



Usability Testing - Website

Usability Testing of www.threeriversparks.org
August 2012

1. Find directions as well as the summer park map for Elm Creek Park Reserve.
2. Find information and register yourself for a beginning canoeing class.
3. Use the search box to find out about dog off-leash areas in Three Rivers Park District.
4. Find unique ideas for taking your 7-year-old niece to the park this Saturday.
5. Find out who you would contact to request accommodations.

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Adaptive Equipment

Three Rivers offers inclusion services to people with disabilities who choose to participate in general recreation and education programs. Advance notice of 14 days is usually sufficient for requests. We will do our best to accommodate requests on shorter notice. Please be prepared to discuss limitations resulting from your disability and potential accommodations. A photo ID may be required as a deposit for an individual requesting the use of equipment. Contact individual park locations for additional information.

All-Terrain Wheelchair (Hippocampe)

Can be used in the swim pond or the sand at Lake Minnetonka Regional Park. After the beach season, the chair will be available at Lowry Nature Center in Carver Park. Chairs will also be available in 2014 at Eastman Nature Center, Elm Creek swim pond and Richardson Nature Center. Visit spokesnmotion.com for product information.

All-Terrain Wheelchair (Terra Trek)

The wheelchair is primarily available at program centers when a personal electric chair will be difficult to use on the trails or an individual is unable to walk a longer distance. Chair is lightweight and has push handles, safety straps, and wider, knobby tires (similar to mountain bike tires). Seat widths: child - 14"; adult - 18".



Available at Baker Near-Wilderness Settlement (1 child); Coon Rapids Dam (1 child); Eastman Nature Center (1 adult, 1 child); Gale Woods Farm (1 adult); Lowry Nature Center (1 adult, 1 child); Richardson Nature Center (1 adult, 1 child).

Archery Bow Stand

The bow stand will assist archers who have difficulty gripping a bow. Available upon request for scheduled archery programs.

Assistive Listening Device

For classroom situations or meetings when one or more participants with hearing impairment are in the audience. Includes 1 complete system with 2 receivers.

Available at the Administrative Center (1) and can be available at other sites upon request.

Beach Wheelchair (Tirallo)

Floating beach chair for use at guarded swim ponds. Able to accommodate all sizes (max. weight 300 lbs). Must be pulled by someone to the water. Non-swimmers must wear a lifejacket.

Available at Elm Creek Park Reserve (1).

Canoe

The paddling seat consists of pelvic, lateral, lumbar and upper-back supports. It has several vertical adjustments to fit different torso lengths and types. Available for programs and lessons only.

Digital Camera

The Canon Powershot SX50 includes a remote switch and a flexible tripod that can be attached to a chair or railing. This equipment is helpful for people with unsteady hands or arms, and limited mobility.

Available at Silverwood Park (1) for scheduled groups and programs.

Downhill Ski Equipment

Note: Hyland Ski & Snowboard Area offers an adaptive downhill ski lesson program through the Courage Center, which provides equipment. Visit www.couragecenter.org for more information.

Golf Cart

Solo rider golf cart. Available for golf programs or as a rental cart after an assessment has been completed.

Available at Eagle Lake Youth Golf Center (1).

Handcycle

Off-road hand-powered cycles are available for people with limited or no use of their lower extremities. They can also be used for people with balance issues. Available for program use on designated trails only.

Available at Elm Creek Park Reserve and Murphy-Hanrehan Park Reserve mountain bike trails (3).

Kayak

Available for people with limited lower body movement or balance issues. Equipped with adjustable back and side support. Outriggers for added stability and Velcro wrist grips on the paddle for people with limited hand function. For use with scheduled programs and lessons only.

Nordic Walking and Trekking Poles

Used for walking, the poles can assist with balance, help to reduce pressure on joints, and can increase your cardio workout. The Nordic pole strap is secured by Velcro around a person's hand, and there is a hole for the thumb. No charge. Photo ID required. Visit www.leki.com for product information.

Available at Cleary Visitor Center; Eastman Nature Center; French Visitor Center; Gale Woods Farm; Kroening Interpretive Center; The Landing; Lowry Nature Center; programs with Recreation staff; Richardson Nature Center; Silverwood Park.

Pulk - KinderShuttle

Used by parents to pull children while skiing. Harness is designed to pull a 60 lb. child. Fits pre-set tracks or can be used to skate ski. Rental item.

Available at Baker Park Ski Chalet (1); Hyland Visitor Center (1).

Pulk Sled

For winter nature center and recreation programs. Sling seat, shoulder harness in front for pulling, handles on back for pushing. Short poles for independent use. Allows individuals with mobility impairment to get out on cross-country ski and snowshoe trails (with assistance).

Available at Eastman Nature Center (1 - 6 ft); Lowry Nature Center (1 - 4 ft); Richardson Nature Center (1 - 4ft).

Sit-ski

Used as a rental item at a cross-country ski facility or with outdoor education programs. Lightweight aluminum frame with seat sling mounted on cross-country skis to be used by individuals with mobility impairments in or out of the groomed ski trail track. Individual propels the sit-ski by use of double poling technique. Kiwi brand sit-ski. Visit www.spokesnmotion.com for product information.

Available at Baker Park Ski Chalet (1); Elm Creek Park Chalet (8); French Visitor Center (1).

Wheelchairs

Models are the Breezy Ultra 4 (adult size) and the Viper Pediatric (child size). There is no charge for use.

Available at the Administrative Center (1 child); The Landing (1 adult, 1 child); Silverwood Park (2 adult, 1 child).

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Program Accessibility Questionnaire Form

Three Rivers Park District
ADA Self-Evaluation

Program Accessibility

PROGRAM ACCESSIBILITY QUESTIONNAIRE

Program name: _____

Staff person: _____

Work Location: _____ **Date:** _____

The purpose of this questionnaire is NOT to judge you or your program, but to gather data on how programs are, or are not, accessible to people with disabilities. Questions cover registration, program activities, and participant evaluation and testing. Your participation in this assessment will help the District improve its ability to serve the needs of people with disabilities and their families.

1. Nature of the program

1.1 Describe the program and its purpose.

1.2 What are the specific activities that comprise the program?

1.3 Describe or attach all written or unwritten policies, rules, or regulations that are specific to this program.

2. Program eligibility requirements and admission

- 2.1 Are there any limitations or ratios for the number of persons with disabilities who may participate in or be admitted to the program?
 No
 Yes
 Don't know
If yes, explain:

- 2.2 Does your program use any criteria (e.g., good health, residency, letter of recommendation) or written and/or oral tests (including level of skill development, or other factor being tested) in the admission process?
 No
 Yes
 Don't know
If yes, list and describe them:

- 2.3 Are there any forms required for admission to the program (e.g., tests and/or the submission of other admissions criteria such as certificates, waiver form)?
 No
 Yes
If yes, describe or attach the forms:

- 2.4 Do the forms listed in 2.3 above contain a notice that your organization does not discriminate against people with disabilities?
 No
 Yes
 Don't Know

- 2.5 Is an interview required prior to an applicant's entrance into the program?
 No
 Yes
 Don't Know
If yes, what steps are taken (including the provision of auxiliary aids, as required) to ensure non-discrimination in interviewing?

- 2.6 Do you offer separate programs/activities for people with disabilities??
 No
 Yes
If yes, please describe:

3. Participation in the program

- 3.1 Who participates in the program? (List types of participants by age, ability, etc.)
- 3.2 Approximately how many members of the public receive service from your program each year?
- 3.3 Are participants questioned about their disabilities in order to make accommodations for people with disabilities?
 No
 Yes
 Don't know
If yes, what steps are taken to ensure that information gathered is confidential, voluntary, and not used to affect any person adversely?
- 3.4 Is there an orientation program for new participants? (Include any introduction to the facility, equipment, safety rules, workshop/retreat policies, etc.)
 No
 Yes
If yes, describe:
- 3.5 List all written materials, tools, equipment, or other aids or devices that are used for the program.
- 3.6 What adaptations are made to accommodate people with disabilities?
- 3.7 Are auxiliary aids (such as tools, access to using equipment, moving light sources, worktable levels, and pulks) used to assist persons with disabilities?
 No
 Yes
If yes, describe.

3.8 Have people with disabilities participated in the program during the past year?
 No
 Yes
 Don't know
If yes, how many? _____

Which specific disabilities (Check all that apply and indicate how many):
 Wheelchair user _____
 Cane/crutch/walker user _____
 Vision _____
 Hearing _____
 Emotional/developmental _____

3.9 Once in the program, is participant testing or any other form of participation evaluation used?
 No
 Yes
If yes, describe evaluation and/or attach any written forms used for evaluation.

3.10 Have you had requests for improving access to the program?
 No
 Yes
 Don't know
If yes, describe:

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Program Inclusion Self-Assessment

Park District program supervisors completed a program accessibility assessment in 2011-12. Supervisors reviewed a sampling of group education and public programs to provide an analysis of the District's current ability to include people with disabilities in programs. Inclusion is providing people with and without disabilities the opportunity to participate in recreation and leisure programs together and providing the necessary individual adaptations, accommodations, and/or supports so that every person can benefit equally from recreation and education experiences. The Park District has made a great deal of progress in recent years to provide inclusive program opportunities.

Group Education

Nature Centers, Special Recreation Areas, and the Outdoor Recreation School deliver a significant number of weekday programs that serve school, homeschool, and scout groups. Children with disabilities are frequent participants. Efforts are made to ensure these programs are inclusive. The lead educator contacts the teacher or school group to discuss the upcoming program which includes asking if there are any accommodations needed for participants with disabilities. Outreach programs may also be delivered to schools at their facilities. Program evaluations are conducted to solicit feedback as to whether group needs and expectations were met.

- Nature Center naturalists are dedicated to sharing their knowledge and love of nature and to teaching the importance of environmental stewardship to visitors. Educational opportunities abound, from seasonal programs and events to customized group adventures. Nature Centers have some adaptive equipment, all-terrain wheelchairs and a pulk, that is used frequently by groups. Facilities are accessible, outdoor trails/areas are modified if needed to accommodate participation by all group members.
- The Baker Near-Wilderness Settlement is a rustic learning center where guests can reconnect with nature and explore the outdoors. The Settlement offers both day programming and overnight facilities with eight cabins. The Settlement offers nature and outdoor recreation classes, and hands-on activities for all ages. One of the cabins is accessible for individuals with mobility impairments.

- The Landing is an 88-acre living history museum depicting life in the Lower Minnesota River Valley from the 1840s-1890s. Ramps have been built to some of the buildings to allow wheelchair access, there is also a horse driven trolley (which is wheelchair accessible) that brings people to the different areas of The Landing. In buildings where wheelchair access is not achievable, staff and volunteers are able to bring a portion of the program outside.
- Gale Woods Farm is an educational farm where visitors gain an understanding of agriculture, food productions, and land stewardship. It is a popular place for preschools and elementary school children. The barn and educational center is accessible. An all-terrain wheelchair is available on site.
- Nature-inspired art classes are taught at Silverwood. The buildings and trails are accessible. Adaptive equipment includes portable light sources, adjustable work tables, some adaptive digital camera equipment and access to all-terrain wheelchairs if requested.
- Hyland Ski and Snowboard Academy provides downhill skiing and snowboard lessons to schools, park and recreation agencies, and other groups. Employees work with group leaders prior to their visit to determine any accommodations that may be needed.
- The Outdoor Recreation School specializes in adventure-based activities that promote and enhance active outdoor lifestyles and foster a greater appreciation for the natural environment. Instructors travel through the Park District to deliver hands-on outdoor adventure programming.

Public Programs

The seasonal publication of programs offered in the Park District is the Events Calendar. Seasonal operations such as golf and Snow Sports Academy publish brochures which outline their lesson and league opportunities.

Public Programs are offered throughout the year for all ages at all program sites. A liability waiver is required to be signed for all participants of boating programs to alert staff to any medical conditions they should be aware of. Two of the Outdoor Recreation School staff members are certified by the American Canoe Association which provides some training related to instructing individuals with a disability. Two program instructors also use a wheelchair which provides the organization additional insight into working specifically with individuals with mobility impairments.

The Park District offers golfing opportunities at Baker National, Eagle Lake, Glen Lake and Cleary Lake Golf Courses. Youth and adult lessons are offered, individuals with disabilities do participate in these programs. The popular youth golf programs, The First Tee and Hooked on Golf, are offered during the summer months.

Summer Camps serve a large number of children. A health history is required to be completed by a parent/guardian of each child. The purpose of the information is to be more aware of any concerns related to social or behavioral conditions, allergies, and any physical conditions that may affect or limit full participation. This will assist staff to determine the amount of support necessary for the participant to function within the program guidelines. Parents may be contacted for guidance in how best to work with their child. Reasonable modifications/adaptations are planned and implemented if known in advance. An additional educator or volunteer, or hiring an aide (requests are sent to Public Affairs Coordinator) are options that staff use to work with children who need more one on one assistance.