

About the New England ADA Center

The New England ADA Center is one of 10 regional ADA Centers comprising the [ADA National Network](#). Since 1991, the ADA National Network has provided information, guidance and training on the Americans with Disabilities Act (ADA), tailored to meet the needs of business, government and individuals at local, regional and national levels.

We are not enforcement or regulatory agency, but a helpful resource supporting the ADA's mission to "make it possible for everyone with a disability to live a life of freedom and equality." Call our toll free number to get your ADA questions answered 1-800-949-4232.

[The ADA National Network](#)



The New England ADA Center is located in Boston at the [Institute for Human Centered Design \(IHCD\)](#). IHCD is an educational, international non-profit. While the New England ADA Center provides access to information and guidance on disability rights laws and codes, IHCD provides education and consultation about best practices that go beyond legal requirements to design places, things, communication and policy that promote design that works for everyone across the spectrum of ability and age and enhances human experience. Call (1-617-695-1225) or visit us.

The New England ADA Center offers an Action Guide to assist municipalities in compliance in workable and positive ways. The excerpt below explains the first of seven steps. Step 1 lays the foundation for having a successful Action Plan grow out of the Transition Plan.

Find the entire ADA Action Guide here <https://www.adaactionguide.org/>

Step 1 – Start Implementation:

Each public entity must formulate an approach that best suits itself and the community it serves. There is no one approach to compliance.

Commitment by the public entity's senior political and executive leadership is essential and can be expressed in a variety of ways. A well-publicized public declaration of support or adoption of a formal policy statement can set a positive tone that facilitates staff involvement and promotes support and cooperation.

Most public entities start by appointing an ADA Coordinator and putting together an ADA team...

ADA Team

A team approach is key to achieving successful compliance for several reasons. First, the self-evaluation and transition plan require collecting information from all programs, services, and activities of the entity. This is too large a task for one person. Second, the transition plan and self-evaluation require varied expertise and specialized skills.

One of the important aspects of putting together a team is to identify the various players needed for this effort. The following criteria should be considered:

Representation of all departments

Each department or other major organizational unit should designate a liaison to participate in overall planning and decision making, collect information regarding his or her department's policies and practices, inform staff within the department of ADA requirements, and serve as contact person for the public within that department.

Special skills and expertise

Including staff and/or external parties with skills and expertise in the following areas will be very helpful to the team:

- finance and budgeting
- capital planning
- facilities management
- employment
- contracts and purchasing
- public works
- communication accessibility

Involvement of people with disabilities

There are several reasons to include people with disabilities. First, the regulation requires that public entities provide an opportunity for people with disabilities and other interested individuals or organizations to review and comment on the self-evaluation and transition plan. Second, involving the end users in the process will generate solutions that are creative and effective. Third, involving people with disabilities in decision-making will strengthen the accountability of the process and ensure wise use of limited public resources. The team should include representation of as wide a range of disabilities as possible. People with physical, visual, hearing, speech, intellectual, learning, behavioral health, and other disabilities may be included on the team.

ADA Training

Learning about the ADA, both the purpose and requirements, is critical. Participants should include staff, board members, committee chairs and others involved in running the public entity. Some public entities hold on-site trainings and invite the public. Here are a few training possibilities:

[ADA National Network Centers](#)

The ten ADA Centers and their state affiliates provide training on every aspect of the ADA.

[ADA Basics](#)

Web-based, free, covers the basic principles and core concepts in the five titles of the ADA. A project of the ADA National Network and sponsored by the Southeast ADA Center.

[ADA Title II Tutorial](#)

Web-based, free, covers the **basic principles and core concepts of title II**. A project of the ADA National Network and sponsored by the Southeast ADA Center.

[ADA Title I Employment Requirements](#)

Web-based, free, covers title I employment. A project of the ADA National Network and sponsored by the New England ADA Center.

[Annual Mid-Atlantic ADA Update Conference](#)

The region's leading 3-day conference, featuring speakers from federal agencies such as the U.S. Departments of Justice and Transportation, Equal Employment Opportunity Commission, and the Access Board. Sponsored by the Mid-Atlantic ADA Center.

[National ADA Symposium](#)

Four day event includes more than seventy breakout sessions on every aspect of the ADA. It is a project of the ADA National Network and is organized and run by the Great Plains ADA Center.