

HISTORICAL SOCIETY OF OCEAN GROVE

National Historic District Heritage Availability

Americans With Disability Act (ADA)

Self-Evaluation and Transition Plan

I. ORGANIZATIONAL BACKGROUND

The Historical Society of Ocean Grove (HSOG) was established in 1969 as a direct result of a 100th Anniversary year long celebration of the founding of the Ocean Grove. Ocean Grove is located on a 325 acre site on the Atlantic Ocean in Monmouth County. Its mission is to preserve, document and encourage community interest in the history of Ocean Grove and the Camp Meetings, and to preserve aspects of the Victorian period. Over twenty-five programs are offered each year by the HSOG. The Museum and Centennial Cottage are located in the historic district's heart and open free to the public. Walking tours are provided of this area including the Great Auditorium and an owner's tent. A collection of over 8,000 artifacts is on display permanently or in annual exhibits and many rotating mini-displays. An extensive research capability is also available.

The Historical Society of Ocean Grove (HSOG) is committed to providing safe, convenient and dignified access to all visitors of its Museum, Centennial Cottage, and other locations where our programs are offered. As an internationally recognized center for historic research and the nations, largest grouping of genuine Victorian architecture, Ocean Grove is visited by a diverse population. Included in the visitors to HSOG programs and events, in excess of 10,000 people a year is an increasing number of people of all ages who have disabilities. In addition to providing access to visitors with disabilities, the HSOG is also committed to removing physical barriers to its employees.

The HSOG Museum is at street level and public transportation by bus is two blocks away. The entrance has double front doors which can be opened to accommodate entrance by all access transport equipment. This door was a specially acquired Victorian door with the original hardware. The door handle is not ADA compliant. A one hour call in advance will ensure a volunteer docent is available at the door to assist with any access requirements. The main floor of the Museum has no other barriers to access. The downstairs gallery which houses the main annual exhibit is only accessible by a number of stairs. A large monitor on the main floor provides a series of pictures of the entire exhibit for viewing upstairs by mobility impaired. In addition attached to this monitor is a enlargement scanner that can be used with any of the available research materials in the museum for visually impaired visitors. A volunteer docent will provide assistance if requested. In addition, a sign-interpreter can be available if arrangements are made by phone two weeks in advance of the visit. There is one disability parking space located directly across the street from the front door. One of our most crucial major objectives is to expand and reorganize the Museum facility to accommodate needs for an elevator, ADA compliant bathroom, and our strategic growth. Currently, bathroom facilities during the season are located next door with ramp access or fully compliant ADA restroom all the time one and a half blocks away attached to the Youth Temple. A recent effort to obtain a NJ Cultural Trust Project Grant to support this objective was not approved. The Centennial Cottage is an original 1884 small summer cottage that is currently not available for those with mobility impairments and will require a major design effort to develop a future ramp access in concert with the Victorian architecture. Regularly scheduled walking tours can include sign-interpreters if scheduled 2 weeks in advance. All the historic literature and brochures available to the public can be provided in digital format on CD for the sight impaired upon request. TTY or TDD capability exists for hearing impaired via New Jersey relay.

II. ORGANIZATIONAL POLICIES & PRACTICES

A. POLICY OF NON-DISCRIMINATION

The Historical Society of Ocean Grove is an equal opportunity employer. The organization's hiring policy is to find the individual best suited for the job regardless of disability or cultural background.

B. EMPLOYMENT PRACTICES

The Historical Society of Ocean Grove has only one paid employee, an administrative assistant who has been an employee for more than 10 years. Based on the size of the HSOG organization, there is no requirement to have a position on the Executive Board as ADA Coordinator.

C. TRAINING

To assure quality customer care for patrons with disabilities, each year as part of the docent training workshop HSOG staff, board members, and volunteers are updated and reinforced on ADA, disability etiquette, effective communications, and accessible services.

III. GRIEVANCE PROCEDURE

HSOG makes every reasonable effort to make our facility and programs accessible to all members of the public, regardless of disability. To ensure that our programs remain accessible, Paper Mill sets forth the following grievance policy and procedure for constituents to file complaints about aspects of our programs or services with which they deem inaccessible.

Step 1

Anyone can express a grievance against a perceived lack of accessibility in HSOG's programs and/or facility.

A person with a grievance must communicate in an appropriate format (e.g.: audio tape, written form, etc.) to HSOG's 2nd Vice President. The aggrieved person has the right to request a meeting with this individual at the time of the grievance.

Step 2

Upon receipt of a complaint, the 2nd Vice President will be responsible for contacting the aggrieved person within one week to acknowledge receipt of the complaint. The 2nd Vice President will then review the complaint and write a formal memorandum to the appropriate staff person responsible for the area against which the grievance was filed. This memo would communicate that a grievance has been filed, what the grievance concerns, and would request a time for the appropriate staff person to meet and discuss the situation.

Step 3

Following this discussion, the staff member will be responsible for responding to the aggrieved person within one week of the grievance filing. If the response is positive, indicating that the problem will be corrected, a timeline for that correction must be included. If the response is negative, indicating that no correction will take place, the staff person must present a reason for the negative response and, if possible, a general timeline for addressing the problem.

This response will be copied to the Access Advisory Board and the HSOG President.

Step 4

All grievances and responses will be reviewed at the Access Advisory Board. Formal comment will be expressed if requested by the aggrieved person, or deemed necessary by an Access Advisory Board member.

In the case of a negative response, the Access Advisory Board may recommend to the responding staff person that he reconsider the response. All Access Advisory Board reviews and comments will be sent to the staff person whose actions are under review, as well as the HSOG President.

Step 5

If the Access Advisory Board makes recommendations to the staff person responsible for a *negative* response, that person must answer those recommendations in writing to the Access Advisory Board within sixty (60) days. If the answer is still negative, it must also be accompanied by a response from the HSOG President to the Access Advisory Board.

Step 6

If this does not yield satisfactory results, the aggrieved person may consider filing a suit against Paper Mill Playhouse.

A Copy of the ADA Grievance Form is available in the Museum and on the HSOG web-site at www.oceangrovehistory.org.

IV. SELF ASSESSMENT RESULTS AND REQUIREMENTS

The HSOG is continuing its leadership role by assuring that its programs and facilities are accessible. To that end, the HSOG has initiated several projects to pose solutions to physical, policy or procedural barriers which prevent complete access for people with disabilities. The table shown below, outlines the HSOG action plan based on self assessment.

DETAILED ACTION STEPS

COMPLIANCE AREA: EQUIPMENT/FACILITY

GOAL	Persons Responsible	2009	2010	2011	2012	Cost
Establish an Advisory Board with specific disability experience,	1 st Vice President	X				No Extra Costs
Provide clip boards for lower transactions at the Museum program registration desk and store.	Museum Chair	Done				No Extra Costs
Enhance signage for requesting handicap assistance.	Staff	Done				No Extra Costs
Provide an ADA compliant bathroom in Museum	Outside Contractors				X	To be determined
Install an elevator in the Museum	Outside Contractors				X	To be determined
Establish a design plan for a ramp access to Centennial Cottage	Cottage Co-chairs		X			To be determined
Install ramp access for Centennial Cottage	Outside Contractors			X		To be determined
Create accessible box office sales window and refreshment counter.	Outside Contractors				X	To Be Determined
Purchase loops compatible with the infrared assistive listening devices to assist hearing aid users.	Access Staff / Sound Department	FY03				\$500
Acquire additional wheelchair(s) for loan to patrons during performances.	Access / House Staff		X			Seeking Donation

COMPLIANCE AREA: PROGRAMS & SERVICES

GOAL	Persons Responsible	2009	2010	2011	2012	Cost / Resources
Have all printed information available in audio format (upon request)	Staff		X			\$250
Provide quality control and overall standards for outside service providers such as independent sign-interpreters for events.	Advisory Board		X			\$750
Arrange for annual ADA training workshop for volunteers and board members	Staff	X	X	X	X	No extra cost
Obtain audio equipment for hearing disabled for walking tours	Tour Chair	X				To be determined
Making HSOG website fully accessible to those with disabilities.	Advisory Board			X		To be determined
Inclusion of the “wheelchair” symbol on all HSOG print ads.	Publicity Chair		X			No extra cost

COMPLIANCE AREA: TRANSPORTATION

GOAL	Person Responsible	2009	2010	2011	2012	Cost / Resource
Order and create a Disabled Curb Cut in front of the museum	Staff/Neptune Road Department		X			No Extra Costs
Obtain designated Disabled Parking space in front of Museum	Staff/Neptune Road Department	X				No Extra Costs