



TOWN OF MILFORD
COMMISSION ON DISABILITY
52 Main Street, Milford, Massachusetts 01757

Harold S. Rhodes, Chairman
haroldrhodes@comcast.net 508-474-8728

On Wednesday, May 20, 2015, a meeting of the Milford Commission on Disability (MCOD) was held in Room 14 at the Milford Town Hall. Meeting was called to order at 7:05 PM by H. Rhodes, Chairman.

Members Present: Harold Rhodes (Chairman), Demetra Edwards, Susan Clark, Fran O'Neill, and Julie Gonzalez. A quorum of the membership was in attendance.

Members Unable to Attend: D. DeBartolomeis, M. Myatt, T. Andruskevich, J. Walsh

Guests in Attendance: Mike Nicholson, Tony Ferreira, and Teresa Graceffa.

Membership. The Commission has one vacancy.

Minutes: Minutes from the meeting on April 15, 2015 accepted unanimously as written on a motion by S. Clark and seconded by D. Edwards.

Treasurer's Report: The following balances were reported GF Account \$1130.00; Revolving Account \$2,082.84; and Gift Account \$0.00; Louisa Lake Platform Gift Account Balance: \$0.00. The Treasurer's Report was accepted unanimously on a motion by J. Gonzalez and seconded by F. O'Neill

Accessibility – Business

- a. Brief discussion regarding all matters of accessibility/business continue to be work in progress.
- b. H. Rhodes – Milford Regional Medical Center. H. Rhodes recommended the Milford Commission on Disability, upon final editing and review, send our final report to the MRMC for their consideration was accepted unanimously on a motion by H. Rhodes and seconded by S. Clark.
- c. H. Rhodes – Handicap Parking Funding. At recent meeting, Town Meeting unanimously passed Article 37. Beginning July 1, 2015, funds collected from handicap parking fines will be "*for the benefit of persons with disabilities*," administered by the Milford Commission on Disability.
- d. H. Rhodes – Fixed Route Public Transportation. Rep. Fernandes and R. Villani will discuss with state leaders and MWRTA about funding sources. Possible additional funding sources include CHNA-6 (see <http://foundation.milfordregional.org/aboutus/communitybenefits/>) and funding from the Town of Milford. H. Rhodes to develop alternative bus route system for review.

Next Meeting: Wednesday, June 17, 2015, 7:00p.m., Room 14, Milford Town Hall.

Adjournment: Meeting adjourned at 8:45p.m.

Respectfully Submitted,

Demetra Edwards
Secretary

CC: Board of Selectman
Department of Inspections
Town Accountant



TOWN OF MILFORD
COMMISSION ON DISABILITY
11 Janock Road, Milford, Massachusetts 01757

Harold S. Rhodes, Chairman
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Milford Commission on Disability

Response to Milford Regional Medical Center – Accessibility Survey Report

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- Page 3; Item 1. Main Entry Area. The Commission requests that the Hospital work with the Milford Building Commissioner (MBC) and the Commission to develop an acceptable timetable to make the Main Entry Area to be fully compliant, in addition to complying with 521 CMR 13.2.2.
- Page 3; Item 2. Education Department Office Signage. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable to make the Education Department Office Signage to be compliant.
- Page 4; Item 3. Mail Room Signage. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable to make the Mail Room Signage to be compliant.
- Page 4; Item 4. Men's & Women's Toilet Rooms Adjacent to the Chapel. The Commission requests that compliant signage directing persons to the nearest accessible toilet room be set in place next to the Men's & Women's Toilet Rooms Adjacent to the Chapel. Further, the Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Men's & Women's Toilet Rooms Adjacent to the Chapel to be fully compliant.
- Page 5; Item 5. Public Telephone Outside of the Chapel. The Commission requests that compliant signage directing persons to the nearest accessible public telephone be set in place next to the Public Telephone Outside of the Chapel. Further, the Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Public Telephone Outside of the Chapel to be compliant.
- Page 5; Item 6. Chapel Signage. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable to make the Chapel Signage to be compliant.
- Page 6; Item 7. Gift Shop. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable to make the Gift Shop to be fully compliant, in addition to complying with 521 CMR 7.2.1.
- Page 6; Item 8. Conference Rooms A and B. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable to make Conference Rooms A and B, and all other Conference Rooms, to be fully

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compliant, in addition to complying with 521 CMR 26.6.4; 521 CMR 26.6.3; and 521 CMR 41.1.1.

- Page 7; Item 9. Stair G West Signage. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable to make the Stair G West Signage to be compliant.
- Page 7; Item 10. Administration Entry Door. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable to make the Administration Entry Door to be compliant.
- Page 8; Item 11. Cafeteria Public Areas. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable to make the Cafeteria Public Areas to be fully compliant, in addition to 521 CMR 17.6.3.
- Page 8; Item 12. First Floor Pay Phone. The Commission requests that compliant signage directing persons to the nearest accessible public telephone be set in place next to the First Floor Pay Phone. Further, the Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the First Floor Pay Phone to be compliant.
- Page 9; Item 13. ICU Waiting Room Unisex Toilet. Until future renovations are completed, the Commission requests that compliant signage directing persons to the nearest accessible toilet room be set in place next to the ICU Waiting Room Unisex Toilet. Further, the Commission requests that the Hospital to work with the MBC and the Commission to develop an acceptable timetable for making the ICU Waiting Room Unisex Toilet to be fully compliant, in addition to 521 CMR 30.7.2.
- Page 9; Item 14. Stair M East – Handrails. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Stair M East – Handrails to be compliant.
- Stair M East – Nosings. As noted, *“The nosings on Stair M East are abrupt (in violation of) 521 CMR 27.3.”* The Commission requests the Hospital make its best efforts to determine a method to re-construct the Stair M East – Nosings to be compliant. The Commission may object to the variance request.

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- Page 9; Item 15. Stair M West – Handrails. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Stair M West – Handrails to be compliant.
- Stair M West – Nosings. As noted, *“The nosings on Stair M West are abrupt (in violation of) 521 CMR 27.3.”* The Commission requests the Hospital make its best efforts to determine a method to re-construct the Stair M West – Nosings to be compliant. The Commission may object to the variance request.
- Page 10; Item 16. Toilet Room Adjacent to Radiology Room 4. The Commission requests that compliant signage directing persons to the nearest accessible toilet room be set in place next to the Toilet Room Adjacent to Radiology Room 4. Further, the Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Toilet Room Adjacent to Radiology Room 4 to be fully compliant with 521 CMR 30.1.
- Page 10; Item 17. Water Fountain Near the ED Staff Toilet. Until future renovations are completed, the Commission requests that compliant signage directing persons to the nearest accessible water fountain be set in place next to the Water Fountain Near the ED Staff Toilet. Further, the Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Water Fountain Near the ED Staff Toilet to be compliant, if necessary.
- Page 11; Item 18. Emergency Department Reception. Until future renovations are completed, the Commission requests that compliant signage directing persons to the new Emergency Department Reception be set in place. Further, the Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the counter height in the Emergency Department Reception compliant, if necessary.
- Page 11; Item 19. Emergency Department’s Men’s Toilet Room. Until future renovations are completed, the Commission requests that compliant signage directing persons to the nearest accessible men’s toilet room be set in place next to the Emergency Department’s Men’s Toilet Room. Further, the Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Emergency Department’s Men’s Toilet Room to be fully compliant, if necessary.

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- Page 12; Item 20. Emergency Department Women’s Toilet Room. Until future renovations are completed, the Commission requests that compliant signage directing persons to the nearest accessible women’s toilet room be set in place next to the Emergency Department’s Women’s Toilet Room. Further, the Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Emergency Department’s Women’s Toilet Room to be fully compliant, if necessary.
- Page 12; Item 21. Floor 2 Ramp to Elevator A. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Floor 2 Ramp to Elevator A Handrails compliant.
- Page 13; Item 22. Floor 2 Ramp to Elevator B. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Floor 2 Ramp to Elevator B Handrails compliant.
- As noted, “On Floor 2 Ramp to Elevator B, a level landing is not provided at the change of direction. Level landings (60” x 60”) must be provided whenever a ramp changes direction (521 CMR 24.4).”* The Commission requests the Hospital to make its best efforts to determine a method to construct a Floor 2 Ramp to Elevator B Level Landing that is compliant. The Commission may object to the variance request.
- Page 13; Item 23. Hill Center Entrance. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Hill Center Entrance Handrails compliant.
- As noted, “At the Hill Center Entrance, the ramp has a cross slope of at least 3%. The maximum permitted slope is 2% (521 CMR 24.6).”* The Commission requests the Hospital to make its best efforts to determine a method to re-construct the Hill Center Entrance that is compliant. The Commission may object to the variance request.
- Page 14; Item 24. Floor 5 – Rooms 251 and 272. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable to determine how and when Floor 5 – Rooms 251 and 272 to be made compliant.
- Page 14; Item 25. Floor 5 Family Waiting Toilet Room. The Commission requests that compliant signage directing persons to the nearest accessible toilet room be set in place.

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Further, the Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Floor 5 Family Waiting Toilet Room to be fully compliant.

- Page 15; Item 26. Lip on Floor 5 Common Shower. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Lip on Floor 5 Common Shower to be compliant.
- Page 15; Item 27. Examination Tables in Physician Offices. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable to determine whether the physician office practice requires adjustable examination tables to be compliant.
- Page 15; Item 28. OB Toilet Room. The Commission requests that compliant signage directing persons to the nearest accessible toilet room be set in place next to the OB Toilet Room. Further, the Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the OB Toilet Room to be fully compliant.
- Page 16; Item 29. Infusion Toilet Room. The Commission requests that compliant signage directing persons to the nearest accessible toilet room be set in place next to the Infusion Toilet Room. Further, the Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Infusion Toilet Room fully compliant.
- Page 16; Item 30. Cardiac Lab Men's Toilet Room. The Commission requests that compliant signage directing persons to the nearest accessible toilet room be set in place next to the Cardiac Lab Men's Toilet Room. Further, the Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Cardiac Lab Men's Toilet Room to be fully compliant.
- Page 16; Item 31. Cardiac Lab Women's Toilet Room. The Commission requests that compliant signage directing persons to the nearest accessible toilet room be set in place next to the Cardiac Lab Women's Toilet Room. Further, the Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Cardiac Lab Women's Toilet Room to be fully compliant.
- Page 17; Item 32. Emergency Department Toilet Room Adjacent to Triage. Until future renovations are completed, the Commission requests that compliant signage directing persons

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to the nearest accessible toilet room be set in place next to the Emergency Department Toilet Room Adjacent to Triage. Further, the Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Emergency Department Toilet Room Adjacent to Triage to be fully compliant, if necessary.

- Page 17; Item 33. Main Entry Accessible Parking. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Main Entry Accessible Parking compliant.
- Page 17; Item 34. Main Entrance Exterior Ramp and Handrails. As noted, *“At the Main Entrance, the cross slope of the ramp is at least 5%. The maximum permitted slope is 2% (521 CMR 24.6).”* The Commission requests the Hospital to make its best efforts to determine a method to re-construct the Main Entrance Exterior Ramp to be compliant, including compliant Main Entrance Exterior Ramp Handrails. The Commission may object to the variance request.
- Page 18; Item 35. Emergency Department Parking. As noted, *“At the Emergency Department Parking, the cross slope of the spaces is at least 4%. The maximum permitted slope is 2% (521 CMR 24.4.3).”* The Commission requests the Hospital to make its best efforts to determine a method to re-construct the Emergency Department Parking to be compliant. The Commission may object to the variance request.
- Page 18; Item 36. Hill Center Parking and Entrance Ramp. As noted, *“At the Hill Center Parking, the cross slope of the spaces is at least 4%. The maximum permitted slope is 2% (521 CMR 24.4.3).”* Further, *“According to 521 CMR 23.4.3, “Parking spaces shall be level with surface slopes not exceeding 1:50 (2%) in all directions.”* The Commission requests the Hospital to make its best efforts to determine a method to re-construct the Hill Center Parking and Entrance Ramp that is compliant. The Commission may object to the variance request.
- Page 19. Conference Rooms. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making all of the Conference Rooms to be fully compliant and remain compliant. (Same as Page 6; Item 8.)
- Page 20. Cafeteria Restrooms. The Commission requests that compliant signage directing persons to the nearest accessible toilet room be set in place next to the Cafeteria Restrooms. Further, the Commission requests that the Hospital work with the

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MBC and the Commission to develop an acceptable timetable for making the Cafeteria Restrooms to be fully compliant.

- Page 21. Vending Machines. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Vending Machines to be fully compliant.
- Page 21. Microwaves (in Vending Machine Sink Area). The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Microwaves (in Vending Machine Sink Area) to be fully compliant.
- Page 22. Knee Space Area (in Vending Machine Sink Area). The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Knee Space Area (in Vending Machine Sink Area) to be fully compliant.
- Page 22. First Floor – Surgery Pre-Admission Area. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the First Floor – Surgery Pre-Admission Area to be fully compliant.
- Page 23. ICU Bathroom. Until future renovations are completed, the Commission requests that compliant signage directing persons to the nearest accessible toilet room be set in place next to the ICU Bathroom. Further, the Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the ICU Bathroom to be fully compliant.
- Page 24. ICU Waiting Room. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the ICU Waiting Room to be fully compliant and remain fully compliant.
- Page 25. X-Ray (Radiology) Waiting Room. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the X-Ray (Radiology) Waiting Room to be fully compliant and remain fully compliant.
- Page 26. Second Floor Water Fountain. The Commission requests that compliant signage directing persons to the nearest accessible water fountain be set in place next to

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the Second Floor Water Fountain. Further, the Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Second Floor Water Fountain to be compliant.

- Page 27. Infusion Services Area. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Infusion Services Area to be fully compliant.
- Page 28. Outpatient Testing Lab Area. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Outpatient Testing Lab Area to be fully compliant.
- Page 28. Emergency Department Parking Area. The Commission requests that the Hospital work with the MBC and the Commission to develop an acceptable timetable for making the Emergency Department Parking Area to be fully compliant.
- New. Interior Ramp – 2nd Floor to Elevator B. *“According to 521 CMR 24.2.1, “The least possible slope should be used for any ramp. The maximum slope of a ramp shall be 1:12 (8.3%). (There is no tolerance allowed on slope, Refer to 521 CMR 2.4.4d.)” Further, “According to 521 CMR 24.2.2, “The maximum rise for any run shall be 30 inches.” The Commission requests that the Hospital determine whether Interior Ramp – 2nd Floor to Elevator B is compliant.*

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Additional Recommendations to Provide for Improved “Equal Access” within
The Existing Facility of the Milford Regional Medical Center

1. Designate an ADA Coordinator, with expertise in ADAAG, to work with the MBC or his designated representative to address the remaining recommendations.
2. Provide an attendant at the front lobby desk at all times.
3. Provide a hearing loop at the front lobby desk.
4. Provide anti-glare glass display cases in the gift shop and in the waiting room.
5. Provide high contrast for
 - a. All doors (e.g., gift shop)
 - b. All door jams (e.g. Cafeteria Rest Room A)
 - c. All elevator openings
 - d. All railings – both inside and outside
 - e. All stairs, steps, and stairways – both inside and outside
 - f. Distinctive edging at all door and registration window openings
6. Provide large print, Braille, or auditory forms of brochures in the lobby area.
7. Provide lighting above all water fountains (e.g., Ground Floor Conference Room A).
8. Provide Braille for all vending machines and elevators
9. Provide for 10% of the cafeteria tables to be designated with Accessible Symbols.
10. Provide clear width aisles of 36” between seated patients so wheelchairs can pass without barrier.
11. Provide that all wall telephones be at the appropriate height (e.g., Endoscopy Waiting Room).
12. Provide accommodations for persons with low hearing, including auxiliary aids and services, sign language interpreters, to be available within prescribed time-frames and free of charge.
13. Ensure that the registration areas in the Out-Patient Testing Lab are accessible.
14. Ensure that all exam tables be adjustable.
15. Ensure that all interior and exterior doors be checked for compliance with the appropriate AAB/ADA regulations.
16. In Surgery Pre-Admission, move the location of the registration window to a more accessible location.
17. Install tactile markings on floors or adequate visual markings to indicate “*Restricted Areas.*”

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18. Outside of Hill Building:
 - a. Install tactile marker at blended curb.
 - b. Paint curb at Accessible Parking Areas yellow.
 - c. Install barrier at the end of the sidewalk next to entrance to Hill Building to block abrupt drop-off.
19. Utilize a grievance resolution systems to investigate disputes regarding effective communication with deaf and hard of hearing patients.
20. Post notices of MRMC's effective communication policy.
21. Train Hospital personnel on the effective communication requirements of the ADA.