

Location and Physical Space

ADRC Operations Manual

I. Introduction

Aging and disability resource centers are visible, accessible, and welcoming places where people can come for information and assistance. Because ADRCs are open to the public, these qualities are important for attracting and satisfying customers. ADRCs will promote an inclusive environment within their staff, agency, and community.

Based on two large-scale evaluations of Wisconsin's ADRCs in 2008 and 2010, attributes of the physical location have a strong effect on customer satisfaction. The location and physical space determine the ease with which customers can access the ADRC as well as the degree to which customers feel welcome, comfortable, and safe. It is critical for ADRCs to consider how the ADRC's location and physical features will impact customers' perception of the ADRC and their willingness to recommend it to others. The research revealed two categories that relate to the ADRC location:

| Outcome | Meaning | Quality Indicators |
|------------------------|---|--|
| Accessibility | ADRCs are easy to find, accessible, and conveniently located in the community, with convenient hours and parking. | <ul style="list-style-type: none"> • Convenient location • Accessibility of the office and facilities • Hours open; office hours • Parking • Ease of finding the phone number • Hours someone is available |
| Culture of hospitality | ADRC locations and staff are warm and welcoming, courteous, responsive, and have respect for privacy | <ul style="list-style-type: none"> • Reasonable wait time in the office • Comfortable reception area • Welcoming environment overall • Friendly receptionist • Respectful and courteous staff • Prompt return of calls |

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| | | <ul style="list-style-type: none"> • Quite waiting room; private counseling spaces • Clear indications and assurances of privacy |
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II. Tools for Evaluation

A. Self-Evaluation

ADRCs are encouraged to use the Location and Physical Space Assessment Tool (*link pending*) to evaluate their space. The criteria are consistent with the customer satisfaction research. In addition, the ADRC may want to do a more in-depth self-evaluation to identify specific barriers to access within each function or department of the ADRC building.

B. Customer Evaluation

Customers are the best source of information about the ADRC location, physical features, and the way that they experience them. The ADRC will want to devise a method for seeking customer input in regard to the ADRC location. Interviewing or surveying people who have *not* come to the ADRC location, in addition to those who have, might reveal different and equally valuable information.

C. Governing Board Evaluation

ADRCs are encouraged to involve their governing boards in evaluating the ADRC physical space. This is a good way to ensure the governing board is actively contributing input and feedback with regard to proposed changes to the ADRC space and/or location.

D. Professional Evaluation

ADRCs are encouraged to seek assistance from organizations of and for people who are blind, people who are deaf or hard of hearing, people who have a developmental disability, and people with physical disabilities, including people in these target groups with limited English proficiency (LEP). Professional organizations such as independent living centers (ILC) can assist ADRCs with evaluating and providing recommendations for improving accessibility.

E. Transition Plan

If barriers to accessibility are identified, the ADRC should develop a transition plan. A transition plan includes an inventory of physical barriers and needed changes. It includes a description of each barrier that must be removed, the estimated cost of removing each barrier, and a schedule for completion of the barrier removal projects. The transition plan, along with all supplementary information, specific details, and timelines, must be made available to the public. The Americans with Disabilities Act (ADA) requires that interested people, including people with disabilities, have the opportunity to comment on the transition plan prior to its adoption.

Taking the time to consider and regularly evaluate the ADRC's location, physical features, and utilization is important for attracting customers and creating a visible, welcoming, and accessible place for people to receive the help they need.

III. Operational Policies and Procedures

A. Statutory References

[Wis. Stat. § 46.283 Resource Centers](#)

[DHS Chapter 10, Subchapter II Aging and Disability Resource Centers](#)

B. Policy Requirements

[Confidentiality \(P-02923-06\)](#)

[Complaints and Grievances \(P-02923-02\)](#)