Accessible Facilities and Services Policy

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1. **Purpose**

   The purpose of this policy is to provide guidance around the requirements to reasonably accommodate persons with disabilities and provide signage and labeling that helps disabled persons and individuals with Limited English Proficiency (LEP) to navigate Buncombe County Health and Human Services (BCHHS) buildings.

2. **Applicability**

   This policy applies to all BCHHS - Department of Health (DH) workforce and appointed BCHHS Board members with direct or delegated/designated responsibility for the development and maintenance of departmental policies and procedures.

3. **Policy**

   This policy ensures reasonable accommodation and access for individuals with disabilities and to meet language and/or literacy needs.

4. **Policy Non-Compliance**

   BCHHS – DH workforce willfully violating the terms and conditions of this policy may be subject to appropriate disciplinary action, up to and including dismissal.

   BCHHS Board members willfully violating the terms and conditions of this policy may be asked to resign from their board position. If the board member chooses not to resign, the BCHHS Board may vote to remove the member.

5. **Audit**

   All policies for Buncombe County may be subject to audit or review as outlined in the Internal Auditor's Statement.

   All policies for BCHHS-DH are subject to review by the State Accreditation team during each accreditation cycle visit.

6. **Definitions**

6.1. **Disability:** Someone who:

(1) Has a physical or mental impairment that substantially limits one or more "major life activities,"

(2) Has a record of such an impairment,

(3) Is regarded as having such an impairment.

6.2. **Limited English Proficiency (LEP)**: Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand the English language.

6.3. **Workforce**: Employees, volunteers, contract staff, and other persons whose conduct, in the performance of work for Buncombe County, is managed by Buncombe County. The County's management of these persons may include training and development, direction of work activities, provision of resources, and policy oversight.

6.4. **Buncombe County Health and Human Services - Department of Health (BC HHS-DH)**: A consolidated human services agency created pursuant to N.C.G.S. § 153A-77 that has the responsibility to carry out the duties of a local health department and the authority to administer the local public health programs established in Chapter 130A in the same manner as a local health department.

6.5. **Buncombe County Health and Human Services Board**: A consolidated local county board that carries out the responsibilities and duties of a local board of health except as noted in N.C.G.S. § 130A-43.

7. **Approval and Revision History**

Policy Origination Date:	June 22, 2012	
Requires Board Approval:	☒Yes ☐No	
Board Approval Date:	Month DD, YYYY	
Chair, HHS Board		
Health Director	Ellis Matheson	
Revision History:		
January 2025	• Legal Authority added to policy document	• 8.
September 2023	• Policy renumbered from 1001.56A to 2001.08. • Reformatted • Updated template • Procedures removed from policy and listed in separate document	
June 2022	• Converted to Board policy. • Added HHS Board Chair signature. • Number change from 1000.56A to 1001.56A • Updated process	• Header • Header • Header • 6.3.3
March 2019	• Removed references to employment. Reworded for clarification.	• 2.0, throughout • 4.0

	• Updated workforce definition • Updated Legal Authority/Guidance	• 7.0
June 2018	• Place on new template and annual review	• Entire policy
April 2014	• Updated Agency name • Included BCHHS Communication Team in role of assisting with Plain Language translations. • Removed reference to new employee training	• Throughout • 6.3

8. **Background/Legal Authority**
   8.1. Title VI of the Civil Rights Act of 1964
   8.2. BCHHS Title VI Language Services Policy
   8.3. Americans with Disabilities Act
   8.4. Section 504 of the Rehabilitation Act of 1973