

# ADA Self-Evaluation and Transition Plan

## For the Town of Heath

May 2026

Prepared by the Franklin Regional Council of Governments



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# Part A – Introduction

The Town of Heath hired the Franklin Regional Council of Governments (FRCOG) to conduct a comprehensive evaluation of the Town’s compliance under Title II of the Americans with Disabilities Act (ADA), which prohibits discrimination on the basis of disability. Specifically, Title II requires that:

*No qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity [35 CFR Part 35.130 (a)].*

Title II of the ADA applies to state and local governments, while Title III of the ADA applies to the private sector such as business and non-profit organizations.

In 2026, the Town of Heath secured a grant from the Massachusetts Office on Disability and hired the FRCOG to conduct the ADA Self-Evaluation and prepare an ADA Transition Plan. The FRCOG assessed all Town-owned buildings, facilities, and parks as well as the Town’s programs, services, and activities to determine their accessibility to people with disabilities.

Like many communities in Massachusetts, Heath is faced with a number of aging and historic municipal buildings and facilities that may pose obstacles to residents with disabilities. The cost and work that is required to remove these barriers and bring them into compliance can be overwhelming to smaller communities with limited financial resources like Heath. The Town has a total population of 765 residents, of which 83 (11%) have a disability.<sup>1</sup> This ADA Self-Evaluation and accompanying Transition Plan makes this daunting task a bit easier by identifying the issues, prioritizing them, and sorting out the high-cost actions from the simpler, less expensive tasks.

Title II of the ADA sets administrative requirements on state and local governments and also requires that all Town’s programs, services, and activities be accessible to people with disabilities. Part B of this document summarizes the findings regarding the administrative requirements and access to programs, activities, and services. Part C discusses the evaluation and findings of the physical facilities owned by the Town of Heath. Part D is the ADA Transition Plan, which catalogs all accessibility issues of the Town facilities that were found during the evaluations and recommends potential solutions. These recommendations have been

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<sup>1</sup> 2024 American Community Survey 5-Year Estimates, US Census Bureau.

prioritized, given an estimated timeframe, and assigned relative costs and responsible departments.

## Recent Progress

While a small town with limited resources, Heath has been proactive in implementing ADA improvements. These include both large and small projects:

- Filled depression at the end of Sawyer Hall ramp with pavement for ease of use.
- Installed railings on Sawyer Hall steps.

## Methodology

To conduct the ADA Self-Evaluation of the Town's programs, services, and activities, the FRCOG staff distributed checklists designed by the New England ADA Center (a project of the Institute for Human Centered Design) to all Department Heads that assessed three requirements of Title II of the ADA for each Department's programs and services:<sup>2</sup>

- Effective Communication practices
- General Nondiscrimination practices
- Website accessibility

The FRCOG also used the latest 2010 ADA Standards for Accessible Design (ADAAG 2010) to evaluate all of the Town's buildings.

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<sup>2</sup> Self-Evaluation Form Checklists from the New England ADA Center, <https://www.adaactionguide.org/resources#faq>.

# **Part B – Evaluation of Non-Discriminatory Policies and Practices in Programs, Services, and Activities**

## Introduction

Title II of the ADA also places administrative requirements on local governments in addition to ensuring the accessibility of the Town's programs, activities, and services. These administrative requirements include the appointment of a Town ADA Coordinator, the creation of a public notice regarding nondiscrimination policies, and the adoption of a complaint procedure. The FRCOG staff, with the assistance of Heath staff, evaluated the Town's compliance with these administrative requirements as well as the Town's policies related to nondiscrimination, effective communication, and website accessibility.

The findings of this evaluation are discussed in this section along with recommendations to ensure compliance with Title II of the ADA.

## Analysis

The FRCOG evaluated each of Heath's Departments and the overall Town governance with regard to accessibility requirements. Checklists from the New England ADA Center were provided to each Department Head to complete that evaluated a Department's policies related to General Nondiscrimination, Effective Communication, and Website Accessibility. The findings of these completed checklists are summarized below and recommendations are provided to ensure that people with disabilities are provided the same opportunities as others to participate in programs, services, and activities in the Town of Heath.

### **1. Designation of Responsible Employee**

Title II of the Americans with Disabilities Act requires that a local government designate a responsible employee to coordinate compliance with the ADA and ensure that there is a person at the Town who is knowledgeable with the many requirements of the ADA. The Town of Heath has met this requirement by designating Maya Jalbert as the ADA Coordinator.

## **2. Complaint Procedures**

In addition to designating an ADA Coordinator, a local government is required to provide a complaint procedure that offers ways for people to file complaints alleging discrimination on the basis of disability with regard to employment or in the provision of services, activities, and programs. The Town of Heath has met this obligation with an approved Complaint Procedure. See Appendix A for copy of Complaint Procedure.

## **3. Notice**

Title II also requires that a local government provide public notice of the provisions of the ADA to members of the public that may participate in the Town's program, services, and activities. The Town of Heath has met this obligation with an approved Notice that is posted at Town Hall and on the town's website. See Appendix A for copy of Public Notice.

## **4. Effective Communication**

Under Title II of the Americans with Disabilities Act, the Town must communicate effectively with people who may have hearing, vision, or speech disabilities. To do so, this may require Heath to provide auxiliary aids and services to meet its responsibility of effective communication. This may include, but is not limited to: providing sign language interpreters, Computer-Assisted-Real-time-Translation (CART), written materials for persons who are deaf or have difficulty hearing, Braille or large print information in digital format for people who are blind or have difficulty seeing.

Town of Heath Department Heads completed checklists from the New England ADA Center that evaluated each department's practices and policies regarding their knowledge and ability to provide effective communication for their programs, services, and activities to allow equal participation for persons with disabilities. The completed checklists show that Town staff are willing to comply with Title II, but do not know how to do so in all elements of practice. In particular, most staff members do not know:

- how to go about arranging for different types of auxiliary aids and services to provide for effective communication when needed (particular for those people who are deaf or hard of hearing and those that are blind or visually impaired);
- if there is a policy or procedure for handling requests for auxiliary aids; or
- what the procedure is for determining when the provision of an auxiliary aid or service is an undue financial or administrative burden.

Appendix B provides a summary of the answers to the checklist's questions regarding effective communication practices.

To ensure that Town staff comply with Title II, it is recommended that Heath develop and distribute clear procedures for employees as to how to arrange for auxiliary aids and services. A written informational handout on Effective Communication Procedures will help staff understand their responsibilities and clarify what to do in the event a person needs assistance with communication.

During the COVID-19 Pandemic, the Town of Heath had been conducting much of its municipal business virtually. The Town uses Zoom as its video conferencing platform Zoom has many accessible features and meets almost all website-related Section 508 and WCAG 2.1 AA accessibility recommendations. Zoom also has various options that can be enabled to allow features such as closed captioning directly or through third parties. However, employing these features takes some practice and training. As Heath continues to use either this or other video conferencing platforms, it will be very important that staff be trained on the software's accessibility features to ensure effective communication.

## **5. Reasonable Modifications of Policies, Practices, and Procedures**

Title II of the ADA also requires that local governments ensure that people with disabilities have an equal opportunity to participate in the services, programs, and activities that the Town provides. This may require that the Town of Heath provide "reasonable modifications" to policies and practices to allow equal participation. When applying to Town staff, this requirement may include modifying work schedules; job restructuring; and making facilities used by employees readily accessible to an employee with a disability. When applying to members of the public to be able to participate in a program, service, or activity, this requirement may include allowing service animals in locations where animals are not typically permitted; allowing the use of motorized devices in places where they are not allowed; or providing assistance with application completion.

The results of the completed checklists from the Town's Department Heads show that with respect to the general nondiscrimination requirements of Title II, Heath staff members are very willing to comply and have a good, general understanding of the many responsibilities and requirements that they have as a local government. However, there are topics with which Department staff could be more familiar. For example, some departments do not know that they are supposed to require assurances from contractors to fulfill Title II requirements or the policies surrounding service animals. Appendix B provides a summary of the answers to the checklist's questions regarding general nondiscrimination practices.

A written and distributed summary of nondiscrimination policies will help staff ensure that all participants have the opportunity for equal participation.

## 6. Website Accessibility

Title II of the Americans with Disabilities Act requires that local governments ensure that, when viewed in their entirety, the programs, services, and activities offered are equally available to people with disabilities. Websites of a local government are considered to be a “program”, and, in Massachusetts, they should be accessible to the standards of the Web Content Accessibility Guidelines 2.1 AA.

To evaluate the Town of Heath’s websites, a checklist was sent to each Department that maintained its own website or had website administrative privileges. The completed checklists show that the staff members who have administrative rights are aware of website accessibility standards. However, they would like more information on these standards to help make sure that future content is accessible.

Staff with website editing privileges should be provided guidance about the requirements of the Web Content Accessibility Guidelines 2.0 AA. It would also be very helpful to the Town if people with disabilities who use screen reading software and other assistive technology periodically evaluate the website. Staff can periodically check its accessibility by using the free Web Accessibility Evaluation Tool (WAVE), which evaluates web content for accessibility under the Web Content Accessibility Guidelines.

The Town’s website administrator assessed the Town of Heath Website (<https://townofheath.org/>) in the free [Web Accessibility Evaluation Tool](#) (WAVE), which evaluates web content for accessibility under the Web Content Accessibility Guidelines as well as [SkyNet Technologies’](#) ADA tool, which has higher standards than what is required. The results show that there are a few major errors on the website and are mostly related to the contrast and size of fonts against backgrounds. There are also other warnings and alerts that could prevent or hinder visually-impaired individuals from fully accessing the Town’s website due to lack of Alt text. Fortunately, many can be easily fixed with simple actions, such as changing the color of backgrounds or providing alternative text for images. The results of this report can be found in Appendix C.

# Part C – Evaluation of Facilities and Infrastructure

## Introduction

FRCOG staff evaluated the following Town-owned buildings and facilities for this ADA Self-Evaluation in March 2026 according to the 2010 ADA Standards:

### Buildings and Facilities owned by the Town of Heath and Evaluated by FRCOG

- Town Offices
  - Town Hall
  - Library
  - Police Offices
  - Fire Offices
- Community Hall
- Sawyer Hall
- Highway Garage
- Transfer Station

## Analysis of Building Accessibility

Heath’s Town-owned buildings range in levels of accessibility. For this report, the FRCOG has assigned categories of “functional accessibility” to each building for ease of reference. These categories are:

- **Accessible** – the facility is fully accessible to a wheeled mobility device user or person with mobility challenges;
- **Mostly Accessible** – A wheeled device user or person with mobility challenges can enter the facility, access the primary function within the facility, and access the bathroom;
- **Moderately Accessible** – A wheeled device user or person with mobility challenges can enter the facility, access the primary function within that facility, but cannot use the bathroom;
- **Minimally Accessible** – A wheeled device user or person with mobility challenges can only enter the facility, but cannot access the primary function or the bathroom;
- **Inaccessible** – A physical barrier exists that would prevent a wheeled device user from entering the facility.

The following table places each building or facility into one of these categories:

Accessible	Mostly Accessible	Moderately Accessible	Minimally Accessible	Inaccessible
	Town Offices		Community Hall	Fire Station
			Sawyer Hall	Highway Garage
				Transfer Station

The above assessment rates each building’s accessibility based on the ability of people with disabilities to access the programs, services, and activities that are offered within those buildings. However, it should be noted that many Town buildings have areas within them that are not accessible at all (ex. basements or staff-only storage areas). Making these spaces accessible according to the 2010 ADA Standards may be structurally difficult and/or practically infeasible. Despite these potential obstacles, this accompanying Transition Plan identifies issues within these spaces and recommends ways to improve accessibility in ways that may be feasible – at least for users who do not require wheeled mobility devices – while acknowledging the inaccessibility these spaces pose for some persons with disabilities so that accommodations may be made.

An important caveat to this rating system is that it primarily evaluates the Town facilities from a member of the public's perspective, not necessarily from the perspective of an employee who must work in these facilities and access non-public spaces on a regular basis. However, all of the deficiencies in the buildings with respect to the 2010 ADA Guidelines have been noted in the ADA Transition Plan that is included in this Report.

## **Summary of Building Evaluation Findings**

### **Mostly Accessible Buildings**

#### **Town Offices**

The Town Offices are classified as mostly accessible because people of all abilities can move around the inside of the Town Offices independently. However, there are a few barriers from the accessible parking spaces to the inside of the building including uneven pavement on the sidewalk and absence of a push-button automatic door. Other minor improvements could include fixing accessible signage in the parking area and within the building, adjusting bathroom sink hardware, and other bathrooms fixtures.

### **Minimally Accessible Buildings**

#### **Community Hall**

The Community Hall is considered minimally accessible because while there is an accessible route and entrance, there are several important ADA elements that are incomplete or non-functioning, which constrains full independent use. Accessible parking exists but is not properly designated near the accessible entrance and the accessible entrance has an undersized maneuvering area as well as a narrow doorway that does not yet provide the required clear width for wheeled mobility devices. In addition, the elevator that should provide an accessible route between floors is currently inoperable, and some interior features—such as counter heights and bathroom approach clearances—do not fully meet ADA standards, making it difficult for some users with mobility impairments to use all spaces without assistance.

#### **Sawyer Hall**

Sawyer Hall is classified as minimally accessible because while there is an intended accessible entrance and some interior modifications, the existing ramp and related features do not reliably provide safe, compliant access for people with mobility impairments. The exterior ramp surface has gaps and is not level, the cross slope exceeds ADA limits, and the landing at the top is undersized, all of which make

maneuvering with a wheelchair or walker difficult and potentially unsafe. Within the building, there are some improvements such as accessible door widths to the Post Office space and opportunities to convert door handle hardware to lever-style, but narrow clearances created by shelving, high-mounted drop boxes, and a bathroom door that does not self-close further limit independent use.

## **Inaccessible Buildings/Facilities**

### **Fire Department**

The Fire Station is rated inaccessible because it lacks a complete accessible route from parking into the building and does not provide an accessible restroom for members of the public or staff with disabilities. There are no designated accessible parking spaces, and while door hardware could be changed to lever style, the on-site bathroom is explicitly identified as not accessible and would require full renovation to meet ADA dimensional and fixture requirements.

### **Highway Garage**

The Highway Garage is also classified as inaccessible because it similarly lacks designated accessible parking and does not provide an accessible restroom, limiting its usability for people with disabilities. No accessible parking spaces are signed or marked, and the main entrance door hardware does not yet meet ADA operability standards, which creates barriers before a visitor even reaches the interior. The bathroom is identified as not accessible and would require substantial renovation to meet ADA dimensions and clearances.

### **Transfer Station**

The Transfer Station is rated inaccessible due to the absence of accessible parking and the presence of significant barriers in the main service area. There are no signed and marked accessible parking spaces, so there is no clearly defined accessible route from parking to the disposal areas. Access to dumpsters depends on steps or operable parts that are too high, meaning users with mobility limitations or wheeled devices cannot reach or use the dumpsters independently.

## Program Accessibility

Town programs housed at the Community Hall in Heath are most likely to be inaccessible to individuals with disabilities. While there are some accessibility features in place, the designated accessible entrance does not yet provide adequate maneuvering space or doorway width for people using wheelchairs or walkers, and the lack of a functioning elevator limits access between floors. As a result, certain meetings, events, or services held at Community Hall may be difficult to reach or fully participate in for residents with mobility impairments unless they are relocated to more accessible facilities such as the Town Offices or adapted with additional accommodations.

Town programs housed at Sawyer Hall in Heath are most likely to be inaccessible to individuals with disabilities. The exterior ramp's gaps, uneven surface, steep cross slope, and small landing make independent entry difficult and sometimes unsafe for wheelchair and walker users. Inside, tight clearances and inaccessible fixtures further limit independent use, so meetings or events at Sawyer Hall may exclude some residents with disabilities unless they are moved to more accessible locations such as the Town Offices.

The Transfer Station, Highway Garage, and Fire Station are also not appropriate locations for accessible public programming. These sites lack designated accessible parking and accessible restrooms, and in the case of the Transfer Station, access to dumpsters requires steps or high reaches that many people with mobility impairments cannot use independently. As a result, any public-facing meetings, outreach events, or programs associated with these departments should be held at accessible locations rather than at the operational facilities themselves.

## Part D – ADA Transition Plan

The ADA Transition Plan for Heath catalogs every issue that the FRCOG staff discovered during the Self-Evaluation of the Town’s buildings and facilities in March 2026. The Transition Plan recommends solutions to bring these identified issues into compliance with the 2010 ADA Guidelines and then prioritizes them, provides relative costs, estimates a feasible timeframe of implementation, and assigns the issue to the appropriate implementing department. In addition, the majority of issues have been documented with photographs, which can be found in Appendix D.

The following categories were used for the Transition Plan’s prioritization:

- 1) **Priorities:** High  
Medium  
Low
  
- 2) **Timeframe:** Short (0-4 years)  
Medium (5-9 years)  
Long (10+ years)  
Ongoing
  
- 3) **Cost:** \$\$\$\$ (Major capital project)  
\$\$\$  
\$\$  
\$ (Maintenance costs)

Issues were assigned a “High” priority if they:

- Made it difficult and/or prevented a person with a disability to enter a room in which a service is provided;
- Made it difficult and/or prevented a person with a disability to use the bathroom facilities; or
- Made it difficult and/or prevented a person with a disability to access an important civic site as a pedestrian on a sidewalk.

# Heath ADA Self-Evaluation & Transition Plan

Town Offices (18 Jacobs Rd)

\*\* Functions as the Town's Polling Place

Location	Element	Photo	Issues	Current Measure	Recommendations	Priority	Timeframe	Cost	Responsible Dept.
<b>Parking</b>									
	Accessible Parking	IMG_3427	There are no signs designating accessible parking spaces.		Install signs designating accessible parking spaces at a minimum height of 60" from ground to bottom of sign. Mark spaces on pavement that are at least 8 ft wide with a 5 ft aisle.	High	Short	\$\$	Select Board / Town Coordinator
<b>Approach and Entrances</b>									
Exterior Sidewalk	Accessible Route	IMG_3430; IMG_3432	Sidewalks are in distressed condition with upheavals creating elevation differences, tripping hazards, and large cross slopes.	1/2"	Repair sidewalks to ensure smooth, stable surface with no vertical changes exceeding 1/4". Changes between 1/4" and 1/2" must be beveled.	High	Short	\$\$\$\$	Select Board / Town Coordinator
Main Entrance	Threshold	IMG_3434	Threshold to front door is too high.	1/2"	Install beveled edge to threshold to reduce vertical height to less than 1/4" for interior transition.	High	Short	\$	Select Board / Town Coordinator
Main Entrance	Door Closer	IMG_3434	Front door closes too fast.	< 5 seconds	Adjust door closer so that door takes at least 5 seconds to close from open position of 90 degrees to 12 degrees from latch.	High	Short	\$	Select Board / Town Coordinator
Main Entrance	Power Assist	IMG_3434	No push button for door to automatically open.		Install automatic door opener with accessible push button positioned between 15" and 48" from floor.	Medium	Medium	\$\$\$\$	Select Board / Town Coordinator
Exterior	Information Board	IMG_3433	Public information board is mounted too high and extends beyond reach range.	47"-80"	Relocate information board so that the bottom is within 48" maximum height from ground surface and top is no more than 60" from ground, with clear floor space of 30" x 48" for forward approach.	High	Short	\$\$	Select Board / Town Coordinator
<b>Access to Goods and Services</b>									
Entire Building	Signage		Signage is not posted to latch side of door and is not tactile.		Install signage with visually contrasting/tactile lettering and Grade 2 braille on the wall on latch side of door between 48" and 60" from floor to baseline of characters.	Medium	Short	\$\$	Select Board / Town Coordinator
Tax Collector	Service Desk	IMG_3492	Service desk is too high.	40"	Lower service desk to no more than 36" high. Ensure that there is a clear floor space of at least 30" x 48" for a parallel approach.	High	Medium	\$\$	Select Board / Town Coordinator
Board of Health	Accessible Route		Furniture creates less than required clearance next to door.	< 18"	Move furniture to create clear floor space of at least 18" beyond the latch side of the door and at least 60" of depth from door for maneuvering.	Low	Short	\$	Select Board / Town Coordinator
Town Coordinator	Accessible Route	IMG_3501	Furniture blocks clear access to door.	< 18"	Move furniture to create clear floor space of at least 18" beyond the latch side of the door and at least 60" of depth from door for maneuvering.	Low	Short	\$	Select Board / Town Coordinator

# Heath ADA Self-Evaluation & Transition Plan

Town Offices (18 Jacobs Rd)

\*\* Functions as the Town's Polling Place

Location	Element	Photo	Issues	Current Measure	Recommendations	Priority	Timeframe	Cost	Responsible Dept.
Men's Bathroom (near Cafeteria)									
	Signage	IMG_3447	Door has tactile sign but needs to be moved to latch side.		Relocate sign to latch side of door between 48" and 60" from floor.	High	Short	\$	Select Board / Town Coordinator
	Stall Door	IMG_3450	Accessible stall door does not self-close.		Install or repair closer on door so that it self-closes.	High	Short	\$	Select Board / Town Coordinator
	Stall Hardware	IMG_3450	Stall door latch is not accessible.		Replace fixtures with hardware that can be operated with a closed fist.	High	Short	\$\$	Select Board / Town Coordinator
	Toilet	IMG_3451	Toilet flush control needs to be moved to open side.		Reconfigure flush control to be on the open side of the stall.	Medium	Medium	\$\$	Select Board / Town Coordinator
Women's Bathroom (near Cafeteria)									
	Signage	IMG_3452	Door has tactile sign but needs to be moved to latch side.		Relocate sign to latch side of door between 48" and 60" from floor.	High	Short	\$	Select Board / Town Coordinator
	Stall Door	IMG_3454	Accessible stall door does not self-close.		Install or repair closer on door so that it self-closes.	High	Short	\$	Select Board / Town Coordinator
	Stall Hardware	IMG_3454	Stall door latch is not accessible.		Replace fixtures with hardware that can be operated with a closed fist.	High	Short	\$\$	Select Board / Town Coordinator
Bathroom near Senior Center									
	Faucets	IMG_3463	Faucets should be changed to lever style.		Replace fixtures with levers that can be operated with a closed fist.	Medium	Medium	\$\$	Select Board / Town Coordinator
	Toilet	IMG_3462	Flush control needs to move to open side.		Reconfigure flush control to be on the open side of the stall.	Medium	Medium	\$\$	Select Board / Town Coordinator
Fire Bathroom									
	Sink	IMG_3476	Sink pipes need protective covering.		Cover pipes to protect against contact.	Medium	Medium	\$\$	Select Board / Town Coordinator
	Toilet	IMG_3477	Flusher is on the wrong side.		Reconfigure flush control to be on the open side of the stall.	Medium	Medium	\$\$	Select Board / Town Coordinator
	Soap Dispenser	IMG_3476	Soap needs to be affixed to the wall.		Install a wall-mounted soap dispenser no higher than 48" from floor for forward reach or 44" for side reach.	Medium	Medium	\$	Select Board / Town Coordinator
Bathroom outside Fire Dept									
	Signage	IMG_3478	Signs need to move to latch side of doors.		Install signage with visually contrasting/tactile lettering and braille on wall on latch side of door between 48" and 60" from floor.	Medium	Short	\$\$	Select Board / Town Coordinator
Women's	Toilet	IMG_3479	Flush control needs to move to open side.		Reconfigure flush control to be on the open side of the stall.	Medium	Medium	\$\$	Select Board / Town Coordinator
Men's	Faucets	IMG_3482	Push faucets need to be replaced.		Replace fixtures with levers that can be operated with a closed fist.	Medium	Medium	\$\$	Select Board / Town Coordinator
Nurse's Office Bathroom									
	Toilet	IMG_3498	Flush control needs to move to open side.		Reconfigure flush control to be on the open side of the stall.	Medium	Medium	\$\$	Select Board / Town Coordinator
	Sink	IMG_3498	Sink height is too high.	36"	Sink height should not exceed 34" from floor. If higher, replace with compliant sink.	Low	Medium	\$\$	Select Board / Town Coordinator

# Heath ADA Self-Evaluation & Transition Plan

## Heath Community Hall

Location	Element	Photo	Issues	Current Measure	Recommendations	Priority	Timeframe	Cost	Responsible Dept.
<b>Parking</b>									
	Accessible Parking	IMG_3533; IMG_3533	Accessible signage is low and not designating a proper parking space.		Install sign designating accessible parking space at minimum height of 60" from ground. Mark a space with paint that is at least 8 ft wide with a 5 ft aisle.	High	Short	\$\$	Select Board / Town Coordinator
<b>Approach and Entrances</b>									
Accessible Entrance	Doorway	IMG_3533	Doorway width is too narrow and there is not enough room to maneuver.		Doorway needs a clear width of 32" when door is open to 90 degrees. There should be an open approach to the doorway that is at least 60" in depth and have at least 18" of maneuvering clearance beyond the latch side on on the pull side of the door.	High	Short	\$\$\$	Select Board / Town Coordinator
Accessible Entrance	Power Assist	IMG_3533	No push button for automatic door opener.	0	Install automatic door opener with accessible push button.	Medium	Short	\$\$\$\$	Select Board / Town Coordinator
<b>Access to Goods and Services</b>									
Entire Building	Elevator	IMG_3516	Elevator is not currently operable. Maintenance company is looking for parts, but may be obsolete.		Repair or replace elevator to provide accessible route between floors. Ensure interior dimensions are at least 54" x 36" (preferably 60" x 80"), controls within reach range 15"-48", and floor identification signage on both sides of door jambs.	Medium	Medium	\$\$\$\$\$	Select Board / Town Coordinator
Kitchen	Counter	IMG_3521	Counter height is too high.	36"	Ensure at least a portion of counter is between 28" and 34" high with knee clearance where public use occurs.	Medium	Medium	\$	Select Board / Town Coordinator
<b>Men's Bathroom (Downstairs)</b>									
	Door Closer	IMG_3522	Door closes too fast.		Adjust door closer so that door takes a minimum of 5 seconds to close from 90 degrees to 12 degrees from latch.	High	Short	\$	Select Board / Town Coordinator
	Sink	IMG_3523	Sink width with paper towel dispenser is too narrow for approach.	25"	Ensure clear floor space of 30" x 48" for forward approach to sink. Relocate paper towel dispenser so that it does not obstruct approach.	High	Short	\$\$	Select Board / Town Coordinator
<b>Women's Bathroom (Downstairs)</b>									
	Soap Dispenser	IMG_3527	Soap needs to be mounted on wall.		Install a wall-mounted soap dispenser no higher than 48" from floor for forward reach or 44" for side reach.	High	Short	\$	Select Board / Town Coordinator
	Sink	IMG_3527	Sink width with paper towel dispenser is too narrow for approach.	25"	Ensure clear floor space of 30" x 48" for forward approach to sink. Relocate paper towel dispenser so that it does not obstruct approach.	High	Short	\$\$	Select Board / Town Coordinator

# Heath ADA Self-Evaluation & Transition Plan

## Sawyer Hall

Location	Element	Photo	Issues	Current Measure	Recommendations	Priority	Timeframe	Cost	Responsible Dept.
<b>Parking</b>									
	Accessible Parking	IMG_3565	There is no signage designating an accessible parking space nor is there adequate room for a space with aisle.	0	Install sign designating accessible parking space at minimum height of 60" from ground. Mark a space with paint that is at least 8 ft wide with a 5 ft aisle.	High	Short	\$\$	Select Board / Town Coordinator
<b>Approach and Entrances</b>									
Approach to ramp	Paved approach	IMG_3565	Paved approach to ramp from street or parking space is uneven with gaps.	2" gaps	Repair surface to eliminate gaps exceeding 1/4" and ensure smooth, stable, slip-resistant surface.	High	Medium	\$\$\$	Select Board / Town Coordinator
Exterior Ramp	Ramp Surface	IMG_3562; IMG_3563	Ramp has gaps and is not level.	2" gaps	Repair ramp surface to eliminate gaps exceeding 1/4" and ensure smooth, stable, slip-resistant surface.	High	Medium	\$\$\$	Select Board / Town Coordinator
Exterior Ramp	Cross Slope	IMG_3562	Cross slope is excessive.		Repair ramp to ensure cross slope does not exceed 1:48 (2.08%).	High	Medium	\$\$\$	Select Board / Town Coordinator
Exterior Ramp	Landing	IMG_3563	Landing is not wide enough.	50" x 54"	Extend landing to be at least 60" x 60" at top and bottom of ramp for proper turning space.	High	Medium	\$\$\$	Select Board / Town Coordinator
Exterior Ramp	Railings	IMG_3563	Railings do not extend 12" past end of ramp and return to rail.		Extend railing 12" past ramp and return it to the railing.	High	Medium	\$\$\$	Select Board / Town Coordinator
<b>Access to Goods and Services</b>									
Historical Society	Door Hardware	IMG_3548	Door handle needs to change to lever style.		Replace door hardware with lever-style fixtures that can be operated with a closed fist.	Low	Long	\$	Select Board / Town Coordinator
Hallway	Dropbox	IMG_3549	Dropbox is mounted too high.	55"	Lower dropbox so that operable parts are no higher than 48" from floor for forward reach or 44" for side reach.	High	Short	\$\$	Select Board / Town Coordinator
Post Office	Accessible Route	IMG_3552; IMG_3550	Metal shelf creates narrow clearance for entering office.	27"	Remove or relocate metal shelf to provide minimum clear width of 32" for accessible route into office.	High	Short	\$	Select Board / Town Coordinator
Post Office	Interior Doorway	IMG_3550	Doorway to hallway is adequate.	36"	Maintain minimum clear width of 32".	Low	N/A	\$	Select Board / Town Coordinator
Women's Bathroom									
	Door Hardware	IMG_3555	Door needs to be self-closing.		Install closer on door so that it self-closes.	High	Short	\$	Select Board / Town Coordinator

# Heath ADA Self-Evaluation & Transition Plan

## Fire Station

Location	Element	Photo	Issues	Current Measure	Recommendations	Priority	Timeframe	Cost	Responsible Dept.
<b>Parking</b>									
	Accessible Parking	IMG_3571	There are no signs designating accessible parking spaces.		Install signs designating accessible parking spaces at a minimum height of 60" from ground to bottom of sign. Mark spaces on pavement that are at least 8 ft wide with a 5 ft aisle.	Low	Long	\$\$	Select Board / Town Coordinator
<b>Approach and Entrances</b>									
Main entrance	Door Hardware	IMG_4669	Door handle needs to change to lever style.		Replace door hardware with lever-style fixtures that can be operated with a closed fist.	Low	Long	\$\$\$	Select Board / Town Coordinator
<b>Access to Goods and Services</b>									
Bathroom	Bathroom		The bathroom is not accessible.		Renovate bathroom to meet ADA dimensions.	Low	Long	\$\$\$\$	Select Board / Town Coordinator

# Heath ADA Self-Evaluation & Transition Plan

## Highway Garage

Location	Element	Photo	Issues	Current Measure	Recommendations	Priority	Timeframe	Cost	Responsible Dept.
<b>Parking</b>									
	Accessible Parking	IMG_3571	There are no signs designating accessible parking spaces.		Install signs designating accessible parking spaces at a minimum height of 60" from ground to bottom of sign. Mark spaces on pavement that are at least 8 ft wide with a 5 ft aisle.	Low	Long	\$\$	Select Board / Town Coordinator
<b>Approach and Entrances</b>									
Main entrance	Door Hardware	IMG_3572	Door handle needs to change to lever style.		Replace door hardware with lever-style fixtures that can be operated with a closed fist.	Low	Long	\$\$\$	Select Board / Town Coordinator
<b>Access to Goods and Services</b>									
Bathroom	Bathroom		The bathroom is not accessible.		Renovate bathroom to meet ADA dimensions.	Low	Long	\$\$\$\$	Select Board / Town Coordinator

# Heath ADA Self-Evaluation & Transition Plan

## Transfer Station

Location	Element	Photo	Issues	Current Measure	Recommendations	Priority	Timeframe	Cost	Responsible Dept.
<b>Parking</b>									
	Accessible Parking	IMG_3570	There are no signs designating accessible parking spaces.		Install signs designating accessible parking spaces at a minimum height of 60" from ground to bottom of sign. Mark spaces on pavement that are at least 8 ft wide with a 5 ft aisle.	Medium	Medium	\$\$	Select Board / Town Coordinator
<b>Access to Goods and Services</b>									
	Dumsters	IMG_3567	There are steps to access various dumpsters or operable parts are too high.		Replace stairs with ramps or add ramps that are at least 36" wide, a slope that does not exceed 8.33%, and a 60" x 60" landing space for turning. Or create ramps for easier access.	Medium	Medium	\$\$\$	Select Board / Town Coordinator

# Appendix A

Heath's Notice of Nondiscrimination and Complaint Procedure

# TOWN OF HEATH

MASSACHUSETTS



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## **Americans with Disabilities Act**

The Town of Heath does not discriminate on the basis of disability in its programs, services, activities and employment practices.

If you need auxiliary aids and services for effective communication (such as a sign language interpreter, an assistive listening device or print material in digital format) or reasonable modification to programs, services or activities contact the ADA Coordinator as soon as possible, preferably 5 (five) business days before the activity or event.

A grievance procedure is available to resolve complaints.

Upon request, this notice is available in alternative formats such as large print or Braille.

Maya Jalbert, 413-337-4934, ext. 000, [bos@townofheath.org](mailto:bos@townofheath.org)

## **Americans with Disabilities Act Grievance Procedure**

Complaints concerning discrimination on the basis of disability by the Town of Heath may be sent to Maya Jalbert, [bos@townofheath.org](mailto:bos@townofheath.org). Maya Jalbert will contact the complaint within 15 calendar days after receipt of the complaint to discuss the complaint and will respond in writing within 15 days of the discussion.

## **5.2 Non-Discrimination**

The Town recognizes the right of individuals to work and advance on the basis of merit, ability, and potential without regard to age, sex, marital status, race, color, creed, national origin, disability, veteran status, military status, or sexual orientation. Non-discrimination and equal opportunity are the policy of the Town in all of its employment programs and activities.

The Town is also committed to taking affirmative measures to ensure equal opportunity in the areas of recruitment, hiring, promotion, demotion or transfer, layoff or termination, rates of compensation, in-service training programs, and all other terms and conditions of employment. The town is committed to fostering and encouraging a workplace comprised of individuals of diverse backgrounds, age, sex, marital status, race, color, creed, national origin, disability, veteran status, military status, and sexual orientation.

Based on this understanding, the Town shall:

Recruit, hire and promote in all job classifications without regard to age, sex, marital status, race, color, creed, national origin, disability, veteran status, military status, or sexual orientation.

Make decisions about employment so as to encourage the development of a diverse workforce.

Ensure that employment and promotion decisions are made in accordance with the principles of equal opportunity but imposing only valid, job-related requirements for employment and promotional opportunities.

Ensure that all other personnel actions such as compensation, benefits, transfers, layoff, recall, training, and social and recreational programs will be administered without regard to age, sex, marital status, race, color, creed, national origin, disability, veteran status, military status, or sexual orientation.

Prohibit any kind of harassment based on age, sex, marital status, race, color, creed, national origin, disability, veteran status, military status, or sexual orientation.

No retaliatory action against those persons who file complaints of discrimination or against individuals who cooperate in such investigations will be tolerated. Violation of this policy will lead to appropriate disciplinary action up to and including termination from Town service.

Anyone who feels that he or she has been discriminated against by the Town on the basis of age, sex, marital status, race, color, creed, national origin, disability, veteran status, military status, or sexual orientation in employment practices may file a grievance in accordance with the procedures described in Section 5.4 of this Policy.

### **5.5 *Discrimination Grievance Procedure***

The purpose of this procedure is to encourage local resolution of grievances concerning employment. It is important to note that grievants are not required to exhaust the Town's procedures prior to filing a state or federal complaint or taking court action.

Anyone who feels that he or she has been discriminated against by the Town on the basis of age, sex, marital status, race, color, creed, national origin, disability, veteran status, military status, or sexual orientation in employment practices may file a grievance.

Grievances must be in writing and should include information about the alleged discrimination such as name, address, phone number of grievant and location, date and description of the problem and what resolution is sought. Reasonable accommodations, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities who are unable to submit a written complaint. The following steps shall be used in resolving the grievance:

**STEP 1** Within five (5) working days of an event giving rise to a grievance, an employee should discuss the grievance with his/her supervisor/Department Head in a mutual effort to resolve the grievance. In the absence of a supervisor, the employee should informally discuss the grievance with the Board of Selectmen.

**STEP 2** If, within five (5) working days after such conference, a satisfactory understanding and/or solution of the grievance has not been reached, then either the Department Head or the employee may refer the grievance in writing to the Selectmen. The Selectmen shall conduct a hearing and render a written decision within ten (10) working days of such hearing. The decision rendered by the Board of Selectmen shall be final and binding on all parties.

All grievances received by the Board of Selectmen and responses from same, will be kept by the Town in accordance with applicable public records statutes. Such documents will remain strictly confidential.

No retaliatory action will be taken against those persons who file complaints of discrimination on the basis of age, sex, marital status, race, color, creed, national origin, disability, veteran status, military status, or sexual orientation or against individuals who cooperate in such investigations.

## **Appendix B**

Summary of responses by Heath Department Heads regarding ADA Policy Requirements

Effective Communication Checklists

General Nondiscrimination Checklists

Website Checklists

# Heath ADA Self-Evaluation

Effective Communication Checklist		Total Responses	
		Yes	No
1)	Does the public entity know how to provide the following for people who are deaf or hard of hearing?		
	a. Sign language, oral, and cued speech interpreters	1	3
	b. Video remote interpreting (VRI) services		3
	c. Computer-assisted real-time transcription (CART) services		4
	d. Assistive listening devices	1	3
	e. Open and closed captioning of videos		4
	f. Real time captioning of television programs		4
	g. Other		
2)	Does the public entity know how to provide documents in the following formats for people how are blind or visually impaired and others with print disabilities?		
	a. Braille	1	3
	b. Large print	2	2
	c. Audio recordings	1	2
	d. Accessible electronic formats that can be accessed by screen reading software (plain text or html)	2	2
	e. Screen reader software installed on a computer that is used by the public (ie. library)		4
	f. Magnification software installed on a computer that is used by the public (ie. computer lab)		4
	g. Optical readers	1	3
	h. Other		1
3)	Does the public entity have a policy or procedure to handle requests for auxiliary aids and services?		4
4)	Are employees and officials aware of the public entity's obligation to provide auxiliary aids and services?	4	
5)	Do employees and officials know how to arrange for auxiliary aids and services? Arrangements could be made directly or through the ADA coordinator or another staff person.	2	2
6)	Does the public entity give primary consideration to the person with a disability when determining what type of auxiliary aid or service to provide?	3	
7)	Are employees and officials aware that it is inappropriate to request that family members and friends of people who are deaf serve as sign language interpreters, except in emergencies or if the individual wants the family member or friend to interpret and it's appropriate to do so?	1	3
8)	Are employees and officials aware that a companion of a program participant has a right to auxiliary aids and services if the companion has a communication disability and is an appropriate person with whom the public entity should or would communicate?	1	3
9)	Are captions and audio description provided on videos and television programs the public entity produces and videos on its website?		4
10)	Does the public entity have a policy or procedure for determining if an auxiliary aid or service would be an undue financial and administrative burden?		4

# Heath ADA Self-Evaluation

<b>Effective Communication Checklist</b>		<b>Total Responses</b>	
	<b>Questions</b>	<b>Yes</b>	<b>No</b>
11)	Do employees and officials know how to respond to telephone calls made through Video Relay Services and Telecommunication Relay Services so that the calls are responded to in the same manner as other telephone calls?		<b>4</b>
12)	Where telephones are available to the public for making outgoing calls, such as in hospital waiting rooms, are TTYs available for people with hearing and speech disabilities?		<b>3</b>
13)	Do telephone emergency services, including 911, provide direct access to people who use TTYs and computer modems?	<b>1</b>	<b>2</b>

# Heath ADA Self-Evaluation

General Nondiscrimination Checklist		Total Responses	
		Yes	No
1)	Do policies, practices and procedures provide an equal opportunity for people with disabilities to participate in services, programs and activities; that is, do policies not discriminate against people on the basis of disability?	2	1
2)	Are there circumstances in which the participation of a person with a disability would be excluded or restricted?	1	3
3)	If yes, are the exclusions or restrictions necessary to the operation of the program or to the safety of other participants?	1	1
4)	Are there separate services, programs or activities for people with disabilities or a class of people with disabilities?		3
5)	Do all employees who contract with outside agencies, organizations or businesses know that the public entity's obligations apply whether the public entity provides the service, program or activity directly or contracts for it?	1	2
6)	Does the public entity notify each contractor of its responsibilities for providing contracted services in a nondiscriminatory manner?		2
7)	Does the public entity require assurances from contractors of their fulfillment of Title II requirements?		2
8)	Are there procedures to ensure that contractors provide the services, programs and activities in a nondiscriminatory manner consistent with the Title II requirements?		2
9)	Are employees and officials aware that the public entity is obligated to make a reasonable modification in policies, practices, or procedures if the modification is necessary for a person with a disability to participate?	4	
10)	Are employees and officials aware that:		
	a. The public entity must allow service animals to accompany people with disabilities in all areas where people without service animals are allowed to go?	4	
	b. Only two questions may be asked: (1) Is the dog a service animal required because of a disability? and (2) What work or task has the dog been trained to perform?	3	1
	c. The public entity may not ask about a person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task?	4	
	d. A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken and, in these circumstances employees must offer the person with the disability the opportunity to obtain goods or services without the animal's presence?	4	
	e. The public entity must permit a miniature horse to accompany a person with a disability where reasonable?	2	2
11)	Are employees and officials aware that:		
	a. People with mobility disabilities may use wheelchairs, scooters and manually-powered mobility aids, such as walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities in any areas open to pedestrian use?	4	

# Heath ADA Self-Evaluation

General Nondiscrimination Checklist		Total Responses	
		Yes	No
	b. People with mobility disabilities may use other power-driven mobility device in any areas open to pedestrian use unless the public entity can demonstrate that the class of other power-driven mobility devices cannot be operated in accordance with legitimate safety requirements?	3	1
	c. They may not ask about the nature and extent of the individual's disability, but may ask an individual to provide a credible assurance that the mobility device is required because of the person's disability?	4	
12)	Are employees and officials aware that the public entity may not place a surcharge on people with disabilities to cover the costs of measures, such as the provision of auxiliary aids or program accessibility, that are required to provide nondiscriminatory treatment?	4	
13)	Are tickets for accessible seats sold during the same hours; through the same methods of purchase (by telephone, on site, through a website, or through third-party vendors); and during the same stages of sales (pre-sales, promotions, general sales, wait lists, or lotteries) as non-accessible seats?	1	
14)	If accessible seating is not available in areas of the venue with lower prices, is lower priced accessible seating available in higher priced locations?		
15)	Do venues and third-party sellers provide the same information about accessible seats as provided about non-accessible seats?		
16)	Can ticket sellers describe accessible seating in enough detail to permit the purchaser to determine if a seat meets his or her needs?		
17)	Do ticket sellers know that people purchasing a ticket for a wheelchair space may purchase up to three additional seats for their companions as close as possible to the wheelchair space and that these companion seats may include wheelchair spaces?		
18)	Do ticket sellers know that unsold accessible seats may be released and sold to members of the general public in only one of three circumstances: when all non-accessible seats have been sold (excluding luxury boxes, club boxes, suites, and seats the venue holds been sold; or when all non-accessible seats in a particular price category have been sold back when declaring a sell-out); or when all non-accessible seats in a particular seating section have been sold; or when all non-accessible seats in a particular price category have been sold?		
19)	If the venue permits patrons to give or sell their tickets to others, does the venue know that the same right must be extended to patrons with disabilities and that those tickets may be sold to someone who does not have a disability?		
20)	Do ticket sellers know that for single event tickets, venues may ask purchasers to state that they require, or are purchasing tickets for someone who requires, the features of an accessible seat?		
21)	Do ticket sellers know that for series of events tickets, purchasers may be asked to attest in writing that they require, or are purchasing tickets for someone who requires, the features of an accessible seat?		
22)	Is information about the public entity's accessible services, activities and facilities available to the public and to current and future program participants?	1	

# Heath ADA Self-Evaluation

## Website Accessibility Checklist

Website Accessibility Checklist		Total Responses	
		Yes	No
1)	Is there a policy that the public entity's webpages will be accessible, that is, in compliance with the W3C Web Content Accessibility Guidelines (WCAG) 2.0 or Section 508 Standards?		2
2)	Are the staff and contractors who are responsible for webpage and content development aware of the policy?	1	1
3)	Are the staff and contractors who are responsible for webpage and content development knowledgeable about these standards?	1	1
4)	Has the website been tested for compliance with either of these standards?	1	1
5)	If yes, have people with disabilities who use screen reading software and other assistive technology participated in the evaluation?		1
6)	Is there a plan for making the existing web content accessible?	2	1
7)	Is there a plan for making future web content accessible?	1	2

# Appendix C

Heath Website ADA Compliance Report

# TownOfHeath.org - ADA\WCAG Compliance Report

Montague WebWorks – March 2026  
(413) 320-5336 – info@montaguewebworks.com

Local governments provide info about their boards, services, and activities through their websites. When these websites are not accessible, they can create barriers for people with visual disabilities. As you know, new rules have been adopted relating to **Web Content Accessibility Guidelines (WCAG)**. We have prepared this report to update you on where your website currently stands, let you know about modifications we made to improve compliance, and provide you with guidance to ensure you maintain an accessible website going forward.

We reviewed your homepage and one inner page (the select board page) for compliance using two simple ADA checking tools **WAVE.WebAIM.org** and **Axe's DevTools** Chrome browser extension. These tools look for a variety of potential issues on a website. WebAIM uses a rating of 1 – 10, with 10 being best. Axe's DevTools simply provides a list of issues, and so we modified your homepage until that list got to zero (0).

We also tested using **SkyNet Technologies'** ADA tool, which is extremely strict, and the highest score any town received was 82.42%. Getting the score higher will take a bunch of work, more than we're already invested in this project. Contact us if you need to raise this score before the April 2027 deadline.

## **Your Scores:**

- **WebAIM Homepage score: 9.6**
- **WebAIM Inner page score: 9.3**
- **SkyNet Technologies Score: 55.68%**
- **Images missing an Alt text: 30 \* [many carousel images with no alt text]**

## **Regarding website text color contrast, images' Alt text, and other issues found**

One of the two main issues for ADA\WCAG compliance on websites is text contrast, which we generally control. We found some contrast issues (navigation, graphic hot links, and footer) and have fixed them all.

The other main issue is ensuring there is an "Alt text" on all site images for people who use screen readers. Without an Alt text, visitors to your website that have sight issues will not know what the images are about, or even that they're there. \* Your site has no images that are missing Alt text (see "ADA Check", next page).

Context is an important issue for screen readers, including the proper cascading of header titles H1, H2, etc., so we spent some time modifying your homepage to ensure the proper order of heading levels. We also ensured the use of "**Landmarks**" in your templates, updating as needed. Landmarks are semantic HTML elements that divide a web page into meaningful, contextual regions, like <header> <nav> <main> <section> <footer> etc., enabling assistive technologies to navigate quickly, and non-sighted users to "get" how the page is arranged.

Additionally, sites that use assistive technology add-ons, such as **UserWay**, improve a website's score and usability. **UserWay has been installed on your site since 2023**, and includes a compliant text-sizing tool.

## **Regarding PDF files**

Massachusetts requires PDFs, particularly from state/local government entities, to comply with WCAG 2.1 Level AA standards by April 24, 2027 (2026 for large cities).

They further say all website content should be in HTML whenever possible. If a PDF is necessary, an accessible alternative, such as a text or HTML file, should be provided. If a PDF is used, it must be properly tagged, have a logical reading order with proper headings, include alternative text for images, and accessible fonts. Using the built-in accessibility checkers in Microsoft Office before exporting to PDF is recommended. **Never Use Scanned PDFs.** PDFs created by scanning are in essence a photograph and are not searchable or machine-readable (ie; screen readers), and thus fail accessibility standards.

**In light of this new official guidance**, and to get ahead of the 2027 small-town deadline, Montague WebWorks is adding a second editable text area for Calendar events to be used for meeting minutes. This enables board and committee clerks to do a simple copy/paste for both your agendas (main body of calendar event) and minutes (second tab of event). These will be properly landmarked and labeled for both screen readers and sighted visitors to easily access these important records. This new, free feature will be completed in early April 2026.

### Looking to the future

New Web ADA Policies will need to be adopted by your web admins to ensure any future updates made to the website always include these required elements:

- If an image is included in a post, whether it's a news article or a calendar event or department page, etc., the Alt text **MUST** be included. Every time. Just click the little yellow gear icon.
- When adding text to the website, if a color is going to be manually applied, the person posting **MUST** ensure the contrast between text color and background color is high, like black on white. If you are uncertain, you can run the WebAIM check on that page. (Go to **ADA Check** for the link.)
- If meeting agendas and minutes are to be posted, the new AG recommendation is to use a web page instead of a PDF. You can avail yourself of the new calendar feature for that purpose (see, above).
- Every few months someone should review the **ADA Check\*** page on the website and fix any new issues. You can always contact Montague WebWorks if you have questions.

\* Montague WebWorks has recently added a new **ADA Check** page to review your website's compliance. On this page you will find links to WCAG-checking websites, as well as a list of all images on your website missing Alt text. Over time more features will be added to this page to ensure you stay ahead of compliance issues.

**Bottom line: your website is in good shape**, and through the new ADA Check page, Alt text can be easily applied anywhere it is missing, and your site can be re-checked for issues at will.

When MWW set up your website for you, we did our best to ensure it would pass ADA standards at the time. Putting robust policies into place, like those above, will ensure your website stays compliant long in the future. MWW is committed to ensuring your website is easy to edit, easy to navigate, and ADA compliant.

**Call us if you have any questions, or if you want to schedule free training in the art of ADA web compliance.**

Thank you for the opportunity to host your official town website.

Mik Muller and Donna DuSell, Montague WebWorks, March 2026, (413) 320-5336

## **Appendix D**

Photographs documenting issues found in the Transition Plan.

## Town Offices



IMG\_3433.JPG



IMG\_3452.JPG



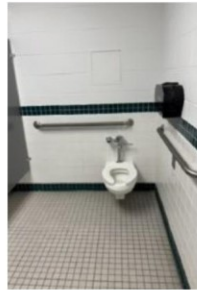
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IMG\_3498.JPG



IMG\_3432.JPG



IMG\_3451.JPG



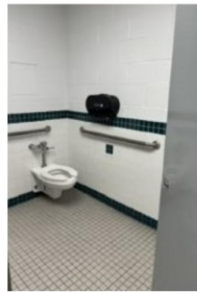
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IMG\_3492.JPG



IMG\_3430.JPG



IMG\_3450.JPG



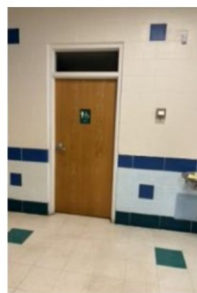
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IMG\_3482.JPG



IMG\_3427.JPG



IMG\_3447.JPG



IMG\_3462.JPG



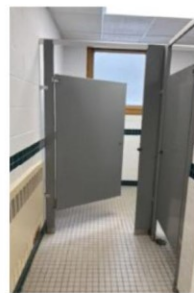
IMG\_3479.JPG



IMG\_3501.JPG



IMG\_3434.JPG



IMG\_3454.JPG

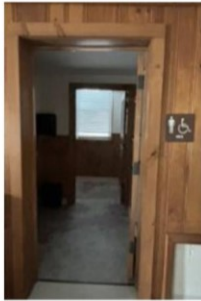


IMG\_3478.JPG

**Community Hall**



IMG\_3523.JPG



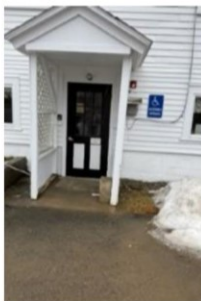
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IMG\_3521.JPG



IMG\_3516.JPG



IMG\_3533.JPG



IMG\_3527.JPG

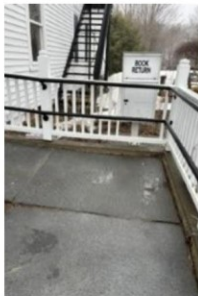
## Sawyer Hall



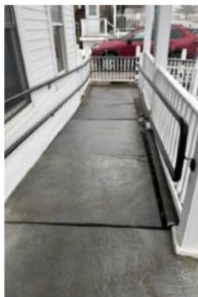
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IMG\_3548.JPG



IMG\_3563.JPG



IMG\_3562.JPG



IMG\_3552.JPG



IMG\_3555.JPG



IMG\_3550.JPG

## Fire Station



IMG\_4667.jpeg



IMG\_3571.JPG



IMG\_4669.jpeg

## Highway Garage



## Transfer Station



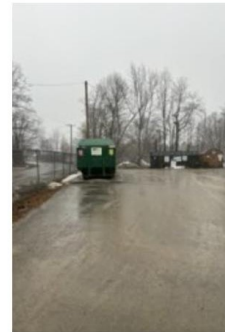
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IMG\_3570.JPG



IMG\_3569.JPG



IMG\_3568.JPG



IMG\_3567.JPG