrations of limited-English and/or low-income consumers, as well as the interest and engagement of our community partners. The following are general goals that frame the operational practice of the SHIBA outreach efforts:

1. Educate consumers on Medicare and other health care coverage programs.
2. Increase public awareness of SHIBA services, local sponsors and volunteer opportunities.
3. Improve the overall performance in areas/slices identified as “under-performer” in various programs, i.e., client contacts, volunteer recruitment/retention, public media activities, etc.
4. Provide a venue to promote partnerships with other state agencies and community-based organizations.

D. Expected Outcomes:

Outreach events are intended to educate consumers on Medicare and/or Medicare fraud and prevention. Both events should include materials to promote becoming a volunteer with SHIBA. Each event requires a detailed recording in SHIBA Online as a Public and Media Activity (PMA) listing. Any individual counseling completed by staff or volunteers requires documenting Client Contact Records (CCR) in SHIBA Online. If OIC SHIBA sub-contracted the event with a community sponsor, the agency submits a report on numbers served and outcomes.

E. Evaluating Success

The SHIBA leadership team, on a quarterly basis, will review the outreach reports and determine if the number of client counseling or group education (PMAs) increased in the area. Each event requires a consumer survey and the responses are to be shared with the sponsor, SHIBA speakers and SHIBA leadership for continuous quality improvement.

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II. Planning – Welcome to Medicare Birthday Event (Birthday):

Birthday events require a substantial amount of resources. SHIBA Regional Training Consultants, the Outreach Coordinator and Field Supervisor may initiate a request to hold a Birthday outreach event. The lead staff should consult with the Outreach Coordinator, Grants Coordinator and Program Manager to determine appropriate venues, sponsor performance and available resources to help prioritize the event. Associated costs include facility and equipment rental, postage and printing, ordering of additional marketing materials (such as pens) and any additional signage. A significant amount of staff time is also expected.

In some instances, OIC SHIBA may elect to sub-contract the hosting of an event with a community partner. This is appropriate when our goal is to reach a population segment that community based agencies have proven outreach strategies (limited-English, recent immigrants, low-income, low-income seniors, as examples.)

The Outreach Coordinator is the lead for OIC facilitated birthday events. If the event is facilitated by a community partner under contract with OIC, the Outreach Coordinator is responsible for coordinating the mailings, RSVP options and making sure we have a SHIBA speaker present.

The following steps are required when OIC facilitates the event.

1. Form a workgroup consisting of the RTC, Volunteer Coordinator and Outreach Coordinator. Determine dates, locations, roles and responsibilities.
 - a. The sponsor takes the lead in determining the location.
 - b. The sponsor should have the capacity to help with planning and to handle the increased call volume.
 - c. The Outreach Coordinator will provide the parameters for cost and space, assuring barrier-free facilities and low cost.
2. Review the DOL data and determine the appropriate zip codes and/or counties to target.
3. Submit a Purchase Request for facility and/or equipment rental.
 - a. Fiscal processes requests on Thursdays
 - b. Include the non-state facility memo (see below.)
 - c. Submit to fiscal 15 business days prior to the vendor deadline.

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4. If the event is taking place in a non-state facility, submit a memo for the Chief Deputy approval.
 - a. County, city and school buildings qualify as state facilities.
 - b. Check to see if an ADA checklist is already on file. If not, submit accordingly.
 - c. Submit Minimum Accessibility Requirements Certification statement. These must be submitted prior the the Purchase Request being approved.
 - d. The justification for non-state facility memo, ADA facilities checklist and the Minimum Accessibility Requirements Certification is required, even if the event is facilitated by sub-contract.
5. Submit an OIC refreshment request for approval ten days in advance of the event.
 - a. Include list of attendees or estimated number to attend.
 - b. Attach a proposed agenda.
6. Determine how consumers will RSVP for the event.
 - a. The most popular option, but most costly, is to hire Customer Service Specialist 1s (CCS1s).
 - i. Requires advanced planning and we are required to follow the OIC hiring guidelines for non-permanent employees.
 - ii. The cost for CSS1s should be accounted for in the SHIBA budget.
 - b. The sponsor may wish to manage the RSVP process by having certain times of the day when consumers can take their calls.
 - c. The team may wish to set up an answering service, US mail return envelopes or e-mail for the RSVP process.
7. Design the post card and coordinate the budget needs for postage.
8. Determine additional partners or speakers that may wish to present. Examples include AARP Medicare Fraud volunteers, Department of Financial Institutions fraud prevention unit, OIC Consumer Advocacy and others.
9. Determine any additional signage needs (sandwich boards, arrows to room within a conference center.
10. Coordinate additional advertising needs with the Communications Consultant. Consider options for print and radio media advertising.
11. Develop the agenda, speaker panel, publication needs, consumer survey.
12. Coordinate PowerPoints. Have a back up. Consider if you will print copies of the presentation.
13. Receive assurances from sponsors that volunteers will be available to help with the event and to help individual consumers at the event or schedule a follow up appointments (CCRs.)
14. Coordinate travel for staff to attend.

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III. Timeline

A. When to schedule a Medicare birthday event: Four months prior

DOL provides us with data twice a year (June for the July-December list and December for the Jan – June list). Because it requires a significant amount of resource for a birthday event and direct mailing campaign, scheduling an event is dictated by the availability of resources/budget. Our recommended timeline for this type of event is March or July.

B. Events Committee – two months prior

1. Review sponsor performance, consumer trends and RTC input to determine locations of events.
2. Notify the RTC and SHIBA leadership team of intended location. Secure commitments from the RTC as a speaker and the sponsor for local coordination and CCRs.
3. Establish a committee to begin the detail planning.
4. Have the sponsor begin looking for a suitable location. The Outreach Coordinator will provide parameters for cost, space size, equipment needs, location, etc. The OIC prefers we use a state-owned or state-leased barrier-free facilities instead of renting or leasing facilities. This minimizes/avoids the cost and the ADA checklist requirement .
5. If it's a non-state facility, whether free or at a cost to the state:
 - a. The Outreach Coordinator must to submit a written memo, requesting in advance, the need of the event and the justification for selecting a non-state facility. The Administrative Assistant will help in the process.
 - b. Obtain approval from the Chief Deputy Insurance Commissioner.
 - c. ADA checklist is required if not already on file.

C. Space reservation and equipment rentals – two months prior

The hosting sponsor obtains a rental/lease agreement for the event facility, including any equipment rental, such as audio, projector, etc. and sends a copy to the Outreach Coordinator. See II B. Purchase request for the process.

D. Design mailing invitations – two months prior

1. Provide the concept to the SHIBA Communications Coordinator to design the invitation and message two months prior to the event.

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2. After completion of the flyer, postcards or letter invites, the Outreach Coordinator provides the DOL data for the targeted area/region so the Communications Coordinator can get an estimate for the costs of printing and postage from the Dept. of Enterprise Services print shop.

E. Mailing invitations – two weeks prior

1. Mailing the invitations/flyers must take place two weeks prior to the event. If this does not occur, it can cause a lower rate of RSVPs.

IV. Speakers/presenters

- A. Two months prior, the SHIBA Field Supervisor will work with the Regional Training Consultants to determine the presenters.

V. Agenda development

- A. The event committee develops the program venue.
- B. The hosting SHIBA sponsor develops the partnerships with other potential community-based organizations.

VI. Invitation/Marketing

- A. The success of the Medicare birthday events relies on the direct mailing of invitations/flyers.
- B. The direct mailing is a part of the marketing efforts to promote SHIBA service awareness for those people reaching the Medicare-eligible age.

VII. RSVPs

- A. We can receive RSVPs by: Call in, e-mail or through the U.S. mail.
- B. We prefer the hosting sponsor track the RSVPs. Establish an online method to compile RSVPs, i.e. Survey Moneky or a event tracker subscription. As a last resource and if there's a resource/budget, SHIBA may hire a temporary customer service rep, for no more than six weeks.
- C. Build a consumer survey.

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VIII. Set up

- A. One week prior, the hosting sponsor will:
 - 1. Complete an on-site technology-audio and visual check
 - 2. Along with the volunteers, outline the space set up for registration tables, volunteer tables, other supply needs, etc.

IX. Other communication

- A. When taking RSVP calls, provide this information:
 - 1. Directions to the event location
 - 2. Parking information, including handicapped parking, and disability access

X. Events supportive divisions, personnel and partners

The planning committee should take in to consideration the following coordination needs within OIC and with stakeholders:

- A. Media/publication supply support
- B. Fiscal/budget
- C. Contract management
- D. Regional Training Consultants
- E. Clerical/reservation support
- F. Sub-grantees/sponsors/volunteer coordinators
- G. Other community-based organization partners or other state/federal agencies

XI. Set up

- A. Pre-determine if room set up is the responsibility of OIC or the sponsor. Help with set up.
- B. Set up display
- C. Arrive early to check A/V and set-up.
- D. Determine lineup of speakers.
- E. Have evaluations and marketing materials set up.

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XII. Follow-up

- A. Complete Agency Certification Statement, if necessary.
- B. Review consumer survey responses and share with the committee and sponsor.
- C. Follow up with any interested new volunteers.
- D. Check for PMAs and CCRs.

Form References

- Event Checklist
- ADA Facilities Checklist
- Minimum Accessibility Vendor Certification
- Non-state facility approval memo
- Agency Certification Statement

EVENT CHECKLIST

Four months prior: Date _____

- DOL data review - December and June
- Budget: availability of budget for different scenarios – events vs. mass-mailing
- Determine the priority - expected number of attendees, number by region
- Identify committee members
- Venue reservation – check calendar
- Submit for communication needs (invitation, postcards, flyers, ads, etc)

Two months prior: Date _____

- Confirm the target areas/regions
- Determine methodology: Postcard mailing vs. public events
- Confirm budget
- Confirm the design of invitation and estimates for printing and postage
- Confirm committee members – sponsors, VCs, RTCs
- Confirm reservation of facility and equipment rentals
- Submit a Purchase Request
- Send the ADA Checklist form to facility vendor
- Send the Minimum Accessibility Requirements Vendor Certification form to facility vendor
- Place order for supplies/pubs/signage
- Solicit volunteers to support the event
- Outreach to potential partners and information distribution at senior center and housing area
- Develop agenda and determine speakers

One month prior: Date _____

- Begin mailing invitations
- Confirm speaker/volunteer availability
- Provide expectations of RTCs, VCs and Volunteers
- Submit the completed ADA checklist to Fiscal
- Submit the completed Minimum Accessibility Requirements Vendor Certification form to Fiscal
- Generate and route the Non-state facility approval memo for approval (to Consumer Protection Insurance Commissioner and Chief Deputy Insurance Commissioner)
- Create RSVP tracking
- Finalize/confirm venues and supplies
- Review and confirm presentation material
- Post in Event Calendar in the OIC website
- Use the OIC Blog to promote widely

Two weeks prior: Date _____

- Confirm speakers/presenters
- Supplies- balloons, signage, easels,
- Confirm all required documents for space and equipment rentals
- Submit approved ADA Compliance memo to Fiscal
- Partner participations
- Agenda

Week prior: Date _____

- Finalize day of schedule with all parties and event set up coordination
- Provide directions to volunteers
- Confirm volunteer station, registration booth, other information booth

Week after: Date _____

- Complete the Agency Certification Statement
- Submit the completed Agency Certification Statement to Fiscal

Accessible Meeting Facilities Checklist

Governor’s Committee on Disability Issues and Employment (GCDE)

Instructions:

This checklist is to be used by all state agencies to determine if a meeting space is accessible and is based on new construction standards. While older facilities may lack some of these items, **asterisked items** are essential in making your selection of the meeting place.

This checklist has been updated to include ADA Accessibility Guidelines (ADAAG), WAC 51-50 (Washington State Barrier-Free Code, including the new International Building Code) and ANSI 117.1.

A separate checklist is required for each facility and should be kept with the meeting materials*. This way if the agency uses a particular site frequently, the completed checklist can be reused. Some pages of the checklist will be used more than once; others will not be needed at all. If the element does not exist, mark not applicable or “N/A”. The vendor is solely responsible to ensure that the non-state facility meets the minimum accessibility requirements contained in these regulations, and that any special modifications to the non-state facility are completed for the event.

OFM State Administrative and Accounting Manual Provisions:

50.50.70.5 Ensure the non-state facility vendor attaches a **signed** ADA certification statement and a completed Accessible Meeting Site Survey Form to the invoice being submitted to the state agency for payment.

50.50.70.6 The ADA certification statement is to read: “To the best of (vendor's name) knowledge, the facilities provided to the (state agency's name) on (date or dates) met all of the minimum accessibility requirements (and any special modifications to the facilities included in the contract). It is not necessary for the vendor to attach a completed copy of the Accessible Meeting Facility Checklist to the invoice, if the agency has a current copy of it on file and references the checklist and the date of completion on the face of the invoice.”

50.50.80.a Should a state agency obtain a receiving report with a statement by its representative indicating that the non-state facility did not meet ADA access criteria as identified in this document, the agency is authorized to deny payment to the vendor due to breach of contract.

The principle of *universal access* is central to any accessibility review. All services should be provided in an integrated setting, separate is not equal. In this checklist an *accessible route of travel* means a path 36" wide (interior), 44" (exterior) without abrupt changes greater than 1/4". The route should be one path accessible by everyone. The route provides a smooth, hard surface with access from parking to primary building entrance(s), through the interior of the building to meeting rooms, restrooms, restaurants, including coffee bars, lobbies and shops.

Name of Facility (hotel, restaurant, city or county facility):	
Address:	City:
Phone #:	Zip Code:
Surveyor’s Name:	Survey Date:
Phone #:	Office/Agency:

* You may send an electronic copy of the checklist to Carol Maher, Barrier-Free Facilities Program, at General Administration, cmaher@ga.wa.gov so they can be shared with other agencies. Paper copies may be sent to: GCDE - This may assist planners in locating accessible meeting sites in the future. If you find an exceptional place to meet, please share that information also. Checklists can be mailed to the Governor’s Committee on Disability Issues and Employment, PO Box 9046, MS: 6000, Olympia, WA 98507-9046.

Building Exterior

Off-Street Parking/Passenger Loading Zone

- _____ Number of accessible parking spaces, (see Appendix A) # Required Spaces _____
- _____ *At least one van space, 96"space with 96"access aisle/132"space with 60", 114"vertical clearance)
- _____ Sign at parking space, International Access Symbol, white on blue, "Van Accessible" for van space
- _____ Built-up curb ramps do not project into access and parking spaces.
- _____ *Level Slope < 1:48, firm, and non-slip surface. Slope < 1:48
- _____ *Curb-cut, ramp or level area to walkway
- _____ *If surface unpaved, then size of gravel < 0.3 inches
- _____ Closest parking space to accessible entrance. Crosses vehicular traffic lane? Y _____ N _____
- _____ Directional signage to accessible entrance, at non-accessible entrance
- _____ Passenger drop off or loading zone with accessible route or travel to building

Proximity to Public Transportation

- _____ Bus stop within 1-2 blocks. Approximate Distance _____ Bus available evenings Y _____ N _____
- _____ * Level, firm, non-slip surface from bus stop to primary accessible building entrance, maximum slope of 1:12
- _____ *Curb cut, ramp, or level area to walkway (see *Walkways*). Note: handrails required if slope > 1:20 and the rise is >6"

Walkways

- _____ 44" minimum exterior width
- _____ *Max. slope of 1:12 (Up to 1:8 permissible for rises < 3" Up to 1:10 for rises < 6") preferably 1" to 20" (can carry a latte in your lap and go down ramp without spilling)
- _____ Level (slope >1:20) or ramped from parking to primary accessible entrance
- _____ Level, firm, non-slip surface with no drop-offs, grass or soil meet sidewalk
- _____ Walkways free of obstructions that protrude > 4" (higher than 27"or < 80")
- _____ Walkways free of grating openings larger than 1/2", openings perpendicular to path of travel.
- _____ Threshold 1/4" maximum, or 1/2" if beveled

*Essential for an accessible meeting

Building Exterior (Cont'd)

Ramps (exterior)

- _____ Maximum slope of 1':12' (no more than 30' between landings); slope 1':20' (40' between landings)
- _____ *Landings at top and bottom of run, Landings shall be level and be 60" in direction of travel
- _____ *Graspable handrails provided, 34" - 38" high (Slope 1:20, or rise < 6" no handrails required.)
- _____ Handrails 1-1/2" diameter and 1-1/2" from wall
- _____ Firm, non-slip surface
- _____ 44" minimum exterior width

Stairways

- _____ *Graspable handrails provided on both sides, 34" - 38" high, properly secured
- _____ Handrails 1-1/2" diameter and 1-1/2" from wall
- _____ Uniform riser height and tread width
- _____ 5' x 5' level landings on top and bottom
- _____ Contrast on stairs and landings
- _____ Adequate lighting on stairs
- _____ *No open risers (steps). No hanging stairwells, unless cane detectable barriers are provided underneath.

Entrances (exterior)

- _____ *At least one **primary** entrance accessible, door 32" clear opening
- _____ Threshold height 1/4" maximum, 1/2" if beveled. If not, actual height is _____
- _____ An 18" clear maneuvering space at the pull side of the door
- _____ Level and unobstructed area 5' x 5' both sides of door
- _____ Lever or loop-type door handles
- _____ Door opening pressure 8.5 lbs. maximum, or Automatic door openers
- _____ *Alternate accessible entrance for a revolving door
- _____ Sign indicating accessible entrance
- _____ Directional signage at inaccessible entrances designating the accessible entrance

*Essential for an accessible meeting

Building Interior

Interior Doors and Corridors

- _____ *Firm, non-slip surface (no loose or deep pile carpet, maximum pile thickness < 1/2")
- _____ *Doors have a minimum clear opening width of 32"
- _____ *An 18" clear maneuvering space at the pull side of the door
- _____ *Lever or loop-type handles, path to meeting room
- _____ *Door pressure 5 lbs. Maximum, or Automatic door
- _____ *Corridors have a clear width of 36"
- _____ Wall-mounted objects protruding 4" or greater (located within 27" - 80" from the floor) have barriers detectable by individuals using a white cane. Wall mounted objects protruding less than 4" or higher than 80" from the floor, no detectable barrier required
- _____ Adequate lighting in corridors, provide uniform illumination

Ramps (interior)

- _____ *Maximum slope of 1':12' (no more than 30' of rise between level landings)
- _____ *5' x 5' level landings on top and bottom
- _____ *Graspable handrails provided, 34" - 38" high
- _____ *Handrails 1-1/2" diameter and 1-1/2" from wall
- _____ *Firm, non-slip surface
- _____ *36" minimum interior width

Elevators

- _____ *Door has 36" minimum clear opening
- _____ *Size of elevator floor at least 54" x 68"
- _____ *Serves all floors and public meeting areas
- _____ *Highest control buttons 48" maximum (54" built before 2002), emergency controls 35"
- _____ *Audible and visible signals, hallway and elevator interior
- _____ Controls have raised Arabic numerals and Braille identification
- _____ Exterior call buttons 35" max
- _____ Floor levels indicated on door jambs by raised numerals placed no more than 60" high
- _____ Elevator doors remain fully open for 5 seconds minimum
- _____ *Reopening device that will reopen a car door automatically if the door becomes obstructed
- _____ *Visible and audible signal provided at each entrance to indicate which car is answering a call

*Essential for an accessible meeting

Building Interior (Cont'd)

Public Telephones (where provided)

- _____ *At least one telephone/floor usable wheelchair accessible open space in front at least 30" by 48"
- _____ *Highest operable part 48" maximum side or forward approach
- _____ 27" high clear knee space
- _____ Handset cord length at least 29"
- _____ All public telephones are required to have volume control
- _____ TTY in bank of 4 or more

Water Fountains (where provided)

- _____ *At least one fountain on accessible route of travel
- _____ Maximum spout no higher than 36" from floor
- _____ Spout located at front of unit with water projecting parallel
- _____ Hand operated control (push or lever) within 5" of the front of the fountain
- _____ 27" clear knee space
- _____ If no knee space, then at least 30" x 48" clear floor space provided for parallel approach *Essential for an accessible meeting

*Essential for an accessible meeting

Public Restrooms

<i>Women</i>	<i>Men</i>	(One restroom may be accessible while another is not, check both)
_____	_____	*On accessible route of travel from or to meeting room
_____	_____	*At least one accessible stall in each restroom. Or unisex restroom available
_____	_____	Ambulatory accessible toilet stalls (required when six or more water closets are available in a restroom)
_____	_____	*High contrast, non-glare sign, raised and Braille between 48" - 60" from floor, located on latch side of door
_____	_____	Signs at inaccessible restrooms giving directions to accessible restrooms
_____	_____	*Entry 32" minimum clear width
_____	_____	*Accessible stall doors 32" minimum clear width
_____	_____	*Door pressure 5 lbs. maximum
_____	_____	*Stall width 60" wide x 56" wall mounted, 60" x 59" floor mounted toilet
_____	_____	Minimum 48" width next to toilet on one side
_____	_____	*Grab bars side and back, 33" - 36" above and parallel to floor
_____	_____	Grab bars 1-1/2" diameter and 1-1/2" from wall
_____	_____	*Toilet seat 17" - 19" high
_____	_____	5' x 5' diameter clear floor space to turn around (by mirrors or sink area)
_____	_____	Bottom of mirror, top of shelf, towel and all other types of dispensers at 40" maximum from floor
_____	_____	Soap and towel dispensers and hand dryer adjacent to the sink
_____	_____	27" clear knee space under basin
_____	_____	Insulation of exposed pipes under sinks
_____	_____	*Lever-type faucets (or automatic)
_____	_____	* Lever-type door hardware, entry door and on accessible stall and urinal
_____	_____	Elongated urinal within 17" of floor

*Essential for an accessible meeting

Meeting Rooms and Common Use Areas

Meeting Rooms – Room # / Name of room: _____

(please complete for each meeting room to be used)

- _____ *Capacity
- _____ High contrast signage with non-glare finish, Raised and Braille at 48"- 60", latch side of door
- _____ *Ramps for raised platforms, speaking areas
- _____ Top of table 28" - 34" from floor
- _____ Clear knee space for tables (minimum 27" high x 30" wide x 19" deep)
- _____ Public Address System with Assistive Listening equipment
- _____ Assistive Listening Equipment (identified by signage)
- _____ Low noise level (inside and outside)
- _____ Uniform lighting
- _____ *Meeting and other functions provided in nonsmoking areas
- _____ *Firm, non-slip surface (no loose or deep pile carpet)
- _____ *If Audible, then visible alarm system

Fixed Seating Only (auditorium)

- _____ For auditoriums, integrated wheelchair seating, a minimum of one, for 4-25 seats
 - _____ Number of wheelchair spaces required _____
 - _____ (See Appendix A Wheelchair Spaces Required in Assembly Areas)
 - _____ Minimum space 33" x 48" for rear or forward access, 33" x 60" for side access
 - _____ *Unobstructed viewing position from wheelchair seating
 - _____ Aisles at least 36" having seating on one side of aisle, 42" with seating on both sides
 - _____ Integrated seating, people using wheelchairs can sit next others, accessible seating dispersed throughout auditorium.
- *Essential for an accessible meeting

Meeting Rooms and Common Use Areas (Cont'd)

Common Use Areas

*Restaurant /coffee shops, gift shops, ATM, lobby, vending machines, copy machines and other common use areas accessible to persons with disabilities. (entrance, seating, counter height, reach range, 48")

Problem Areas: _____

- _____ Audible alarm system
- _____ Visible alarm system
- _____ Smoking policy or restrictions in common use areas
- _____ Maintenance/remodeling at time of meeting
- _____ Swimming Pool Access

*Essential for an accessible meeting

Hotel/Motel Guest Rooms

Hotel/Motel Guest Rooms

- _____ Number of standard guest rooms
- _____ *Number of accessible guest rooms (Accessible hotel or motel guest rooms should be provided at the rate of one for every 25 guest rooms or fraction thereof. Rooms should be dispersed in single, double and suite rooms.)
- _____ *Number of accessible rooms with roll-in showers
- _____ Number of accessible guest rooms located near the elevators
- _____ Number of nonsmoking guest rooms
- _____ *Raised and Braille signage 48" to 60" above floor on latch side of door
- _____ *High contrast signage with non-glare finish

Wheelchair Accessible Rooms

- _____ *Entry 32" minimum clear opening width
- _____ *Lever-type hardware on doors
- _____ * Telephone and other controls easily reached from bed and accessible route of travel
- _____ Closet rods, switches, heat and air conditioning controls within reach ranges
- _____ Drapery controls easily operable and on accessible route of travel
- _____ *Door lock opens with a key easily operable by one hand without tight gripping or twisting
- _____ * Interior security lock easily operable with a closed fist and located within reach ranges
- _____ Windows operable with a closed fist

Rooms for Persons with Hearing Impairments

- _____ Number of rooms for persons with hearing impairments
- _____ Visible alarm system, portable or permanent
- _____ Telephone has volume controls and hearing aid compatible
- _____ Electrical outlet within 48" of the telephone
- _____ Visual notification of incoming calls and door bell
- _____ Closed caption decoders on TV preferred
- _____ Number of portable systems (include visible alarm system, TDDs, visual notification of incoming calls, door bell, and alarm clock)

*Essential for an accessible meeting

Hotel/Motel Guest Rooms (Cont'd)

Bathrooms

- _____ *Doorway 32" minimum clear opening width
- _____ *Lever or loop-type door handles
- _____ 5' diameter clear floor space in toilet room
- _____ *Grab bars side and back, 33" - 36" above and parallel to floor
- _____ *Grab bars 1-1/2" diameter and 1-1/2" from wall
- _____ *Toilet seat 17" -19" high
- _____ Bottom of mirror, top of shelf, towel, and other dispensers 40" maximum from floor
- _____ 29" clear knee space under basin
- _____ Insulated water pipes under lavatory
- _____ *Lever-type faucets at 17" from front of counter

Accessible Tubs and Showers

- _____ *Grab bars for tubs _____ showers _____
- _____ *Portable or in tub seat 12" in width, extending width of tub and mounted securely
- _____ *Tub controls operable with a closed fist
- _____ 5' minimum long flexible shower hose with a lower hook or hanger
- _____ Roll in shower 30" x 60" (may include a fold down seat)
- _____ Shower stall 36" x 36" with seat
- _____ Seat mounted 17-19" above the floor, extending depth of stall, located on wall opposite controls, mounted 1-1/2" from shower wall, and no more than 16" in width
- _____ *Shower control operable with a closed fist

*Essential for an accessible meeting

Appendix A

Number of Accessible Parking Spaces			
Total Parking (Lot or garage)	Total Minimum Number of Accessible Spaces (includes accessible & van)	Accessible Spaces	Van Parking Spaces
1 to 25	1	0	1
26 to 50	2	1	1
51 to 75	3	2	1
76 to 100	4	3	1
101 to 150	5	4	1
151 to 200	6	5	1
201 to 300	7	6	1
301 to 400	8	7	1
401 to 500	9	7	2
501 to 999	2 percent of total spaces		1 of 6
Over 1,000	20 spaces plus 1 space for every 100 spaces, or fraction thereof, over 1,000		1 of 6
Wheelchair Spaces Required in Assembly Areas			
Capacity of Seating in Assembly Areas		Number of Required Wheelchair Spaces	
4 to 25		1	
26 to 50		2	
51 to 300		4	
301 to 500		6	
over 500		6 plus 1 for each 100 over 500	
Number of Accessible Rooms and Roll-in Showers			
Total Number of Rooms	Minimum Required Accessible Rooms	Rooms with Roll-in Showers	
1 to 25	1		
26 to 50	2		
51 to 75	3	1	
76 to 100	4	1	
101 to 150	5	2	
151 to 200	6	2	
201 to 300	7	3	
301 to 400	8	4	
401 to 500	9	4 plus 1 for every 100 rooms or fraction thereof, over 400	
501 to 1,000	2% of total		
Over 1,000	20 plus 1 for every 100 rooms or fraction thereof, over 1,000		
Number of Accessible Rooms for Persons with Hearing Impairments			
Total Number of Rooms	Minimum Required Number		
1 to 25	1		
26 to 50	2		
51 to 75	3		
76 to 100	4		
101 to 150	5		
151 to 200	6		
201 to 300	7		
301 to 400	8		
401 to 500	9		
501 to 1,000	2% of total rooms		
Over 1,000	20 plus 1 for every 100 rooms, or fraction thereof, over 1,000		

Appendix B

TABLE E104.31

DWELLING OR SLEEPING UNITS WITH ACCESSIBLE COMMUNICATION FEATURES

TOTAL NUMBER OF DWELLING OR SLEEPING UNITS PROVIDED	MINIMUM REQUIRED NUMBER OF DWELLING OR SLEEPING UNITS WITH ACCESSIBLE COMMUNICATION FEATURES
1	1
2 to 25	2
26 to 50	4
51 to 75	7
76 to 100	9
101 to 150	12
151 to 200	14
201 to 300	17
301 to 400	20
401 to 500	22
501 to 1,000	5% of total
1,001 and over	50 plus 3 for each 100 over 1,000

Minimum Accessibility Requirements Vendor Certification

NAME OF FACILITY:

The following criteria from the Accessible Meeting Facility Checklist are the **minimum access requirements** for conducting hearings, conventions, conferences, meetings, or formal training sessions:

Site and Building Exterior

- If off-street parking is provided, the parking and passenger loading zone is to be on a level, stable, firm, slip resistant surface.
- A ramp, curb-cut, or level walkway leads from the parking area to a primary entrance to the building.
- Exterior walkways are free of vertical obstructions up to 80" in height.
- All exterior ramps have a firm, non-slip surface.
- Primary entrances to the building have a clear opening of at least 32 inches and either an automatic door or a door with opening pressure less than 8.5 lbs.

Building Interiors

- Interior corridors from the primary entrances to the meeting room and restrooms have a clear width of 36" minimum.
- All interior doors including elevator doors, restroom doors, and accessible toilet stalls between the primary entrance and meeting room have a minimum clear opening of 32".

Meeting Rooms

- If the facility has fixed seating, provide a minimum of 36" clear aisles throughout the meeting room area.

Restrooms

- Accessible toilet stalls with a minimum dimension of 60" wide x 58" deep are to be provided.
- Grab bars installed 33" to 36" above and parallel to the floor on the back or to the side of the toilet are to be provided.

Vendor Certification

I certify to the best of my knowledge, this facility provided to the Office of Insurance Commissioner on _____ met all of the minimum accessibility requirements and any special modifications to the facility as stated on the contract.

VENDOR (Printed)

DATE

SIGNATURE

NAME AND TITLE

MEMORANDUM

September 12, 2014

To: Jim Odiorne, Chief Deputy Insurance Commissioner

Through: John Hamje, Deputy Insurance Commissioner
Consumer Protection

From: M. Todd Dixon, Program Manager
SHIBA Program

Subject: Justification for use of Non-State Facility – SHIBA Outreach Event
October 2, 2014

The purpose of this correspondence is to request approval to use a non-state facility for an outreach event for no less than 100 Medicare beneficiaries. This outreach event is a grant funding performance requirement. The proposed location is the Norm Dicks Conference Center, Bremerton, Washington.

The Norm Dicks Conference Center is a large capacity venue conveniently located to the attendees that will be invited to receive enrollment and other Medicare information. This facility complies with the Americans with Disabilities Act. The completed Accessible Meeting Facilities Checklist has been submitted.

Please feel free to contact me if you have any questions. I can be reached at (360) 725-7091.

APPROVED

DATE

DENIED

DATE

Agency Certification Statement

Agency Name: Office of Insurance Commissioner

Agency Representative:

Activity Title:

(name of meeting, convention, conference, etc)

Event Date:

Vendor Name:

To the best of my knowledge, the non-state facilities provided to our agency for this event Did Did not meet all of the ADA's minimum accessibility requirements as listed in the state of Washington's State Administrative & Accounting Manual (50.50.60) prescribed by the Office of Financial Management.
If the non-state facilities did not meet the minimum accessibility requires, please attach a memo of explanation.

Agency Representative Name	Title
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Signature	Date
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