

**ACCESSIBILITY SELF-EVALUATION AND  
TRANSITION PLAN**

**WHITMAN MISSION NATIONAL HISTORIC SITE  
WASHINGTON**

**MAY 2018**



## EXECUTIVE SUMMARY

The park's Accessibility Self-Evaluation and Transition Plan (SETP) includes findings from the self-evaluation process, as well as a plan for improving accessibility parkwide. The Accessibility Self-Evaluation and Transition Plan resulted from the work of an NPS interdisciplinary team, including planning, design, and construction professionals; and interpretive, resource, visitor safety, maintenance, and accessibility specialists. Site plans, photographs, and specific actions for identified park areas were developed. Associated time frames and implementation strategies were established to assist NPS park staff in scheduling and performing required actions and to document completed work. Park policies, practices, communication, and training needs were also addressed. The goals of the plan are to 1) document existing park barriers to accessibility for people with disabilities, 2) provide an effective approach for upgrading facilities, services, activities, and programs, and 3) instill a culture around creating universal access.

The following are the key park experiences and associated park areas addressed in the transition plan:

- 1) **Enable visitors to interact with other cultures, such as the Cayuse and Walla Walla tribes:** Visitor Center, Administrative Area and Northern Fields and Trails
- 2) **Explore the continued relevance of the mission history through contact with historic objects, grounds, oral and written history, and other historic and sacred resources:** Visitor Center, Mission Grounds, Monument, Oregon Trail to Great Grave, Administrative Area and Northern Fields and Trails
- 3) **Understand how competing interests and ideologies between US citizens and the native nations served as the direct catalyst for US colonization and establishment in the Pacific Northwest, through ranger-led discussions and staff interaction:** Visitor Center, Mission Grounds, Administrative Area and Northern Fields and Trails
- 4) **Reflect upon the historical trauma associated with the establishment of the Christian mission that led to native and nonnative deaths, and find opportunities, such as interaction with the natural environment and native peoples, or voluntary stewardship, that promote healing within the Waillatpu site. Discover and reflect upon those characteristics that preserve the sacredness of the site:** Visitor Center, Mission Grounds, Monument, Oregon Trail to Great Grave

- 5) **Explore the complex cultural watershed to understand important links between the natural site elements and its relevance to maintain a people's cultural heritage and evolving relationship with the site:** Monument, Picnic Area, Administrative Area and Northern Fields and Trails
- 6) **View the differing land management ideologies between the indigenous people and the nonnative settlers and how they drastically differed from one another:** Visitor Center, Mission Grounds, Monument Picnic Area, Administrative Area and Northern Fields and Trails
- 7) **Enjoy recreational opportunities, such as walking, hiking, birding, and viewing the landscape:** Mission Grounds, Monument, Oregon Trail to Great Grave, Administrative Area and Northern Fields and Trails
- 8) **Explore riparian and naturalized portions of the park, including the ethnobotany study of the natural landscape and unique steppe environment:** Mission Grounds, Monument, and Administrative Area and Northern Fields and Trails
- 9) **Share the spirit of the park through picnicking:** Picnic Area

Overall, similar services, activities, and programs were found throughout park areas, as were assessment findings for physical and program accessibility.

## **PHYSICAL ACCESSIBILITY**

The small site allowed the assessment team to review in detail all facilities and areas for accessibility. Relatively few recurring findings were identified, with the most challenging physical accessibility barriers being routes to some outdoor interpretive areas. Few of the routes met accessible route or outdoor recreation access route standards, with many found to have high slopes, poor surface materials, and/or high thresholds and wide gaps. Benches and interpretive panels sometimes had inaccessible clear ground spaces and/or uneven approaches. Some restroom features did not meet required standards, mostly with dispensers not located in reach range or inoperable with a closed fist. Mechanisms to open trash and recycling receptacles were also inoperable with a closed fist. Some signage was also missing, had illegible content, or had insufficient or misplaced information.

Other physical access issues where improvements are recommended include restriping and signing car and oversized vehicle parking stalls, improving curb cuts, enlarging the pavement around the grill, and providing accessible drinking fountains for seated and standing persons. In addition, the administration building, which the park would eventually like to use for public meetings and sharing visitor information, is currently inaccessible, with steps to

the entrance, inoperable doors, and a small restroom. The trail in the Northern Fields was not fully assessed but was determined to be inaccessible at the trailhead, with an uneven surface and lacking appropriate trailheads signage. A full trail assessment will need to be conducted in the future. Refer to Appendix G: "Trail Assessment Protocol" for additional information on how hiking trails are assessed and what standards apply.

## **PROGRAM ACCESSIBILITY**

A significant barrier for visitors with disabilities is access to the Whitman Monument on top of a hill near the visitor center. Running slopes in some sections are greater than 10%, and because of the topography and far-flung cultural resources, many of which have not been mapped, it may be infeasible to provide an accessible path up the hill. No programmatic alternatives for accessing the monument are currently provided.

Other findings related to program accessibility included font and contrast issues at interpretive waysides that require modifications to meet size and readability standards. The park has a braille version of the brochure available; large print text of the brochure, film, and trail recordings; and open captioning on the park film. Assistive listening devices are available for the film as well. Accessibility could be improved by providing braille and large print versions of additional publications, waysides, and tour text, and making assistive listening devices available on guided tours and during special events. Audio description for ranger-led interpretive tours and self-guided tours that describe visual elements to persons with low or no vision were also not available. Tactile exhibits throughout the park were limited.

## **PARKWIDE ACCESSIBILITY**

Some of the more noteworthy parkwide accessibility challenges that were discussed by the planning team during the self-evaluation and assessment process include: providing accessible paths to significant park facilities and areas, improving interpretation with new and enhanced tactile exhibits, and providing sign language interpretation for park programs and events.

It is recommended that the park employ trained consultants to assist in determining how best to address accessibility improvements parkwide and to ensure that design and implementation of alternate format programs meet the needs of the intended audiences. Notify visitors through signage placed in

appropriate locations and in park publications that alternative formats are available.

Creating parkwide accessibility requires staff awareness, understanding, and appropriate action. The assessment process served as a field training tool that increases staff knowledge and commitment toward embracing accessibility as a core park value. Continued training in physical and programmatic access requirements for all park staff, particularly those in maintenance and interpretation, is strongly advised.

Because of fiscal constraints and limited park resources, staff will need to determine which park area improvements will benefit the greatest numbers of park visitors with disabilities. Suggested implementation time frames and relative costs need to be factored into all accessibility investment decisions.

Whitman Mission National Historic Site strives to be inclusive and welcoming. Park staff is aware of many of the accessibility barriers present at the park and they are actively involved with responding to visitors' accessibility needs. Paths are paved between all park facilities and the park has placed benches in strategic locations where slopes are especially difficult. The park has done an exemplary job setting up their website to provide valuable information to potential visitors with disabilities, noting among other things the availability of a wheelchair for loan, assistive listening devices, open captioning on the park film, and large print and braille versions of brochures and the movie narrative.

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## INTRODUCTION

Since 1916, the National Park Service (NPS) has preserved, unimpaired, the natural and cultural resources and values of the national park system, while also providing for the enjoyment, education, and inspiration of current and future generations.

Many of our national parks were founded because of their stunning views, extreme and unique geography, challenging and sensitive natural environments, and historic and fragile structures. This park, Whitman Mission National Historic Site, and other parks exist because of their history and resources. The NPS mission balances protection of resources (both natural and cultural) with visitation. Facilities, services, activities, and programs were designed and built within parks to accommodate our visitors and help them better understand each park purpose and significance.

Many facilities were constructed prior to the passage of laws and policies that reflect the commitment of the National Park Service to provide access to the widest cross section of the public, and to ensure compliance with the Architectural Barriers Act of 1968, the Rehabilitation Act of 1973, the Equal Employment Opportunity Act of 1972, and the Americans with Disabilities Act of 1990 (42 USC 12207). The accessibility of commercial services within national parks is also governed by all applicable federal laws. After 100 years of operation, the National Park Service continues to work toward a more inclusive environment. The more than 400 park units that comprise the national park system today include not only the large western parks, for which the agency is well known, but also nationally significant urban parks, historic sites, monuments, parkways, battlefields, and a diversity of other park types across the country.

For a century, the National Park Service has been a leader in connecting people to both our natural and cultural heritage. Visitors today have different needs and expectations, and the agency must adapt to meet these changing demands. Modern scientific research and visitor trend analysis provide new insight into accessibility opportunities and challenges in the national park system. There are approximately 60 million people with disabilities in the United States today, and the number is expected to rise to 71 million in upcoming years as more baby boomers reach retirement age (people 65 and older). This information helps the National Park Service understand changing visitation patterns, the nexus between resource stewardship and accessibility, and the impacts of managing visitors, resources, and infrastructure against the threat of decreased funding. Adequate planning can identify solutions to challenges and provide services with the knowledge and understanding that serves as a trajectory full of opportunity for current and future visitors. The National Park

Service is committed to making NPS facilities, programs, services, and employment opportunities accessible to all people, including those with disabilities.

## **PARK DESCRIPTION**

Whitman Mission National Historic Site is west of the Blue Mountains in southeastern Washington, near the confluence of the Walla Walla River and Mill Creek. The site is known as Weyíiletpé, “place of waving, as grass waves” to the land’s original stewards, the Weyíiletpuu (Cayuse) and Walúlapam (Walla Walla). It was the location of the 1836 American Board of Commissioners for Foreign Missions (ABCFM) Christian mission established by Marcus and Narcissa Whitman.

The present 139-acre national park unit is approximately 7 miles west of Walla Walla, in Walla Walla County. Park facilities are all within a complex biocultural landscape that includes a visitor center, paved or mown trails, picnic facilities, access roads and parking, archeological remains of mission buildings, 19th-century monument, grave and cemetery, and replica of the Oregon Trail.

The term “biocultural landscape” is of particular importance and relevance to this park unit in that it represents the integrated physical, biological, and human elements of the landscape that strengthen a people’s evolving relationship with the place, and maintain their unique set of customs, beliefs, language, and traditional knowledge. The natural elements of the landscape are essential to the cultural heritage.

## **PARK PURPOSE AND SIGNIFICANCE STATEMENTS**

In 2017, Whitman Mission National Historic Site completed a foundation document. Foundation documents provide basic guidance for planning and management decisions by identifying the park purpose, significance, and fundamental resources and values. The Whitman Mission National Historic Site foundation plan identifies special mandates and administrative commitments and provides an assessment and prioritization of park planning and data needs. Understanding these elements helps set the stage for appropriately integrating accessibility into the overall park priorities and plans. The following foundation elements were identified for Whitman Mission National Historic Site.

### **Park Purpose**

At Whitman Mission National Historic Site, the National Park Service is entrusted with preserving a sacred piece of Weyíiletpuu homeland, interpreting the tragic events surrounding the early 19th-century Christian mission, memorializing those who died here, promoting a deeper understanding of the lasting impact of this history, and seeking to heal the associated trauma together with the Confederated Tribes of the Umatilla Indian Reservation.

## Park Significance

The following significance statements have been identified for Whitman Mission National Historic Site.

- **Sacred Site within a Sacred Landscape.** The events associated with the Christian mission established by Marcus Whitman led to many deaths. Native and nonnative blood and last breaths were left here. This site provides an opportunity to begin healing from the associated historical trauma.
- **A Pivotal Moment.** Throughout its short history (1836–1847), the mission complex provided a site for early interactions between citizens of the United States and Indian nations. These interactions culminated from competing interests and ideologies and were the direct catalyst for US colonization and establishment in the Pacific Northwest. These events continue to influence attitudes and practices today.
- **Differing Land Management Ideologies.** The history of the mission at Weyíiletpé illustrates the ideological conflict between indigenous land management practices and the land use approaches of the Whitmans, and offers insights on sustainable alternatives to stewardship that are increasingly crucial in the face of diminishing resources and global climate change.
- **Social Justice.** The mission's history and violent aftermath provide a discrete narrative within the larger issues of global colonization and dispossession of indigenous nations, international conflicts arising from competition for resources or conflicting worldviews, and universal social justice.

## ACCESSIBILITY SELF-EVALUATION AND TRANSITION PLAN

The creation of a transition plan is mandated by regulations under the Rehabilitation Act of 1973, as they apply to the US Department of the Interior, which states that “No otherwise qualified handicapped individual in the United States . . . shall, solely by reason of his handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance.” It specifically requires parks to document architectural barriers, solutions, and time frames for making improvements to increase accessibility.

This Accessibility Self-Evaluation and Transition Plan has been prepared to provide Whitman Mission National Historic Site a tool for addressing overall

needs associated with making the park accessible when viewed in its entirety. The plan is based on an understanding of key park experiences and establishes a methodical process that identifies, prioritizes, and outlines improvements to park accessibility. The plan proposes strategies for implementation over time and in a manner consistent with park requirements and protocols.

All key park experiences and all park areas were identified to ensure that the plan would consider all park programs. Park areas were then evaluated against measurable criteria to determine which would be assessed for purposes of the plan. Each park area assessed was evaluated to identify barriers that prevented participation in park programs, and the best manner in which access could be improved. In some situations, it is not reasonably practicable to create physical or universal design solutions.

## **IMPLEMENTATION OF THE PLAN**

One of the goals of the plan is to increase accessibility awareness and understanding among staff and volunteers of Whitman Mission National Historic Site. The park superintendent is responsible for implementing and integrating the plan. The park-designated accessibility coordinator ensures adequate communication to park employees and works with the superintendent to follow up on the implementation and relevancy of the plan by documenting improvements and keeping the plan updated.

# ACCESSIBILITY SELF-EVALUATION AND TRANSITION PLAN PROCESS

## SELF-EVALUATION

The following graphic illustrates the primary steps in the self-evaluation process. Each step is further described in the following text.



### Step 1: Identify Key Park Experiences and Park Areas

Key park experiences are those park experiences that are iconic and important for visitors to understand the purpose and significance of the park unit. They are “musts” for park visitors. Park legislation serves as the foundation for key park experiences, which are identified through park purpose, significance, interpretive themes, and those programs or activities highlighted in park communications. Key park experiences were identified at Whitman Mission National Historic Site to ensure that planned improvements were prioritized to best increase overall access to the experiences available at Whitman Mission National Historic Site.

- 1) Enable visitors to interact with other cultures, such as the Cayuse and Walla Walla tribes.
- 2) Explore the continued relevance of the mission history through contact with historic objects, grounds, oral and written history, and other historic and sacred resources.
- 3) Understand how competing interests and ideologies between US citizens and the native nations served as the direct catalyst for US colonization and establishment in the Pacific Northwest, through ranger-led discussions and staff interaction.

- 4) Reflect upon the historical trauma associated with the establishment of the Christian mission that led to native and nonnative deaths, and find opportunities, such as interaction with the natural environment and native peoples, or voluntary stewardship, that promote healing within the Waiilatpu site. Discover and reflect upon those characteristics that preserve the sacredness of the site.
- 5) Explore the complex cultural watershed to understand important links between the natural site elements and its relevance to maintain a people's cultural heritage and evolving relationship with the site.
- 6) View the differing land management ideologies between the indigenous people and the nonnative settlers and how they drastically differed from one another.
- 7) Enjoy recreational opportunities, such as walking, hiking, birding, and viewing the landscape.
- 8) Explore riparian and naturalized portions of the park, including the ethnobotany study of the natural landscape and unique steppe environment.
- 9) Share the spirit of the park through picnicking.

After key park experiences were identified, all park areas were listed. Next, a matrix was developed to determine which key experiences occurred in each park area. A park area is a place defined by the park for visitor or administrative use. All park areas within Whitman Mission National Historic Site were evaluated per criteria in step 2, to determine which, if not all, areas would be assessed.

## **Step 2: Identify Park Areas to be Assessed**

The criteria below were used to determine which park areas would receive assessments:

- 1) Level of visitation
- 2) Diversity of services, activities, and programs offered in the area
- 3) Geographic favorability (as a whole, the park areas selected reflect a broad distribution throughout the park)
- 4) Other unique characteristics of the site

The areas selected for assessment provide the best and greatest opportunities for the public to access all key park experiences. These park areas received comprehensive assessments as outlined in steps 3 and 4. Areas not assessed at this time are to be assessed and improved as part of future facility alterations or as a component of a future planned construction project.

### **Step 3: Identify Services, Activities, and Programs in Each Park Area**

Step 3 is the identification of all services, activities, and programs within each park area. This process ensured that during step 4 all visitor amenities within a park area, including both physical and programmatic elements, are reviewed for accessibility. The comprehensive lists of services, activities, and programs were the basis for conducting the assessments and documenting all elements as they pertain to improving access to park experiences.

### **Step 4: Conduct Accessibility Assessment**

During step 4, an interdisciplinary assessment team identified physical and programmatic barriers and reviewed possible solutions within each park area.

Existing conditions and barriers to services, activities, and programs were discussed on-site by the assessment team. The assessment team then developed a reasonable range of recommended actions for consideration, including solutions that would provide universal access. Barrier-specific solutions, as well as alternative ways to improve access overall, were addressed and included both physical changes and/or the addition of alternate format methods. In some cases, programmatic alternatives needed to be examined because it was not always possible to eliminate physical barriers due to historic designations, environmental concerns, topography, or sensitive cultural and natural resources. Therefore, a full range of programmatic alternatives was considered that would provide access to the key experience for as many visitors as possible. All field results, including collected data, findings, preliminary options, and conceptual site plans, are organized by park area and formalized with recommendations in the transition plan.

## **TRANSITION PLAN**

The following graphic illustrates the primary steps taken in developing the Whitman Mission National Historic Site transition plan. Public involvement will occur at the draft stage of the transition plan; however, it is recommended that at the beginning of the SETP process parks initiate public outreach efforts with organizations representing people with disabilities. The draft plan will be released for a three-day period to solicit input from the public, including people with disabilities and organizations that represent people with disabilities, to provide comments and thoughts on whether the document represents a



reasonable review of the park's barriers and a feasible and appropriate strategy for overcoming the barriers. After the comment period has closed, the park will analyze all comments to determine if any changes to the plan are necessary. Those changes will be made before the implementation strategy is finalized. Once finalized, a notification will be sent to the public to announce the plan's availability.



### Step 5: Draft and Finalize Transition Plan

The final step of the process is drafting and finalizing the transition plan and implementation strategy. Developing an implementation strategy can be complex because of a large range of coordination efforts associated with scheduling accessibility improvements. All improvement efforts need to consider park activities and operational requirements. The final plan recommends accessibility improvements, identifies improvement time frames, and identifies responsible parties for such actions.

Implementation time frames are based on the park's ability to complete the improvements within normal scheduling of park operations and planned projects. Time frames are categorized as follows:

- 1) **Immediate (0–1 year):** Improvements that are easy, quick, and inexpensive to fix internally. It does not require supplemental NPS project funding.

immediate

- 2) **Short-term (1–3 years):** If the improvement does not require supplemental NPS project funding, park staff will initiate the elimination of the barrier internally; or, if a project is currently scheduled for funding, the i will be incorporated into the project and the barrier eliminated.

short-term

- 3) **Mid-term (3–7 years):** The park will develop a proposal and submit it for those projects requiring supplemental NPS project funding in the next annual servicewide budget call. For those projects requiring supplemental NPS project funding, the park will submit a request in the next budget call. Improvements will be scheduled dependent upon the year funding is received. If the improvement does not require supplemental NPS project funding, park staff will continue the elimination of the barrier internally.

mid-term

- 4) **Long-term (>7 years):** The park will eliminate the barrier when other work is taking place as part of facility alterations or as a component of a future planned construction project.

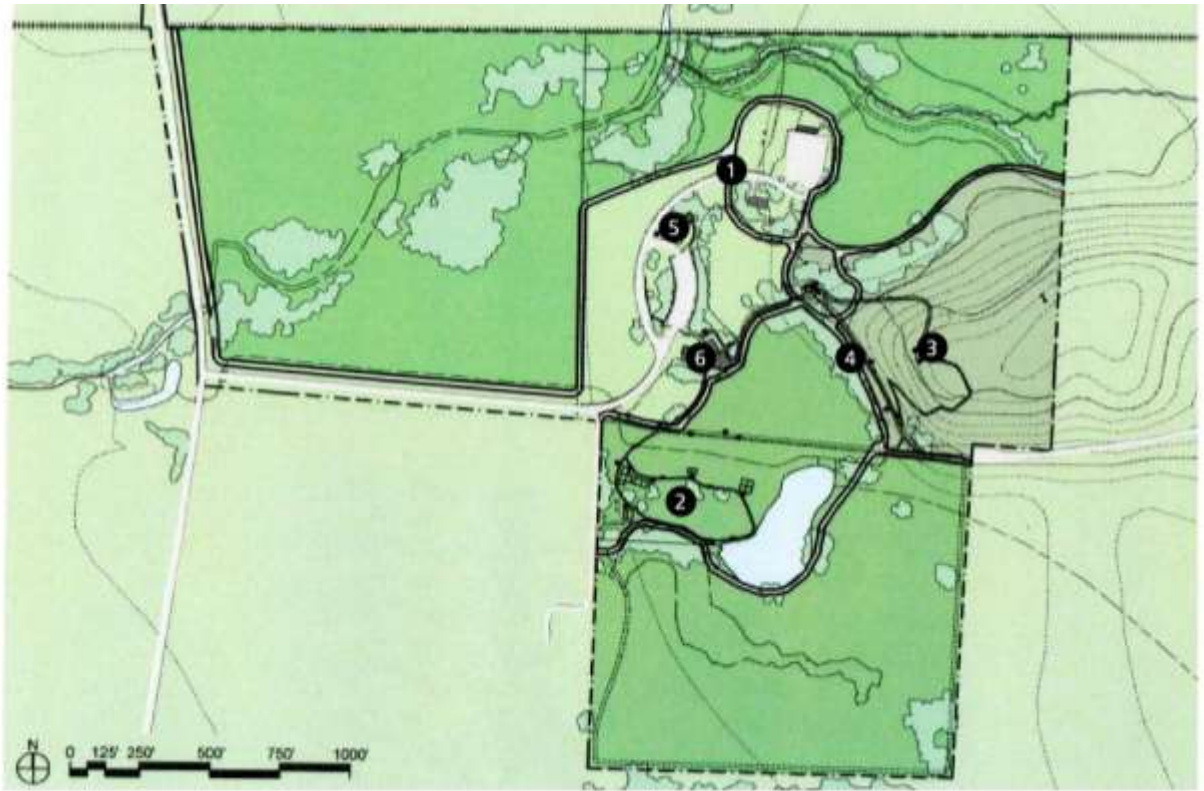
long-term

## IMPLEMENTATION STRATEGY FOR WHITMAN MISSION NATIONAL HISTORIC SITE

### PARK AREAS ASSESSED

All key park experiences at Whitman Mission National Historic Site are represented within the park areas assessed. All park areas were assessed, and each is addressed during the implementation strategy exercise. All park areas assessed are listed in alphabetical order and identified in the associated map below.

- 1) Administrative Area and Northern Fields and Trails
- 2) Mission Grounds
- 3) Monument
- 4) Oregon Trail to Great Grave
- 5) Picnic Area
- 6) Visitor Center



## **IMPLEMENTATION STRATEGY FOR PARK AREAS ASSESSED**

The Architectural Barrier Act (ABA) of 1968 requires that any building or facility designed, constructed, altered, or leased with federal funds be accessible and usable by any individuals with disabilities. The Uniform Federal Accessibility Standards (UFAS) and the Architectural Barriers Act Accessibility Standards (ABAAS) were adopted for federal facilities in 1984 and 2006, respectively. Subsequently in 2011, standards for recreational facilities were incorporated into ABAAS as chapter 10.

Dependent upon the date of a building's construction or alteration, different design standards apply. In conducting the transition plan facility assessments, the 2011 ABAAS standards were used as the on-site assessments. Although a barrier may be identified by the current assessment for improvement, facilities constructed pre-1984, or between 1984 and 2011, are only required to be in compliance with the standard in place at the time of construction and/or alteration. Therefore, they may not be in violation of ABAAS. However, any renovation or upgrade of that building will be required to meet the most current standard at the time of work.

Recommended improvements for park policies, practices, communication and training are included. Park policies are adopted by the park and are those defined courses of action for reaching a desired outcome. Park practices are those habitual and/or customary performances or operations park staff employs for reaching a desired outcome. Communication and training strategies help park staff keep informed on how to best deliver services, activities, and programs to visitors with disabilities in the most appropriate and accessible formats.

This document does not include strategies for transitioning employee work spaces to be accessible. In the event an employee with a disability is hired by Whitman Mission National Historic Site, the supervisor and employee will discuss the employee's needs. The supervisor will then determine what accommodations are reasonable within the given work environment and determine a plan of action to meet those needs.

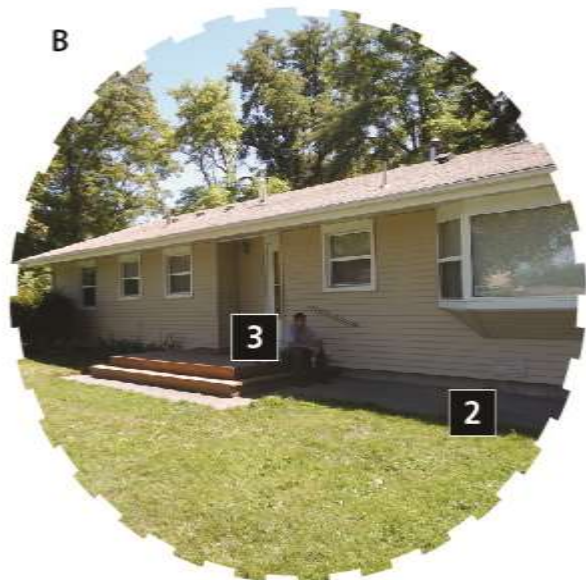
For each park area, site plans illustrate existing conditions and recommended improvements. During the implementation phase, reassessment of the project site conditions and consultation with the Architectural Barriers Act Accessibility Standards is necessary to ensure that specific design and programmatic solutions are addressed correctly. Assistance is available at the Denver Service Center and through the Pacific West Region Accessibility Coordinator.

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## ADMINISTRATIVE AREA AND NORTHERN FIELDS AND TRAILS

### Site Plan



## Implementation Strategy

The administrative area is connected to five key park experiences: cultural interaction; exploring the continuing relevance of the mission history; understanding how competing interests and ideologies served as the direct catalyst for US colonization and establishment in the Pacific Northwest; reflecting upon the historical trauma associated with the establishment of the Christian mission; and viewing the differing land management ideologies between the indigenous people and the nonnative settlers. The area is not currently open to visitor use, but the park would like to renovate the administration building to make it accessible and to support gatherings with visitors. Services available at the building include paved routes, large open rooms, a first aid station, and a restroom. The area and building could be improved with accessible parking, a ramp to the main entrance, an updated restroom, and improved visitor contact offerings, such as an information desk.

The Northern Fields and Trails are connected to six key park experiences: understanding how competing interests and ideologies served as the direct catalyst for US colonization and establishment in the Pacific Northwest, reflecting upon the historical trauma associated with the establishment of the Christian mission, exploring the complex cultural watershed, viewing the differing land management ideologies between indigenous people and the nonnative settlers, enjoying recreational opportunities, and exploring riparian and naturalized portions of the park. The undeveloped trails are mostly undefined, with no trailheads and sometimes significant slope, width, and surface accessibility challenges. The area could be improved with accessible parking, defined trailhead with signage, and accessibility improvements to at least one trail.

The following improvements to this park area are planned:

### **01** Car Parking (used for administrative area and trailhead)

- 1) Provide one van-accessible parking stall near the administrative building. It shall be 11' minimum in width with a 5' minimum width access aisle or 8' minimum in width with an 8' minimum width access aisle. The stall shall be firm, stable, and slip resistant at a 2% maximum slope in all directions.
- 2) Provide an accessible parking sign at the stall at 60" minimum above the ground to the bottom of the sign. Provide "van accessible" designation on the sign.

short-term

### **02** Accessible Route and Walking Surfaces

- 1) Improve the route between accessible parking and the administrative building to be firm, stable, and slip resistant, with a 5% maximum running slope and a 2% maximum cross slope. Clear width of the walking surface shall be 36" minimum.
- 2) Install a ramp to main or back door that meets the requirements of ABAAS 405 and 505. Ensure that appropriate maneuvering space is provided at the top of the ramp to access the front door.

short-term

**03**

### **Building Entrance and Doors**

- 1) Reduce threshold at door to be ¼" maximum or ½" with a beveled edge.
- 2) Improve door hardware to be operable with one hand without twisting or pinching the wrist and with 5 pounds maximum force.

short-term

## **Services, activities, and programs inside the administrative building:**

### **First Aid/AED Station**

- 1) Relocate First Aid/AED station so that its bottom edge is 27" maximum above the floor or install cane detection below the station at 27" maximum above the floor.

immediate

### **Restroom**

- 1) Accessibility upgrades to the restroom may be infeasible due to size and structural constraints. Suggest stand-alone restroom or temporary portable restroom for events.

mid-term

### **Conference Room**

- 1) Develop standard operating procedure for movable furniture in conference room. Provide a wheelchair space 36" wide minimum and 48" deep at conference table. The wheelchair space shall adjoin an accessible route and not overlap circulation path.

immediate



## Services, activities and programs for the Northern Fields and Trails:

### Car Parking (shown as the accessible stall near the administrative building on the site plan)

- 1) Provide one van-accessible parking stall 11' minimum in width with a 5' minimum width access aisle, or 8' minimum in width with an 8' minimum width accessible. The stall shall be firm, stable, and slip resistant at a 2% maximum slope in all directions.
- 2) Provide an accessible parking sign at the stall at 60" minimum above the ground to the bottom of the sign. Provide "van accessible" designation on the sign.

mid-term

**04**

### Outdoor Recreation Access Routes

- 1) Improve the trailhead to be accessible. Establish a firm and stable outdoor recreation access route with clear tread width of 36" minimum. Maintain running slopes of 5% or less where possible, and no greater than 12% for segments 10 feet long, 10% for segments 30 feet long, and 8.33% for segments 200 feet long. Provide resting intervals at the top and bottom of each segment greater than 5%, 5' long minimum at a 2% maximum slope in all directions and at least as wide as the widest segment of the trail tread.

mid-term

**05**

### Trailhead Signage

- 1) Provide trailhead signage at trail entrance points with the following information: length of the trail segment or trail segment; surface type; typical and minimum tread width; typical and maximum running slope; and typical and maximum cross slope.

mid-term

**06**

### Hiking Trail

- 1) As feasible, improve the trail to be accessible and meet the requirements of ABAAS 1017.

mid-term

## MISSION GROUNDS

### Site Plan



## Implementation Strategy

Mission Grounds is connected to six key park experiences: exploring the continuing relevance of the mission history; understanding how competing interests and ideologies served as the direct catalyst for US colonization and establishment in the Pacific Northwest; reflecting upon the historical trauma associated with the establishment of the Christian mission; viewing the differing land management ideologies between indigenous people and the nonnative settlers; enjoying recreational opportunities; and exploring riparian and naturalized portions of the park. Visitors come to tour the foundations of the historic mission, take part in educational programs, and explore the history of the site. The open and mostly accessible area has wide, paved paths, interesting interpretive signs, and benches. Accessibility could be improved with a tactile map and/or model showing the layout of the site; small adjustments to cross slopes on the route; updated approaches at benches and waysides; updated waysides with high contrast; some benches with armrests and backrests; and an audio tour and audio description explaining the relevance of the site and describing its layout.

The following improvements to this park area are planned:

### 01 Accessible Route and Walking Surfaces

- 1) Replace expansion joint material so that openings in ground surface are no wider than ½".
- 2) Improve cross slope of walking surface to be no steeper than 2%.

mid-term

### 02 Interpretive Waysides

- 1) Establish a firm and stable surface at each wayside that provides a forward approach 30" by 48" minimum with a 2% maximum slope in any direction.
- 2) Improve waysides to have 24-point minimum text, avoid the use of italics and all caps, and use high contrast images and text.

short-term

### 03 Benches

- 1) Improve the routes to benches or relocate them. Provide a firm and stable clear ground space adjacent to at least 20% of trail benches, 36" by 48" minimum and with a 2% maximum slope in any direction.
- 2) As best practice, improve or replace benches so that bench seats are 42" long minimum and between 20" and 24" deep. Bench seat

surface shall be between 17" and 19" above the ground. Include a backrest and at least one armrest on each bench.

mid-term





## Site Plan



## Implementation Strategy

The monument is connected to six key park experiences: exploring the continuing relevance of the mission history; reflecting upon the historical trauma associated with the establishment of the Christian mission; exploring the complex cultural watershed; viewing the differing land management ideologies between indigenous people and the nonnative settlers; enjoying recreational opportunities; and exploring riparian and naturalized portions of the park. Like Mission Grounds, activities at the monument are mostly reflective, and benches and interpretive signs support the quiet environment. However, the area also boasts impressive views of the extents of the park and surrounding region. Paved routes to the monument are very steep, and nearby cultural sites make significant accessibility alterations to the path infeasible. Still, accessibility improvements can be made by improving the slopes of routes in some locations, such as by providing resting intervals and appropriate approaches at benches, providing a tactile map of the area and/or model of the monument at an accessible location below the monument, and providing an audio tour and audio description of the monument and scenic views.

The following improvements to this park area are planned:

### **01** Outdoor Recreation Access Route

- 1) As feasible, and to the extent practicable, improve the route between accessible parking and the monument viewing area. The clear width of the path shall be 36" minimum with a 2% maximum cross slope and a 5% maximum running slope (wherever possible). Where running slope exceeds 5% up to 8.33%, the maximum segment length permitted is 50'. Where running slope exceeds 8.33% up to 10%, the maximum segment length permitted is 30'. No segment shall be steeper than 10%.
- 2) Provide resting intervals a minimum of 60" in length and a 2% maximum slope in all directions at the top and bottom of each segment greater than 5%, regardless of length.

mid-term

### **02** Benches

- 1) As best practice, provide clear ground space of 36" by 48" minimum positioned next to the bench with one side of the space adjoining an outdoor recreation access route.
- 2) As best practice, improve or replace benches so that the bench seat is 42" long minimum and between 20" and 24" deep. Bench seat

surface shall be between 17" and 19" above the ground. Include a backrest and at least one armrest on each bench.

mid-term

**03**

### **Drinking Fountain**

- 1) Establish clear ground space of 30" by 48" minimum at the fountain with 27" minimum knee clearance underneath the unit.
- 2) Provide a drinking fountain for standing persons with a spout outlet between 38" and 43" above the ground.
- 3) Improve force required to activate operable parts of low drinking fountain to be 5 pounds maximum.

mid-term

**04**

### **Interpretive Waysides**

- 1) Consider improving all waysides to have 24-point minimum text, avoid the use of italics and all caps, and use high contrast images and text.

mid-term

**05**

### **Viewing Area**

- 1) Provide alternate viewing area at other locations in park (e.g., Oregon Trail, Base Trail).

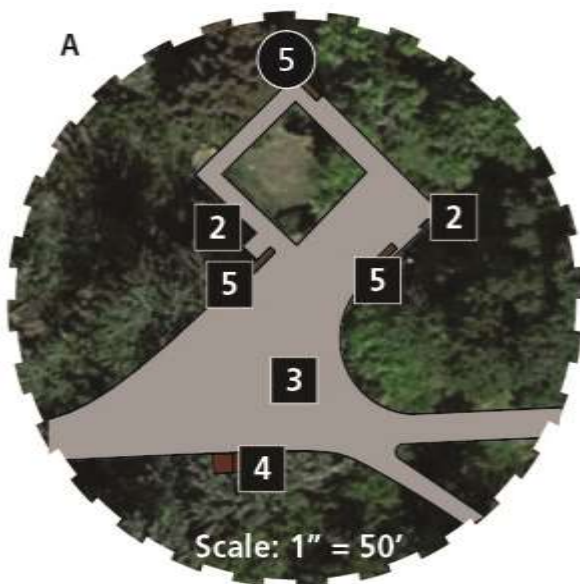
mid-term



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## OREGON TRAIL TO GREAT GRAVE

### Site Plan



## Implementation Strategy

Oregon Trail to Great Grave is connected to three key park experiences: exploring the continuing relevance of the mission history; reflecting upon the historical trauma associated with the establishment of the Christian mission; and enjoying recreational opportunities. Visitor activities and programs near the mass grave are generally reflective, and the site, interpretation, and personal meaning are self-explored. Several benches allow visitors to rest and contemplate the history of the site and its current role in educating visitors. The immediate area is mostly accessible, although access to the site is difficult due to the steeply sloped path from the visitor center. Access could be improved by rerouting the accessible route to the grave along the Oregon Trail (a trail section with deep ruts that would need to be improved) and enhancing visitor orientation. In addition to improved accessibility, the changes would reorient the visitor experience to be more chronological. The existing route would likely remain since it is a much shorter route, although information on its condition and for the Oregon Trail route should be shared with visitors prior to their departure from the visitor center. Improving at least one bench to include armrests and backrest would likely expand visitor comfort and improve accessibility. In addition, adding an audio tour and audio description through an app or other device would enrich the story for all visitors while making the experience available to those unable to climb the steep route.

The following improvements to this park area are planned:

### 01 Oregon Trail

- 1) Consider using the Oregon Trail as the path from the visitor center to the Great Grave. Improve trail surface to establish a firm, stable, and slip resistant accessible route. Route trail through spur by hill, which has better slopes (4%) to connect to base trail.
- 2) If the reroute is the chosen action, provide a sign at the base of the existing route identifying the Oregon Trail as the accessible, sequential option.

mid-term

### 02 Interpretive Waysides

- 1) Relocate waysides to locations that allow 30" by 48" clear space from a forward or parallel approach with 27" minimum knee clearance and a 2% maximum slope in all directions. Clear ground spaces shall be firm and stable. Thresholds shall be ¼" maximum or ½" maximum with a beveled edge.

- 2) Improve all waysides to have 24-point minimum text, avoid the use of italics and all caps, and use high contrast images and text.

short-term

**03**

### **Accessible Route and Walking Surfaces (near Great Grave)**

- 1) Replace expansion joint material so that openings in ground surface are no wider than ½".
- 2) Improve cross slope of walking surface to be no steeper than 2%.

short-term

**04**

### **Trash and Recycling**

- 1) Provide a level landing in front of the receptacle at 30" by 48" minimum and a 2% maximum slope in all directions.
- 2) When an accessible trash and recycling receptacle or an adapted handle is available, improve or replace existing devices to ensure they are operable with a closed fist and no more than 5 pounds of force.

short-term

**05**

### **Benches**

- 1) Establish a firm and stable clear ground space of 36" by 48" minimum knee clearance or at least one bench with one side of the space adjoining the path and a 2% maximum slope in all directions.
- 2) As best practice, improve or replace benches so that the bench seat is 42" long minimum and between 20" and 24" deep. Bench seat surface should be between 17" and 19" above the ground. Include a backrest and at least one armrest on each bench.

mid-term

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## PICNIC AREA

### Site Plan



## Implementation Strategy

The picnic area is connected to three key park experiences: exploring the complex cultural watershed; viewing the differing land management ideologies between indigenous people and the nonnative settlers; and sharing the spirit of the park through picnicking. The area is a relatively popular destination for visitors in the region to picnic and grill. It is mostly accessible, with wide, paved paths and a few picnic tables with extended tabletops. Accessibility could be improved with a second, tall drinking fountain, secured accessible picnic tables that allow for appropriate clear space on all sides, additional paving around the grill to provide clear space on all sides, and either appropriately signing the water hydrant to discourage visitor use or providing an accessible route as outlined below.

The following improvements to this park area are planned:

### **01** Drinking Fountain

- 1) Provide a high drinking fountain with a spout outlet between 38" and 43" above the ground. Ensure clear ground space of 30" by 48" at the fountain from a forward approach with 27" minimum knee clearance underneath the unit.
- 2) Improve operable parts to 5 pounds of pressure or less at the low drinking fountain.

Short-term

### **02** Water Hydrant

- 1) If water hydrant is retained and visitor use is encouraged, establish a firm and stable outdoor recreation access route to the hydrant. The route shall be 36" minimum width, with a 5% maximum running slope (where possible), and a 2% maximum cross slope (5% maximum if necessary for drainage).
- 2) Provide a clear ground space 72" by 48" minimum with the long side of the space adjoining or overlapping the path. The space shall be located so that the water spout is between 11" and 12" from the rear center of the long side of the space.
- 3) Improve hydrant to be operable with a closed fist and no more than 5 pounds of force.

immediate

**03**

### **Picnic Tables**

- 1) Provide clear ground space of 36" on all usable sides of accessible picnic tables measured from the back edge of the benches. Secure picnic tables to concrete pad or develop a standard operating procedure to maintain clear ground space.

short-term

**04**

### **Grill**

- 1) Provide a firm and stable clear ground space of 48" on all usable sides of the grill.

short-term

- 2) Provide a 36" minimum width outdoor recreation access route to the grill. Develop a standard operating procedure for the picnic tables to maintain the path.

immediate



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## VISITOR CENTER

### Site Plan



## Implementation Strategy

The visitor center is connected to five key park experiences: cultural interaction; exploring the continuing relevance of the mission history; understanding how competing interests and ideologies served as the direct catalyst for US colonization and establishment in the Pacific Northwest; reflecting upon the historical trauma associated with the establishment of the Christian mission; and viewing the differing land management ideologies between indigenous people and the nonnative settlers. The building and area, which are many visitors' first interaction with the park, house a range of activities and programs including obtaining park information and site orientation, exploring the park and its significance through exhibits and films, viewing maps, and using the services. The parking area and entrance area are level, and the entrance is accessed via an exposed aggregate, historic walkway. There is ample circulation and clear space to site amenities, including a bench, drinking fountain, trash receptacle, and unigrid box. The building has outdoor restrooms, a drinking fountain, an information desk, a range of exhibits, a theater, and a small bookstore. The bookstore, museum, and theater have ample circulation space, and many items are within reach range. An open caption video and a tactile object area includes numerous objects on a table, on the wall and within and around a miniature tule lodge exhibit. The park unigrid is provided in both Spanish and English. Signs are provided indicating their availability in large print, braille and other languages, and advise visitors on how to acquire more information. The building is bright, fairly open, and inviting. Many facilities and features are accessible or can be easily made so, such as by removing items cluttering the low counter space at the information counter, adding tactile exit signage, and developing standard operating procedures for movable furniture in the auditorium to accommodate wheelchair maneuvering and to ensure that spaces are provided. Accessibility can be further improved by enlarging and assigning accessible parking stalls, improving restrooms, increasing the range of exhibits and tactile media, providing assistive listening devices for park programs and film, and providing audio description for the film. In addition, developing a self-guided audio tour and audio description for the park, leading from the visitor center to important historical sites, would further enrich the experience for many visitors.

The following improvements to this park area are planned:

### **01** Car Parking

- 1) Restripe the van-accessible parking space to be 11' minimum in width with a 5' minimum width access aisle or 8' minimum in width with an 8'

minimum width access aisle. The stall shall be firm, stable, and slip resistant at a 2% maximum slope in all directions.

- 2) Provide an accessible parking sign at the stall at 60" minimum above the ground to the bottom of the sign. Provide "van accessible" designation on the sign.
- 3) Provide curb ramp with running slope of 8.33% maximum and cross slope of 2% maximum to access the sidewalk. Provide a landing at the top of the curb ramp with 36" minimum depth and a 2% maximum slope in all directions.

Short-term

**02**

### **Oversized-vehicle Parking**

- 1) Provide one accessible oversized-vehicle parking stall at 16' minimum width. The surface shall be firm, stable, and slip resistant, with a 2% maximum slope in any direction.
- 2) Install accessible parking sign to be 60" minimum above the ground to the bottom of the sign.
- 3) The stall shall adjoin an accessible route. Curb ramps shall be improved as needed.

short-term

**03**

### **Drinking Fountain**

- 1) Provide a high drinking fountain with a spout outlet between 38" and 43" above the ground.
- 2) Improve the force required to activate operable parts of low drinking fountain to be 5 pounds maximum.

immediate

**04**

### **Women's Restroom**

- 1) Provide a restroom door handle that is operable with a closed fist and no more than 5 pounds of force.
- 2) Move baby changing station to alternate location outside accessible stall. Ensure it allows a 30" by 48" clear floor space at the approach and 27" minimum knee clearance.
- 3) Relocate toilet flusher to the approach side of the toilet or install automatic flusher.
- 4) Relocate wall-mounted trash can in accessible stall to 7-9" in front of toilet with opening between 15" and 48" above the floor and not located behind grab bars.

- 5) Relocate mirror so that the bottom of the reflective surface is 40" maximum above the floor.
- 6) Cover water supply and drain-pipes under sink with insulation.
- 7) Locate soap dispenser to be 48" maximum above floor.
- 8) Install tactile sign alongside the entrance door at the latch side. Locate so that a clear ground space of 18" by 18" minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position. Tactile characters on signs shall be located 48" minimum above the finish floor, measured from the baseline of the lowest tactile character and 60" maximum above the floor surface, measured from the highest tactile character.

mid-term

### Men's Restroom

- 1) Provide door handle that is operable with a closed fist and no more than 5 pounds of force.
- 2) Move baby changing station to alternate location outside accessible stall. Ensure it allows a 30" by 48" clear floor space at the approach and 27" minimum knee clearance.
- 3) Position rear wall grab bar from the centerline of the water closet 12" minimum on the closed side of the water closet and 24" minimum on the other side.
- 4) Replace door latch on accessible stall with one operable with a closed fist. Door pulls are required on both sides of the door.
- 5) Relocate mirror so that the bottom of the reflective surface is 40" maximum above the floor.
- 6) Cover water supply and drain-pipes under sink with insulation.
- 7) Locate soap dispenser to be 48" maximum above the floor.
- 8) Provide toe clearance of 9" above the floor and 6" deep minimum beyond the compartment side face of the stall partition.
- 9) Install tactile sign alongside the entrance door at the latch side. Locate so that a clear ground space of 18" by 18" minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position. Tactile characters on signs shall be located 48" minimum above the finish floor, measured from the baseline of the lowest tactile character and 60" maximum above the finish floor surface, measured from the highest tactile character.

## Services, activities, and programs inside the visitor center:

### Information Desk and Service Counter

- 1) Clear and maintain 36" minimum width clear space on the low counter.

immediate

### First Aid/AED Station

- 1) Enclose counter underneath in order to be cane detectable below 27" above the floor.

immediate

### Auditorium

- 1) Develop Standard Operating Procedure for movable furniture in conference room, ensuring that wheelchair spaces are maintained.
- 2) Provide four wheelchair spaces 36" by 48" minimum from a forward approach and dispersed throughout the room. Wheelchair spaces shall adjoin accessible route and shall not overlap circulation path. Each wheelchair space shall be designated by a sign or floor marking.

immediate

### Exit Signage

- 1) Install tactile sign alongside the latch side of exit doors. Locate so that a clear ground space of 18" by 18" minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position. Tactile characters on signs shall be located 48" minimum above the floor, measured from the baseline of the lowest tactile character and 60" maximum above the floor surface, measured from the highest tactile character.

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# WHITMAN MISSION NATIONAL HISTORIC SITE POLICIES, PRACTICES, COMMUNICATION, AND TRAINING

## Park Features

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News Releases

Showing results 1 of 2

WHITMAN MISSION NATIONAL HISTORIC SITE  
**WHITMAN MISSION NATIONAL HISTORIC SITE IDENTIFIED AS "HEART YOUR PARK" FUNDRAISING PROGRAM RECIPIENT**

Whitman Mission National Historic Site has been selected for May's "Heart Your Park," a program that aims to raise awareness and dollars for parks across the country.

Date Released:

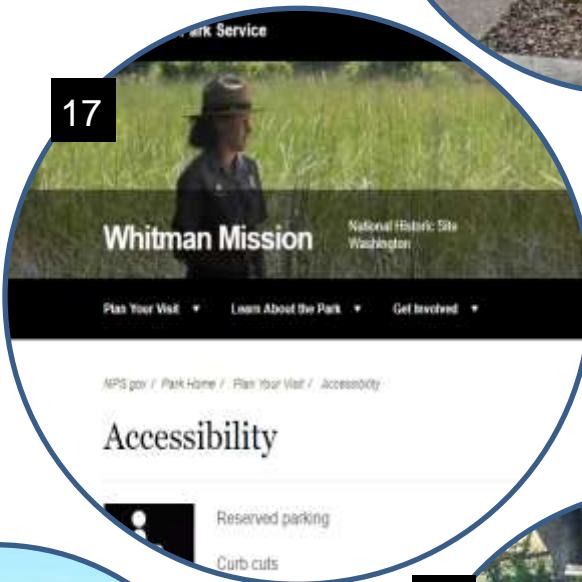
WHITMAN MISSION NATIONAL HISTORIC SITE  
**Whitman Mission National Historic Site Tourism Creates Economic Benefit**

National Park Service (NPS) Economic Impacts Report shows that US, 785 million  
National Historic Site in 2012 spent over three and a quarter  
That spending supported 42 jobs in the

16



17



18



20





## Implementation Strategy

Park policies and practices are specific to the park unit and provide guidance for reaching desired outcomes. Park policies are defined courses of action adopted by the park, while park practices are those habitual and/or customary performances of operations that the park employs.

## Posting and Publications

### 01 Publications

- 1) Provide audio described publications.
- 2) Add accessibility information in all publications, as they relate to services, activities, and programs.

short-term

### 02 Publicly Shared Documents

- 1) Revise publicly shared documents to delete discriminatory language.

immediate

## Staff Training and Park Protocols

### 03 Accessibility Awareness Training

- 1) Provide ongoing accessibility awareness training for all staff, including permanent and nonpermanent employees.

immediate

### 04 Accessible Facilities and Maintenance Training

- 1) Provide ongoing training for maintenance staff on planning, maintaining and constructing accessible facilities, including, but not limited to, restrooms, walks and trails, door pressure requirements, assistive devices, accessible routes, and universal design principles.

immediate

### 05 Accessibility for Project Managers Training

- 1) Provide ongoing training for project managers to address project accessibility requirements, (e.g., entering accessibility projects in Project Management Information System (PMIS), understanding universal design principles, and overseeing quality control of projects and designs).

short-term

## **06 Accessible Interpretive Training**

- 1) Provide ongoing training for the interpretation and education division.
- 2) Training may include, but is not limited to, how to evaluate programs for accessibility compliance; which websites offer more information; information about service animals; information about Other Power-Driven Mobility Devices (OPDMDs); how and when to offer live audio description programming; accessibility specifications for interpretive tactile models and maps; what assistive technologies are available; universal design principles; visitor services and communication about accessibility. It is also important to provide regular and ongoing visitor information and interpretive staff training in use of, distribution, and procedures for wheelchairs and assistive technology—assistive listening devices, T-coil hearing loops, neck loops, and text telephone machines.

short-term

## **07 Emergency Preparedness**

- 1) Develop, distribute, and practice standard operating procedures for assisting people with disabilities in the case of an emergency.

immediate

## **08 Movable Seating**

- 1) Develop and distribute standard operating procedures for movable seating arrangements and moving things to create an accessible route and maintain integrated accessible seating. Post a map in an appropriate location with accessible layout and instructions for use of the space.

short-term

## **09 Service Animals**

- 1) Provide guidance or policy regarding service animals within the park.

short-term

## **Audio and Visual Programs**

### **10 Assistive Listening Devices (ALDs)**

- 1) Purchase assistive listening transmitters and devices. Provide these devices at visitor centers, educational programs, and guided tours with audio components.
- 2) Develop and distribute standard operating procedures or guidance for checking out and returning assistive listening devices.
- 3) Develop and distribute standard operating procedures or guidance describing protocol for pre -and post-inspection of the devices and for cleaning and maintaining all devices.
- 4) Provide signage and information where programs are offered stating device availability. Verbally inform visitors and program participants that auxiliary aids are available. Add information to all publications and communications stating that assistive listening devices are available and provide information on how they can be attained.

mid-term

**11**

### **Live Audio Description**

- 1) Provide live audio descriptions on guided interpretive tours when needed.

mid-term

**12**

### **T-Coil Hearing Loops or Neck Loops**

- 1) Purchase T-coil hearing loops and neck loops. Inform visitors and program participants that auxiliary aids are available and provide information on check-out procedures. Post signage in appropriate locations and in all publications specifying availability of services.
- 2) Develop and distribute standard operating procedure or guidance for checking out and returning T-coil hearing loops and neck loops.
- 3) Develop and distribute standard operating procedures or guidance for pre-and post-inspection of T-coil hearing loops and neck loops and cleaning and maintenance of all devices.

mid-term

**13**

### **Text Telephone (TTY) Machines**

- 1) Provide a TTY machine at all locations where there is a public telephone.
- 2) Include TTY number on publications and on the park's website with the park contact information and phone number

- 3) Provide a standard operating procedure or guidance describing use and protocol for pre- and post-inspection of TTY machines. Address cleaning and maintenance of all devices.

mid-term

## Visitor Information

### 14 Communication

- 1) Provide park e-mail address and telephone number on the park's website and in publications for questions: [Superintendent@nps.gov](mailto:Superintendent@nps.gov).

immediate

- 2) Develop an accessibility guide for Whitman Mission National Historic Site that outlines accessible services, activities, and programs.

mid-term

### 15 Outreach

- 1) Conduct outreach via social media (Pinterest, Facebook, Snapchat, Twitter, etc.) to describe accessible programs, services, and activities available at the park.
- 2) Conduct outreach via traditional media and other advertising methods to describe accessible programs, services, and activities available at the park.
- 3) Contact groups with disabilities to inform them about the accessible programs, services, and activities that have become available at the park as solutions are implemented.
- 4) Outreach to and engage groups with disabilities to determine appropriate ways to involve them in park accessibility improvement projects as they occur (case-by-case basis).

mid-term

### 16 Signage

- 1) Provide signage at visitor center that states availability of accessible alternative formats.

mid-term

**17****Website**

- 1) Provide information on the park's website that accessible programs, services, and activities are available, including, but not limited to, audio description, assistive listening devices, Braille/tactile features, accessible tours, open captioning, trails, etc.

mid-term

**Tours, Programs, and Special Events****18****Tours (Guided and Self-Guided), Educational Programs, and Special Events**

- 1) Upon request, provide alternative formats such as trail information in large print; audio descriptions for tours; educational programs; or special events. Provide alternative formats on park website and in publications at visitor center.
- 2) Provide information on the physical conditions of the tour, education program, or special event (e.g., number of steps, slopes, other barriers that exist, etc.) on-site, in a publication and/or on a website.
- 3) Provide designated stopping points or resting areas for the tour, education program, or special event, with 2% maximum cross and running slopes, firm and stable surfaces, and a minimum 30" by 48" clear space.

mid-term

**19****Sign Language Interpreters**

- 1) Develop the process for requesting sign language interpreters. Provide sign language interpreters within five days of request.
- 2) Develop and distribute standard operating procedures for contacting and scheduling sign language interpreters.

mid-term

**20****Special Events**

- 1) Provide a system for people to call in and request a sign language interpreter within five days of service. Provide assistive listening devices and a T-coil or neck loop system. Post signage indicating devices and systems are available for special events. Provide large print of any handouts or waivers being provided.

- 2) Provide information on how people can contact the park for accommodations for special events, and release event announcements in a variety of accessible methods (e.g., large-print flyers, electronic accessible PDFs, etc.)
- 3) Develop and distribute a standard operating procedure on how to post accessibility information and how to request accommodations on event announcements.

mid-term

## Concessions and Partnerships

21

### Park Partner, Lessee, and Concessionaire Services, Activities, and Programs

- 1) Prepare a standard operating procedure for lessees and park partners about providing accessible programs, services, and activities within the park unit.
- 2) Develop and distribute a standard operating procedure for presentations provided by outside groups regarding accessibility and assistive listening devices.
- 3) Communicate with state partners to ensure that an accessibility assessment and a plan for implementing accessibility solutions is completed. The Architectural Barriers for Accessibility Standards does not apply to state partner lands; however, the Americans with Disabilities Act does. State requirements take precedence in these cases.
- 4) Architectural Barriers Act for Accessibility Standards applies to all lands funded by the federal government. Communicate with park partner and/or concessioners to ensure accessible services, activities, and programs are provided. The National Park Service will conduct an assessment, develop a transition plan, and address park partner concessioner services.

mid-term

## CONCLUSION

Whitman Mission National Historic Site is committed to providing all visitors the opportunity to connect with and learn about the park's unique natural, cultural, and recreational resources. Accessibility improvements identified in the Whitman Mission National Historic Site Self-Evaluation and Transition Plan will make it easier for individuals with cognitive, hearing, vision, and mobility disabilities to discover, understand, and enjoy the range of experiences available at the park. Implementation of the plan will ensure that Whitman Mission National Historic Site will continue to work toward accommodating all park visitors while sustaining its legacy to preserve and protect a sacred piece of Weyiletpuu homeland, interpret the tragic events surrounding the early 19th-century Christian mission, memorialize those who died here, promote a deeper understanding of the lasting impact of this history, and seek to heal the associated trauma together with the Confederated Tribes of the Umatilla Indian Reservation.

The Self-Evaluation and Transition Plan for Whitman Mission National Historic Site is a living document intended to be used as a guiding reference for the park as it implements accessibility upgrades and documents accessibility accomplishments. As barriers to accessibility are removed and/or improved, the changes will be updated in this plan. The park will conduct periodic reviews to evaluate and update conditions to reflect accomplishments and to document new programs or other changes that occur over time. Revisions to the plan may include conducting additional assessments for areas not originally conducted as a part of this plan.

The primary goal of the transition plan is to define key park experiences and document modifications needed to provide independent program participation for the widest range of disabilities possible. As the park works towards its accessibility goals and makes the implementation strategy a reality, both physical and programmatic accessibility will improve across the breadth of key park experiences at Whitman Mission National Historic Site.

For visitors with mobility disabilities, access will be improved from the moment they enter the park. Facilities, as well as numerous programs, services, and activities the park offers will be more universally accessible. Experiences such as accessing the monument and other significant historic sites, interacting with exhibits and watching the park film, participating in conferences and events hosted by the park, and learning about the human history and environment of the park, will be enhanced.

Park programs will be created and delivered for all visitors, including visitors with mild to severe disabilities impacting their mobility, vision, hearing, and/or

cognitive abilities. Ranger led walks/talks, visitor center exhibits, films, trail waysides, and all materials that interpret park resources to the public will be provided in formats that allow visitors with disabilities to participate fully. Some of those formats include, but are not limited to: large-print transcripts for printer materials, audio description for exhibits and films, assistive listening devices and sign language interpreters for ranger-led tours and programs, T-coil hearing loops for park films.

Over time, the results of this collective effort will make Whitman Mission National Historic Site a truly welcoming and accommodating place for all visitors and will provide equal opportunity to access the many places, resources, stories, and experiences the park has to offer.



## **APPENDIX A: ACCESSIBILITY LAWS, STANDARDS, GUIDELINES, AND NPS POLICIES APPLICABLE TO WHITMAN MISSION NATIONAL HISTORIC SITE**

As a national park, Whitman Mission National Historic Site is required to comply with specific federal laws that mandate that discriminatory barriers be removed to provide equal opportunities to persons with disabilities. The following laws, design guidelines, and Director's Orders specifically pertain to Whitman Mission National Historic Site.

### **LAWS AND STANDARDS**

A law is a principle and regulation established in a community by some authority and applicable to its people, whether in the form of legislation or of custom and policies recognized and enforced by judicial decision. A standard is something considered by an authority or by general consent as a basis of comparison; an approved model. It is a specific low-level mandatory control that helps enforce and support a law.

#### **Architectural Barriers Act of 1968**

<http://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-aba-standards/guide-to-the-aba-standards>

The Architectural Barriers Act of 1968 requires physical access to facilities designed, built, altered, or leased with federal funds. The Uniform Federal Accessibility Standards (UFAS) are the design guidelines used as the basis for enforcement of the law. The UFAS regulations were adopted in 1984. Architectural Barriers Act Accessibility Standards (ABAAS) were revised and adopted in November 2005. Four federal agencies are responsible for the standards: the Department of Defense, the Department of Housing and Urban Development, the General Services Administration, and the US Postal Service. The United States Access Board was created to enforce the Architectural Barriers Act, which it does through the investigation of complaints. Anyone concerned about the accessibility of a facility that may have received federal funds can easily file a complaint with the United States Access Board.

#### **Section 504 of the Rehabilitation Act of 1973**

<http://www.law.cornell.edu/cfr/text/43/17.550>

To the extent that section 504 of the Rehabilitation Act of 1973 applies to departments and agencies of the federal government, the parks operated by the National Park Service are subject to the provisions of that statute. As will be

discussed in the following text, both section 504 and the Architectural Barriers Act require the application of stringent access standards to new construction and the alteration of existing facilities. The Rehabilitation, Comprehensive Services, and Developmental Disabilities Amendments of 1978 (PL 95-602) extends the scope of section 504 of the Rehabilitation Act of 1973 (PL 93-112) to include Executive Branch agencies of the federal government. As amended, section 504 states:

Section 504: No otherwise qualified handicapped individual in the United States, as defined in Section 7 (6), 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 or by the United States Postal Service. The head of each such 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. Copies of any proposed regulation shall be submitted to appropriate authorizing committees of Congress, and such regulation may take effect no earlier than the thirtieth day after the date on which such regulation is so submitted to such committees.

As noted above, section 504 and the Architectural Barriers Act govern new construction and alterations. However, as a civil rights law, section 504 goes further. Unlike the construction-driven ABA mandates, section 504 also requires covered entities to consider the accessibility of programs, services, and activities.

### **Section 508 of the Rehabilitation Act of 1973**

<http://www.section508.gov/>

In 1998, Congress amended the Rehabilitation Act of 1973 to require federal agencies to make their electronic and information technology (EIT) accessible to people with disabilities. Inaccessible technology interferes with an ability to obtain and use information quickly and easily. Section 508 was enacted to eliminate barriers in information technology, open new opportunities for people with disabilities, and encourage development of technologies that will help achieve these goals. The law applies to all federal agencies when they develop, procure, maintain, or use electronic and information technology. Under section 508 (29 USC §794 d), agencies must give disabled employees and members of the public access to information that is comparable to access available to others. It is recommended that you review the laws and regulations discussed in the following sections to further your understanding about section 508 and how you can support implementation.

## **Accessibility Standards for Outdoor Developed Areas**

<http://www.access-board.gov/guidelines-and-standards/recreation-facilities/outdoor-developed-areas/final-guidelines-for-outdoor-developed-areas>

Achieving accessibility in outdoor environments has long been a source of inquiry because of challenges and constraints posed by terrain, the degree of development, construction practices and materials, and other factors. The new provisions address access to trails, picnic and camping areas, viewing areas, beach access routes, and other components of outdoor developed areas on federal sites when newly built or altered. They also provide exceptions for situations where terrain and other factors make compliance impracticable. In 2013, this final rule amended the Architectural Barriers Act Accessibility Guidelines by adding scoping and technical requirements for camping facilities, picnic facilities, viewing areas, trails, and beach access routes constructed or altered by or on behalf of federal agencies. The final rule ensures that these facilities are readily accessible to and usable by individuals with disabilities. The final rule applies to the following federal agencies and their components that administer outdoor areas developed for recreational purposes: Department of Agriculture (Forest Service); Department of Defense (Army Corps of Engineers); and Department of the Interior (Bureau of Land Management, Bureau of Reclamation, Fish and Wildlife Service, National Park Service). The final rule also applies to nonfederal entities that construct or alter recreation facilities on federal land on behalf of the federal agencies pursuant to a concession contract, partnership agreement, or similar arrangement.

## **Accessibility Standards for Shared Use Paths**

<http://www.access-board.gov/guidelines-and-standards/streets-sidewalks/shared-use-paths>

Shared use paths provide a means of off-road transportation and recreation for various users, including pedestrians, bicyclists, skaters, and others, including people with disabilities. In its rulemaking on public rights-of-way and on trails and other outdoor developed areas, comments from the public urged the board to address access to shared use paths because they are distinct from sidewalks and trails. Shared-use paths, unlike most sidewalks, are physically separated from streets by an open space or barrier. They also differ from trails because they are designed not just for recreation purposes but for transportation as well.

In response, the board is supplementing its rulemaking on public rights-of-way to also cover shared-use paths. The proposed rights-of-way guidelines, which address access to sidewalks, streets, and other pedestrian facilities, provide

requirements for pedestrian access routes, including specifications for route width, grade, cross slope, surfaces, and other features. The board proposes to apply these and other relevant requirements to shared-use paths as well. This supplementary rulemaking also would add provisions tailored to shared-use paths into the rights-of-way guidelines.

### **Draft Accessibility Standards for Public Rights-of-Way**

<http://www.access-board.gov/guidelines-and-standards/streets-sidewalks/public-rights-of-way>

Sidewalks, street crossings, and other elements in the public right-of-way can pose challenges to accessibility. The United States Access Board's ADA and ABA Accessibility Guidelines focus mainly on facilities on sites. While they address certain features common to public sidewalks, such as curb ramps, further guidance is necessary to address conditions and constraints unique to public rights-of-way.

The board is developing new guidelines for public rights-of-way that will address various issues, including access for blind pedestrians at street crossings, wheelchair access to on-street parking, and various constraints posed by space limitations, roadway design practices, slope, and terrain. The new guidelines will cover pedestrian access to sidewalks and streets, including crosswalks, curb ramps, street furnishings, pedestrian signals, parking, and other components of public rights-of-way. The board's aim in developing these guidelines is to ensure that access for persons with disabilities is provided wherever a pedestrian way is newly built or altered, and that the same degree of convenience, connection, and safety afforded the public generally is available to pedestrians with disabilities. Once these guidelines are adopted by the Department of Justice, they will become enforceable standards under ADA Title II.

### **Effective Communication**

<http://www.ada.gov/effective-comm.htm>

People who have vision, hearing, or speech disabilities ("communication disabilities") use different ways to communicate. For example, people who are blind may give and receive information audibly rather than in writing and people who are deaf may give and receive information through writing or sign language rather than through speech. The ADA requires that Title II entities (state and local governments) and Title III entities (businesses and nonprofit organizations that serve the public) communicate effectively with people who have communication disabilities. The goal is to ensure that communication

with people with disabilities is equally effective as communication with people without disabilities.

- The purpose of the effective communication rules is to ensure that the person with a vision, hearing, or speech disability can communicate with, receive information from, and convey information to, the covered entity.
- Covered entities must provide auxiliary aids and services when needed to communicate effectively with people who have communication disabilities.
- The key to communicating effectively is to consider the nature, length, complexity, and context of the communication and the person's normal method(s) of communication.

The rules apply to communicating with the person who is receiving the covered entity's goods or services, as well as with that person's parent, spouse, or companion in appropriate circumstances.

### **Reasonable Accommodations**

<http://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/>

Federal agencies are required by law to provide reasonable accommodation to qualified employees with disabilities. The federal government may provide reasonable accommodation based on appropriate requests (unless so doing will result in undue hardship to the agencies). For more information, see the Equal Employment Opportunity Commission's [Enforcement Guidance: Reasonable Accommodation and Undue Hardship under the Americans with Disabilities Act \(external link\)](#).

Reasonable accommodations can apply to the duties of the job and/or where and how job tasks are performed. The accommodation should make it easier for the employee to successfully perform the duties of the position. Examples of reasonable accommodations include providing interpreters, readers, or other personal assistance; modifying job duties; restructuring work sites; providing flexible work schedules or work sites (i.e., telework); and providing accessible technology or other workplace adaptive equipment. [Telework \(external link\)](#) provides employees additional flexibility by allowing them to work at a geographically convenient alternative worksite, such as home or a telecenter, on an average of at least one day per week.

Requests are considered on a case-by-case basis. To request reasonable accommodations:

- Look at the vacancy announcement.
- Work directly with person arranging the interviews.
- Contact the agency [Selective Placement Program Coordinator](#).
- Contact the hiring manager and engage in an interactive process to clarify what the person needs and identify reasonable accommodations.
- Make an oral or written request; no special language is needed.

### **Other Power-Driven Mobility Devices**

<http://www.ada.gov/regs2010/ADAREgs2010.htm>

The definition and regulation to permit the use of mobility devices has been amended. The rule adopts a two-tiered approach to mobility devices, drawing distinctions between wheelchairs and other power-driven mobility devices such as the Segway Human Transporter. Wheelchairs (and other devices designed for use by people with mobility impairments) must be permitted in all areas open to pedestrian use. Other power-driven mobility devices must be permitted for use unless the covered entity can demonstrate that such use would fundamentally alter its programs, services, or activities, create a direct threat, or create a safety hazard. The rule also lists factors to consider in making this determination.

### **Service Animals**

<http://www.nps.gov/goga/planyourvisit/service-animals.htm>

[The following is excerpted from the Department of Justice and Americans with Disabilities Act Revised Regulations \(effective 3/15/2011\).](#)

34.104 Definitions: Service animal means any dog [or miniature horse as outlined in the following text] that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the handler's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing nonviolent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping

persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.

- a. General. Generally, a public entity shall modify its policies, practices, or procedures to permit the use of a service animal by an individual with a disability.
- b. Exceptions. A public entity may ask an individual with a disability to remove a service animal from the premises if-
  - (1) The animal is out of control and the animal's handler does not take effective action to control it; or
  - (2) The animal is not housebroken.
- c. If an animal is properly excluded. If a public entity properly excludes a service animal under § 35.136(b), it shall give the individual with a disability the opportunity to participate in the service, program, or activity without having the service animal on the premises.
- d. Animal under handler's control. A service animal shall be under the control of its handler. A service animal shall have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler's control (e.g., voice control, signals, or other effective means).
- e. Care or supervision. A public entity is not responsible for the care or supervision of a service animal.
- f. Inquiries. A public entity shall not ask about the nature or extent of a person's disability, but may make two inquiries to determine whether an animal qualifies as a service animal. A public entity may ask if the animal is required because of a disability and what work or task the animal has been trained to perform. A public entity shall not require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal. Generally, a public entity may not make these inquiries about a service animal when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (e.g., the dog is observed guiding an individual who is blind or has low vision, pulling a person's wheelchair, or providing assistance with

stability or balance to an individual with an observable mobility disability).

- g. Access to areas of a public entity. Individuals with disabilities shall be permitted to be accompanied by their service animals in all areas of a public entity's facilities where members of the public, participants in services, programs or activities, or invitees, as relevant, are allowed to go.
- h. Surcharges. A public entity shall not ask or require an individual with a disability to pay a surcharge, even if people accompanied by pets are required to pay fees, or to comply with other requirements generally not applicable to people without pets. If a public entity normally charges individuals for the damage they cause, an individual with a disability may be charged for damage caused by his or her service animal.
- i. Miniature horses.
  - (1) Reasonable modifications. A public entity shall make reasonable modifications in policies, practices, or procedures to permit the use of a miniature horse by an individual with a disability if the miniature horse has been individually trained to do work or perform tasks for the benefit of the individual with a disability.
  - (2) Assessment factors. In determining whether reasonable modifications in policies, practices, or procedures can be made to allow a miniature horse into a specific facility, a public entity shall consider-
    - i. The type, size, and weight of the miniature horse and whether the facility can accommodate these features;
    - ii. Whether the handler has sufficient control of the miniature horse;
    - iii. Whether the miniature horse is housebroken; and
    - iv. Whether the miniature horse's presence in a specific facility compromises legitimate safety requirements that are necessary for safe operation.
  - (C) Other requirements. Paragraphs 35.136 (c) through (h) of this section, which apply to service animals, shall also apply to miniature horses.



## **Section 17.549 Program Accessibility: Discrimination Prohibited**

<http://www.law.cornell.edu/cfr/text/43/17.549>

Except as otherwise provided in § 17.550, no qualified handicapped person shall, because the agency's facilities are inaccessible to or unusable by handicapped persons, be denied the benefits of, be excluded from participation in, or otherwise be subjected to discrimination under any program or activity conducted by the agency.

The reference to § 17.550 in the below quotes is intended to address exclusions available to covered entities in connection with existing facilities.

## **Section 17.550 Program Accessibility: Existing Facilities**

<http://www.law.cornell.edu/cfr/text/43/17.550>

**(a) General.** The agency shall operate each program or activity so that the program or activity, when viewed in its entirety, is readily accessible to and usable by people with disabilities. This paragraph does not:

- (1) Necessarily require the agency to make each of its existing facilities or every part of a facility accessible to and usable by people with disabilities;
- (2) In the case of historic preservation programs, require the agency to take any action that would result in a substantial impairment of significant historic features of an historic property; or
- (3) Require the agency to take any action that it can demonstrate would result in a fundamental alteration in the nature of a program or activity or in undue financial and administrative burdens. In those circumstances where agency personnel believe that the proposed action would fundamentally alter the program or activity or would result in undue financial and administrative burdens, the agency has the burden of proving that compliance with § 17.550(a) would result in such an alteration or burdens. The decision that compliance would result in such alteration or burdens must be made by the agency head or his or her designee after considering all agency resources available for use in the funding and operation of the conducted program or activity, and must be accompanied by a written statement of the reasons for reaching that conclusion. If an action would result in such an alteration or such burdens, the agency shall take any other action that would not result in such an alteration or such burdens but would nevertheless ensure that handicapped persons receive the benefits and services of the program or activity.

**(b)Methods.**

- (1) **General.** The agency may comply with the requirements of this section through such means as redesign of equipment, reassignment of services to accessible locations, assignment of aides to beneficiaries, home visits, delivery of services at alternate accessible sites, alteration of existing facilities and construction of new facilities, use of accessible rolling stock, or any other methods that result in making its programs or activities readily accessible to and usable by people with disabilities. The agency is not required to make structural changes in existing facilities where other methods are effective in achieving compliance with this section. The agency, in making alterations to existing buildings, shall meet accessibility requirements to the extent compelled by the Architectural Barriers Act of 1968, as amended (42 USC 4151–4157) and any regulations implementing it. In choosing among available methods for meeting the requirements of this section, the agency shall give priority to those methods that offer programs and activities to qualified handicapped persons in the most integrated setting appropriate.
- (2) **Historic preservation programs.** In meeting the requirements of paragraph (a) of this section in historic preservation programs, the agency shall give priority to methods that provide physical access to handicapped persons. In cases where a physical alteration to an historic property is not required because of paragraph (a)(2) or (a)(3) of this section, alternative, methods of achieving program accessibility include:
  - (i) Using audio-visual materials and devices to depict those portions of an historic property that cannot otherwise be made accessible;
  - (ii) Assigning persons to guide people with disabilities into or through portions of historic properties that cannot otherwise be made accessible; or
  - (iii) Adopting other innovative methods.
- (3) **Recreation programs.** In meeting the requirements of paragraph (a) in recreation programs, the agency shall provide that the program or activity, when viewed in its entirety, is readily accessible to and usable by people with disabilities. When it is not reasonable to alter natural and physical features, accessibility may be achieved by alternative methods as noted in paragraph (b)(1) of this section.

**Section 17.551 Program Accessibility: New Construction and Alterations**

<http://www.law.cornell.edu/cfr/text/43/17.551>

Each building or part of a building that is constructed or altered by, on behalf of, or for the use of the agency shall be designed, constructed, or altered so as to be readily accessible to and usable by handicapped persons. The definitions, requirements, and standards of the Architectural Barriers Act (42 USC 4151–4157) as established in 41 CFR 101 – 19.600 to 101 – 19.607 apply to buildings covered by this section.

## **NATIONAL PARK SERVICE DIRECTOR'S ORDERS AND MANAGEMENT POLICIES**

A policy is a definite course of action adopted and pursued by a government, ruler, or political party. It is an action or procedure conforming to or considered with reference to prudence or expediency.

### **Director's Order 16A**

<http://www.nps.gov/policy/DOrders/DOrder16a.html>

Director's Order 16A establishes the framework for meeting reasonable accommodation requirements in all areas of employment, including: application, hiring, retention, promotion, recognition, and special hiring authority. Within this framework, NPS Human Resources and Equal Opportunity Program officials will take the lead in providing specific guidance and services to applicants, employees, and supervisors and other managers with respect to the provision of reasonable accommodation.

### **Director's Order 42**

<http://www.nps.gov/policy/DOrders/DOrder42.html>

Director's Order 42 addresses accessibility for visitors with disabilities in National Park Service programs and services. It is the goal of the National Park Service to ensure that all people, including persons with disabilities, have the highest level of access that is reasonable to NPS programs, facilities, and services. The order gives detailed guidance based on the minimum requirements set forth in laws, rules, and regulations with the goal to provide the highest level of access that is reasonable, exceeding the minimum level of access required by law. The order sets forth six implementation strategies:

1. to increase employee awareness and technical understanding of accessibility requirements
2. to ensure all new and renovated buildings and facilities, and all new services and programs (including those offered by concessioners and interpreters) will be “universally designed” and implemented in conformance with applicable regulations and standards

3. to ensure existing programs, facilities and services will be evaluated to determine the degree to which they are currently accessible to and usable by individuals with disabilities
4. to ensure that barriers that limit access be identified and incorporated into the NPS Assets Management Program
5. to develop action plans identifying how identified barriers will be removed (where feasible)
6. to ensure action will be taken on a day-to-day basis to eliminate identified barriers, using existing operational funds or other funding sources or partnerships

### **National Park Service Management Policies: Section 1.9.3 – Accessibility for Persons with Disabilities**

<http://www.nps.gov/policy/mp/policies.html>

All practicable efforts will be made to make NPS facilities, programs, services, employment, and meaningful work opportunities accessible and usable by all people, including those with disabilities. This policy reflects the commitment to provide access to the widest cross section of the public and ensure compliance with the Architectural Barriers Act of 1968, the Rehabilitation Act of 1973, the Equal Employment Opportunity Act of 1972, and Americans with Disabilities Act of 1990. Specific guidance for implementing these laws is found in the Secretary of the Interior's regulations regarding enforcement and nondiscrimination on the basis of disability in Department of the Interior programs (43 CFR par 17, subpart E), and the General Service Administration's regulations adopting accessibility standards for the Architectural Barriers Act (41 CFR part 102-76, subpart C).

A primary principle of accessibility is that, to the highest degree practicable, people with disabilities should be able to participate in the same programs, activities, and employment opportunities available to everyone else. In choosing among methods of providing accessibility, higher priority will be given to methods that offer programs and activities in the most integrated setting appropriate. Special, separate, or alternative facilities, programs, or services will be provided only when existing ones cannot reasonable be made accessible. The determination of what is practicable will be made only after careful consultations with persons with disabilities or their representatives. Any decisions that would result in less than equal opportunity is subject the filing of an official disability right complain under the departmental regulations cited above.

### **GUIDELINES**

A guideline is an indication of a future course of action. It consists of recommended, nonmandatory controls that help support standards or serve as a reference when no applicable standard is in place.

## **Programmatic Accessibility Guidelines for National Park Service Interpretive Media**

<http://www.nps.gov/hfc/accessibility/>

The “Programmatic Accessibility Guidelines for National Park Service Interpretive Media” is for media specialists, superintendents, and other NPS employees and contractors who develop and approve interpretive media. Publications, exhibits, audiovisual programs and tours, wayside exhibits, signage, and web-based media provide park visitors with information and context so that their experience of visiting national parks can be both safe and meaningful. Park visitors who have physical, sensory, or cognitive disabilities have legally established civil rights to receive the same information and context that NPS interpretive media products have always provided to their fellow citizens.

## **APPENDIX B: GLOSSARY OF TERMS**

**Accessibility assessment:** A process in which physical and programmatic barriers to accessibility are identified at a park unit.

**Accessibility assessment team:** This group is a subgroup of the Interdisciplinary Design Team (see definition below) and includes an accessibility specialist and/or technician, coordinators, a regional representative, the primary facilitator for the process, architect, engineer and/or landscape architect, and typically the chiefs of interpretation, resources management, and facilities management.

**Accessibility Self-Evaluation and Transition Plan:** A tool that establishes a methodical process for identifying and improving parkwide access and proposes strategies for implementing the plan over time, in a manner consistent with park requirements and protocols.

**Architectural Barriers Act Accessibility Standard (ABAAS):** Standards issued under the Architectural Barriers Act apply to facilities designed, built, altered, or leased with certain federal funds. Passed in 1968, the Architectural Barriers Act is one of the first laws to address access to the built environment. The law applies to federal buildings, including post offices, social security offices, federal courthouses and prisons, and national parks.

**Barrier:** Architectural and programmatic obstacles to accessibility that make it difficult, and sometimes impossible, for people with disabilities to maneuver, understand, or experience.

**Best practice:** A method or technique that has consistently shown results superior to those achieved with other means, and that is used as a benchmark for meeting accessibility requirements.

**Consultation:** A formal or informal process for discussing an action or process for implementing a solution, such as section 106 (cultural resource compliance), or design for an Accessibility Self-Evaluation and Transition Plan.

**Facility Management Software System (FMSS) work order:** The process for documenting work needs and collecting information to aid the work scheduling and assignment process within the Facility Management Software System. Information collected should include labor, equipment and material costs, hours, types, and quantities.

**Guideline:** A guideline is an indication of a future course of action. It consists of recommended, nonmandatory controls that help support standards or serve as a reference when no applicable standard is in place.

**Interdisciplinary design team:** This team is composed of all the people involved in the workshop at the park unit, potentially including planning, design, and construction professionals; and interpretive, resource (natural and cultural), visitor safety, maintenance and accessibility specialists.

**Key park experience:** For the purpose of the Self-Evaluation and Transition Plan, key park experiences are those experiences that are iconic and essential for visitors to understand the purpose and significance of a given park unit. They are those experiences that are “musts” for all park visitors. Key park experiences can be identified through a consideration of park purpose, significance, interpretive themes, and those programs or activities highlighted in park communications.

**Law:** A law is a principle and regulation established in a community by some authority and applicable to its people, whether in the form of legislation or of custom and policies recognized and enforced by judicial decision.

**National Environmental Policy Act (NEPA) Requirements:** NEPA defines a process that federal agencies must follow when proposing to take actions that have environmental impacts. NEPA requires federal agencies to fully consider the impacts of proposals that would affect the human environment prior to deciding to take an action. NEPA also requires federal agencies to involve the interested and affected public in the decision-making process.

**Park area:** A park area is the geographic location that is home to a single or multiple key park experience(s).

**Park Asset Management Plan-Optimizer Banding (PAMP-OB):** Provides a 5-year asset management strategy for park units, allowing for annual updates that coincide with the budget and planning processes already occurring in park units. As this approach includes life cycle total cost of ownership, analysis, processing, and calculations, it also helps park units and the service as a whole to manage the gap between what should be spent on facilities and what is actually being spent.

**Park policy:** A policy is a definite course of action adopted and pursued by a government, ruler, or political party. It is an action or procedure conforming to or considered with reference to prudence or expediency.

**Park practice:** Those habitual and/or customary performances or operations for reaching a desired outcome that the park employs.

**People-first language:** A type of disability etiquette that aims to avoid perceived and subconscious dehumanization when discussing people with disabilities. It emphasizes the person rather than the disability, noting that the disability is not the primary defining characteristic of the individual but one of several aspects of the whole person.

**Project Management Information System (PMIS) Facility:** A separate and individual building, structure, or other constructed real property improvement.

**Project Management Information System (PMIS) Nonfacility:** A project that includes anything not covered by the definition for PMIS facility

**Project Management Information System (PMIS) # (number):** A unique Project ID Number that is automatically generated when adding a new project into the Project Management Information System

**Project planning team:** This group is a subgroup of the interdisciplinary design team and includes DSC planners and PWR staff. This team collects baseline data, facilitates calls, develops the participant guide, plans for and facilitates the workshop, and produces the draft and final documents.

**Readily achievable:** Easily accomplished and able to be carried out without much difficulty or expense.

**Recommended solution:** The action to eliminate the identified barrier.

**Responsible person:** The person/position responsible for seeing that the elimination of a barrier is completed.

**Service, activity, and program:** A service, activity, or program that is undertaken by a department and affords benefits, information, opportunities, and activities to one or more members of the public.

**Standard:** A standard is something considered by an authority or by general consent as a basis of comparison; an approved model. It is a specific low-level mandatory control that helps enforce and support a law.

**Time frame:** Time frames for implementation of a recommended solution are primarily based on park's ability of the park to complete the improvements within normal scheduling of park operations and planned projects. They describe when staff will eliminate the barrier. Recommended solutions are divided into four time frames including: immediate, short-term, mid-term, and long-term.



## **APPENDIX C: CONTRIBUTORS**

### **WHITMAN MISSION NATIONAL HISTORIC SITE**

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Kate Kunkel-Patterson, Park Ranger

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Tamara Delaplane, Project Manager

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# WHITMAN MISSION NATIONAL HISTORIC SITE ACCESSIBILITY SELF-EVALUATION AND TRANSITION PLAN [DATE]

This Accessibility Self-Evaluation and Transition Plan has been prepared as a collaborative effort between Whitman Mission National Historic Site, Pacific West Regional staff, and the Denver Service Center and is recommended for approval by the superintendent.

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**Approved**

Date

Superintendent, Whitman Mission National Historic Site



As the nation's principal conservation agency, the Department of the Interior has responsibility for most of our nationally owned public lands and natural resources. This includes fostering sound use of our land and water resources; protecting our fish, wildlife, and biological diversity; preserving the environmental and cultural values of our national parks and historic places; and providing for the enjoyment of life through outdoor recreation. The department assesses our energy and mineral resources and works to ensure that their development is in the best interests of all our people by encouraging stewardship and citizen participation in their care. The department also has a major responsibility for American Indian reservation communities and for people who live in island territories under US administration.

WHMI [TIC number ###/#####]

[Date]

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