

Town of Brownfield
82 Main Street
Brownfield, Maine 04010

Program Accessibility Policy at the Town Office

Purpose: Consistent with the ADA's requirements, the Town of Brownfield will not discriminate against any individual based on disability. It will ensure that qualified disabled individuals are not excluded from or denied the benefits of services, programs, or activities of the Town.

The Town is committed to providing quality goods, services and facilities that are accessible to all persons we serve and in a manner that respects the dignity and independence of persons with disabilities. The Town is committed to meeting the needs of persons with disabilities in a timely manner and shall do so by preventing and removing barriers to accessibility in customer service, information and communication, the built environment and transportation.

THEREFORE:

1. Timely Entry to the Town Office During Office Hours
 - a. **Procedure:** All staff members shall be trained to respond promptly to the ringing of the doorbell at the front entry. An internal alert system will be established to notify staff when the doorbell has been rung.
 - b. **Implementation:** A designated staff member will be responsible for monitoring the front door during office hours. A backup staff member will be identified in case the primary staff is unavailable. A sign should be made clear near the doorbell that if there is no answer, visitors should call 207-935-2007 for assistance.
2. Assistance at the Service Counter
 - a. **Procedure:** Any individual unable to access the Town Office's service counter shall be fully assisted by staff members.
 - b. **Implementation:** Staff will be trained to recognize and appropriately assist individuals who may have difficulty accessing the service counter.
3. Clearance of the Vestibule Door
 - a. **Procedure:** The maneuvering clearance of the vestibule door shall always remain unobstructed.
 - a. **Implementation:** Periodic checks will be conducted by staff to ensure the vestibule door area remains clear. Objects found obstructing the clearance will be immediately removed.


4. Meeting Room Chair Arrangement

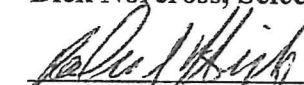
- a. **Procedure:** Chairs in the meeting room shall be arranged so as there is a 36-inch-wide minimum clear width of walking surface in the room.
- b. **Implementation:** Before any meeting, the arrangement of chairs will be checked to ensure compliance.

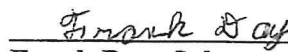
5. **Assistance for All Other Services:** For any services not specifically mentioned in this policy, the Town of Brownfield remains steadfast in its commitment to ensuring accessibility and equal treatment for all individuals. If residents or visitors require assistance or accommodation related to any town service or activity, they are encouraged to contact the Town Office directly or call 207-935-2007. Our dedicated staff will promptly address all concerns and take the necessary steps to provide assistance, ensuring everyone has equal access to the services offered by the Town of Brownfield, Maine.

This policy shall be updated as necessary to ensure ongoing compliance and inclusivity for all residents and visitors of Brownfield, Maine.

Policy Effective: August 8, 2023


Dick Norcross, Selectman


John Hicks, Selectman


Frank Day, Selectman