Compiled by:

Shannon McCue
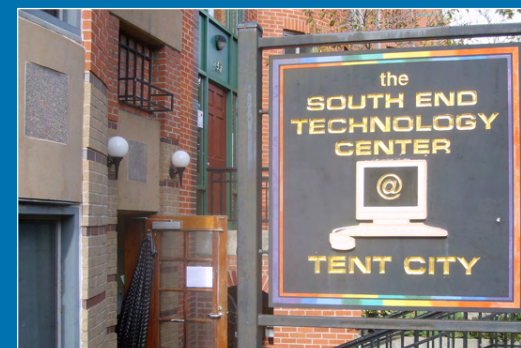2007 Gopen Fellow
Institute for Community Inclusion
University of Massachusetts Boston

THE BRICK HOUSE COMMUNITY RESOURCE CENTER

the SOUTH END TECHNOLOGY CENTER @ TENT CITY

HARBORSIDE NODDLE ISLAND EAST ★★★★★ BOSTON COMMUNITY CENTER

An Accessibility Guide to Community Technology Centers in Massachusetts

cyber Café @Malden Sq.

ICI

UMASS
E.K. Shriver Center

DLC Disability Law Center, Inc.

DEVELOPMENTAL DISABILITIES Council

Massachusetts Developmental Disabilities Network

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An Accessibility Guide to Community Technology Centers in Massachusetts

Introduction

Shannon McCue, 2007 Gopen Fellow at the Institute for Community Inclusion (ICI) at the University of Massachusetts Boston, conducted a questionnaire-based study about the services, resources and accessibility of Community Technology Centers (CTCs) in Massachusetts from January through October 2007. Community Technology Centers or CTCs are usually freestanding operations. However, they can also be located in public libraries, schools, neighborhood centers, etc. Accessibility refers to how trouble-free it is to use or access a center's facility, services or resources.

The product of the study is this guide about the accessibility of community technology centers (CTCs) that participated in this survey. This guide includes general information about each center, and the facility, programmatic and technology accessibility and accommodations provided to assist people with disabilities.

Disability and the Digital Divide

According to the Disability Statistics Center at the University of California, San Francisco (Disability Statistics Center, 2000) computer usage and Internet access for people with disabilities is half that of people without disabilities. Also, people with and without disabilities who have low incomes are much less likely to have access to computer technology than are those with greater financial resources.

Having access to computer technology and the Internet in the community can have tremendous potential to broaden the lives and increase the independence of people with disabilities. Having access to an accessible CTC that provides resources, information, and training can positively impact the employment, educational and community opportunities of center users including people with disabilities.

How to use this guide

This guide is organized according to the areas in Massachusetts in which the CTCs are located and the counties they serve. In the middle of this guide is a map, which shows the approximate location of each center. Each CTC includes an access information section located just below the address. This is represented by symbols, which indicates the accessibility of each center. Please refer to the access symbol legend below for a definition of each symbol.

You can also find this information on the New England Index website at: www.disabilityinfo.org/ and on the Massachusetts Developmental Disabilities Council (MDDC) website at: www. mass.gov/mddc/resources.index.htm

Note: Not all of these centers are fully accessible for people with disabilities. Please refer to the access information section for each center's accessibility, or contact the center for more information.

Access Symbol Legend

International Access Symbol
This wheelchair symbol means that this facility has an accessible wheelchair entrance.

Parking
There is designated handicapped accessible parking at the entrance to the facility.

Restrooms
At least one toilet for each sex or one unisex toilet is designated as accessible and the entrance to the restrooms measures at least 32".

Information
There is a staffed information desk and/or visual display of the organization's facility, events or services.

TTY/TDD Telephone Typewriter (TTY) or Telecommunications Device for the Deaf (TDD)
Used with a telephone for communication between people who are deaf, hard of hearing, and/or speech impaired.

Elevators
Facility has an elevator that is accessible to the general public.

Large Print
Large print (18pt. or larger) versions of books, programs, and/or pamphlets are available.

(1) ABCD Parker Hill/Fenway Neighborhood Service Center

Address:	714 Parker St.
	Roxbury, MA 02120
County(s) Serving:	Suffolk
Phone #:	617-445-9215
Email:	None reported
TTY:	617-423-9215
Website:	www.parkerhillfenway.org/index.html
Hours of operation:	Mon. 10am-5pm, Tue-Fri 9am-5pm
Access Information:	

Program Description/Mission: To provide opportunities in areas that can empower individuals to become self-reliant and make better decisions for themselves, their families, and their communities.

Services: Computer training, information/referral, senior center, fuel assistance program, summer-works youth program

Assistive Technology Software Programs: None reported

Assistive Technology Hardware: Adjustable computer workstation table

Number of Computer Workstations: 11

Access: Accessible by public transportation, elevator, handicapped accessible restrooms, handicapped parking, level entry/wheelchair ramp, alternative formats available on CD, and Telephone Typewriter (TTY) available.

Ages: 5-65+

Groups Served: Youth, young adults, families, senior citizens, people with disabilities.

Fees: No fees

Center staff has been trained in: Disability awareness

② ARCHDALE COMMUNITY CENTER

Address:	125 Brookway Road
	Roslindale, MA 02131
County(s) Serving:	Suffolk
Phone #:	617-635-5256
Email:	None reported
Website:	None reported
Hours of operation:	Mon.-Fri. 8am-9pm, Sat. 10am-6pm
Access Information:	

Program Description/Mission: The Archdale Community Center provides comprehensive community-based technology services to youth, young adults, adults, families, senior citizens, and people with disabilities.

Services: After school programs, computer training.

Assistive Technology Software Programs: None reported

Assistive Technology Hardware: None reported

Number of Computer Workstations: 6

Access: Accessible by public transportation, handicapped accessible restrooms and level entry/wheelchair ramp.

Ages: 5-65+

Groups Served: Youth, young adults, adults, families, senior citizens, and people with disabilities.

Fees: None reported

Center staff has been trained in: Disability awareness

③ ELM HILL FAMILY SERVICE CENTER

Address:	**22 Elm Hill Ave**
	Roxbury, MA 02121
County(s) Serving:	**Suffolk**
Phone #:	**617-442-5900**
Email:	**sgodfrey@bostonabcd.org**
Website:	**www.bostonabcd.org/centers/elm-hill/**
Hours of operation:	**Mon.-Fri. 9am-5pm**
Access Information:	

Program Description/Mission: The Elm Hill Family Service Center (FSC) is the home of the Roxbury/North Dorchester elder services and Walnut Grove Head Start. The Center provides comprehensive programs for income-eligible residents of all ages and has served the Roxbury/North Dorchester community for over 30 years.

Services: Adult basic education, after-school programs, computer-training, employment, information/referral, senior programs, advocacy for affordable housing, head start program.

Assistive Technology Software Programs: None reported

Assistive Technology Hardware: None reported

Number of Computer Workstations: 5

Access: Accessible by public transportation, accessible doors (32-inch clearing or push button), elevators, handicapped accessible restrooms, level entry/wheelchair ramp.

Ages: 5-65+

Age Groups Served: Youth, young adults, adults, families, senior citizens, and people with disabilities.

Fees: No fees

Center staff has been trained in: Assistive technology and Disability awareness.

4 HARBORSIDE COMMUNITY CENTER

Address:	312 Border St.
	East Boston, MA 02128
County(s) Serving:	Suffolk
Phone #:	617-635-5114
Email:	None Reported
TTY:	617-569-1369
Website:	None reported
Hours of operation:	Mon.-Fri. 9am-9pm
Access Information:	

Program Description/Mission: The Harborside Community Center is a part of Boston Centers for Youth and Families (BCYF). Their mission is to enhance the quality of life for Boston residents by supporting children, youth and families through a wide range of comprehensive programs and services.

Access Statement: We are handicapped accessible. All services are on the first floor and we have an elevator. We are at your service and welcome suggestions to improve.

Services: Adult basic education, after-school programs, computer training, information/referral, integrated community programs

Assistive Technology Software Programs: On-screen keyboard

Assistive Technology Hardware: None reported

Number of Computer Workstations: 16

Access: Accessible by public transportation, handicapped accessible restrooms, handicapped parking available, accessible doors (32-inch clear opening), elevator, alternative formats available in large print and on cd-rom, and TTY available.

Ages: 5-65+

Groups Served: Youth, young adults, adults, families, senior citizens, people with disabilities

Fees: Summer camp (8 weeks, $80 per week), computer training ($75 flat rate), membership ($5 for children/seniors, $10 for adults and $50 per year for families)

Center staff has been trained in: Disability awareness, ADA compliance

5 HISPANIC OFFICE OF PLANNING AND EVALUATION, INC. (HOPE)

Address:	165 Brookside Ave Extension
	Boston, MA 02130
County(s) Serving:	Middlesex, Norfolk, Suffolk
Phone #:	617-524-8888
TTY:	617-983-1668
Email:	esalazar@hopemass.org
Website:	www.communityroom.net/NPOMission.asp?266
Hours of operation:	Mon.-Fri. 9am-5pm
Access Information:	

Program Description/Mission: The Hispanic Office of Planning and Evaluation, Inc, (HOPE) goal is to improve the quality of life and to increase the number and range of opportunities for Latinos to succeed and actively participate in and benefit from the political, economic, and social fabric of their communities. HOPE works cooperatively with community-based and grassroots organizations, and other nonprofit groups, and individuals, providing them with a range of support services, including technical assistance, training, planning, evaluation, program and organizational development consultation. HOPE also partners with public agencies, private sector employers and employees, as well as philanthropic institutions, in order to leverage broader support for the organization advocacy and programmatic initiatives. The HOPE Timothy Smith Center has twenty workstations and offers a range of computer skills training at basic, intermediate and advanced levels. The Center houses all of HOPE youth development programs, which serve HOPE-TRIO Talent Search program participants during after-school hours and out-of-school time.

Services: After school programs, computer training and integrated community programs.

Assistive Technology Software Programs: None reported

Assistive Technology Hardware: Adjustable computer workstation table

Number of Computer Workstations: 20

Access: Accessible by public transportation, handicapped parking, level entry/wheelchair ramp and TTY.

Ages: 5-65+

Groups Served: Youth, young adults, adults, families, senior citizens, people with disabilities.

Fees: No fees

(6) Inquilionos Boricuas en Accion (IBA)

Address:	100 West Dedham St.
	Boston, MA 02118
County(s) Serving:	Suffolk
Phone #:	617-399-1964
Email:	info@iba-etc.org
Website:	www.iba-etc.org/
Hours of operation:	Mon.-Fri. 10am-6pm
Access Information:	

Program Description/Mission: mission is to demystify technology and transform it into a tool for community strength. IBA provides 23 computers with high speed Internet and offers free public access, job training and classes for over 50 hours every week.

Services: Adult basic education, after school programs, Computer training, Employment, Information/Referral and Integrated community programs.

Assistive Technology Software Programs: On-screen keyboard and screen magnification software.

Assistive Technology Hardware: None reported

Number of Computer Workstations: 23

Access: Accessible doors (e.g. 32-inch clearing or push button), handicapped accessible restrooms and level entry/wheelchairs ramp.

Ages: 5-65+

Age Groups Served: Youth, young adults, adults, families, senior citizens and people with disabilities.

Fees: Computer training ($25 flat rate fee)

Center staff has been trained in: Assistive technology

7 Jackson/Mann Community Center

Address: 500 Cambridge St.
Allston, MA 02134
County(s) Serving: Suffolk
Phone #: 617-635-5153
Email: bpecci@mann.boston.k12.ma.us
Website: None reported
Hours of operation: Mon.-Fri. 7:30am-9pm
Access Information:

Program Description/Mission: After-school educational assistance, recreation, and latch key services for 5 to 12-year-olds.

Services: Adult basic education, after-school programs and computer training.

Assistive Technology Software Programs: Screen magnification software, screen-reader and Text-to-Speech software.

Assistive Technology Hardware: Adjustable computer workstation table.

Number of Computer Workstations: 5

Access: Accessible by public transportation, accessible doors, elevator, handicapped accessible restrooms, handicapped parking and level entry/wheelchair ramp.

Ages: 5-65+

Groups Served: Youth, young adults, senior citizens and people with disabilities.

Fees: No fees

Center staff has been trained in: Disability awareness and Americans with Disabilities Act (ADA) Compliance

⑧ Murphy Community Center

Address:	1 Worrell St.
	Dorchester, MA 02122
County(s) Serving:	Suffolk
Phone #:	617-635-5150
Email:	info@murphycommunitycenter.org
Website:	www.murphycommunitycenter.org/
Hours of operation:	Mon.-Fri. 1:30-9pm
Access Information:	

Program Description/Mission: The Richard J. Murphy Community Center is a non-profit organization. The Murphy has been serving the Dorchester Community since October 1973. We serve Pre-schoolers, children, teens, adults and the elderly.

During the academic year we offer Pre-School/K1, children's' after school activities, adult classes and a teen center. Some of the programs currently available are swimming lessons for adults and children, children's drawing classes, adult computer classes, sewing lessons, line dancing, water aerobics, adult and children ceramic classes.

Services: After-school programs, computer training, information/ referral, gym and pool access, nursery school and enrichment programs.

Assistive Technology Software Programs: None reported

Assistive Technology Hardware: None reported

Number of Computer Workstations: 5

Access: Accessible by public transportation, elevator, handicapped parking and level entry/wheelchair ramp.

Ages: 5-65+

Groups Served: Youth, young adults, adults, families, senior citizens and people with disabilities.

Fees: After school programs ($30 flat rate for 10 weeks), computer training ($75 flat rate) and enrichment classes ($30 flat rate for 10 weeks).

⑨ NORTH AMERICAN INDIAN CENTER

Address:	105 Huntington Ave
	Jamaica Plain, MA 02130
County(s) Serving:	Berkshire, Essex, Franklin, Hampton, Hampshire, Middlesex, Norfolk, Suffolk, and Worcester
Phone #:	617-277-4804
Email:	None reported
Website:	None reported
Hours of operation:	Mon.-Fri. 9am-5pm
Access Information:	

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Program Description/Mission: The North American Indian Center of Boston (NAICOB) aims to develop and deliver programs and services to assist local Native Americans in achieving greater self-determination leading to an improved quality of life. It offers a range of services designed to impact the social, economic, cultural, linguistic and health needs of the community to end the cycle of dependency and poverty too often found there.

Services: Adult basic education, after-school programs, computer training, employment services and information/referral.

Assistive Technology Software Programs: Screen magnification software and screen-reader

Assistive Technology Hardware: Adjustable computer workstation table and keyboard alternative (Big Keys).

Number of Computer Workstations: 11

Access: Level entry/wheelchair ramp and alternative format available on CD

Ages: 5-65+

Groups Served: Youth, young adults, adults, families, senior citizens and people with disabilities.

Fees: No fees

Center staff has been trained in: Disability awareness

10 SHELBURNE COMMUNITY CENTER

Address:	**2730 Washington St.**
	Boston, MA 02119
County(s) Serving:	**Suffolk**
Phone #:	**617-635-5213**
Email:	**None reported**
Website:	**www.timothysmithnetwork.org/**
	centerDetails.php?id=31
Hours of operation:	**Mon.-Fri. 8am-9:30pm**
Access Information:	

Program Description/Mission: The Shelburne Community Center, which is a part of the Timothy Smith Centers Network, provides comprehensive community-based technology services to children, adults, families, adults, and senior citizens.

Services: After-school programs, computer training

Assistive Technology Software Programs: Screen magnification software, screen-reader, text-to-speech, voice-recognition

Assistive Technology Hardware: None reported

Number of Computer Workstations: 16

Access: Elevators, Handicapped Parking

Ages: 5-65+

Groups Served: Youth, young adults, senior citizens, people with disabilities

Fees: Flat rate payment for various after school programs

(11) SOUTH END TECHNOLOGY CENTER @ TENT CITY

Address:	359 Columbus Ave
	Boston, MA 02116
County(s) Serving:	Suffolk
Phone #:	617-578-0597
Email:	setc@tech-center-enlightentcity.tv
Website:	www.tech-center-enlightentcity.tv/
Hours of operation:	Mon.-Thur. 2pm-8:30pm, Fri. 1pm-4pm
Access Information:	

Program Description/Mission: The South End Technology Center @ Tent City (The Tech Center) is a collaborative venture between the Tent City Corporation (TCC) and the Massachusetts Institute of Technology (MIT). Our fundamental purpose is to enable people to become producers of knowledge and sharers of ideas and information. Our scope and methods are as diverse as the people we serve. We provide free or low-cost access and training in most aspects of computer-related technology. The staff, mostly volunteers, has extensive backgrounds in computer technology and their applications.

Services: After school programs, computer training, employment services (work-study for high school and college students), information/ referral

Assistive Technology Software Programs: Reading aids, screen magnification software, word prediction program

Assistive Technology Hardware: Adjustable computer workstation table, keyboard alternative, trackball, wrist/arm supports

Number of Computer Workstations: 20

Access: Accessible by public transportation, elevator, handicapped parking, large print available

Ages: 5-65+

Groups Served: Youth, young adults, adults, families, senior citizens, people with disabilities

Fees: No fees

Boston

1 ABCD Parker Hill/Fenway Neighborhood Center
Roxbury

2 Archdale Community Center
Roslindale

3 Harborside Community Center
Boston

4 Elm Hill Family Service Center
Roxbury

5 Hispanic Office of Planning and Evaluation (HOPE)
Boston

6 Inquilinos Boricuas en Accion
Boston

7 Jackson/Mann Community Center
Allston

8 Murphy Community Center
Dorchester

9 North American Indian Center
Jamaica Plain

10 Shelburne Community Center
Roxbury

11 South End Technology Center @ Tent City
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Greater Boston

12 Cambridge Community Technology Center
Cambridge

13 Cambridge Community Art Center
Cambridge

14 Charles River Public Internent Center
Waltham

15 Cyber Cafe @ Malden Square
Malden

North Shore

16 Community Minority Cultural Center
Lynn

South Shore

17 Quincy Community Action Program, Learning Links
Quincy

Western Mass

18 The Brick House Community Resource Center
Turners Falls

19 Young Entrepreneurs Society (YES)
Orange

12 CAMBRIDGE COMMUNITY LEARNING CENTER

Address:	19 Brookline St.
	Cambridge, MA 02139
County(s) Serving:	Middlesex
Phone #:	617-349-6363
TTY:	617-349-6330
Email:	dhsp@cambridgema.gov
Website:	www.cambridgema.gov/DHSP2/clc.cfm?tnltext=CLC%20Home%20Page
Hours of operation:	Mon.-Thurs. 8:30am-9:30pm, Fri. 8:30am-5pm
Access Information:	

Program Description/Mission: The Community Learning Center provides free services to Cambridge residents. We serve adults who need basic education, English language instruction and employment skills. CLC staff also create curriculum and work with adult education teachers from other agencies and with other community groups.

Access Statement: The Cambridge Community Learning Center does not discriminate on the basis of disability. We will provide auxiliary aids, services and materials in alternative formats. Reasonable accommodations will be provided to qualified individuals with disabilities.

Services: Adult basic education, computer training, employment, GED and English as a Second Language (ESOL) programs.

Assistive Technology Software Programs: None reported

Assistive Technology Hardware: Exterior screen magnifier, keyboard alternative, trackball.

Number of Computer Workstations: 15

Access: Accessible by public transportation, elevators, level entry/ wheelchair ramps, TTY. Will provide materials in alternative formats, such as, CD or large print.

Ages: 18-65+

Groups Served: Young adults, adults, senior citizens, people with disabilities.

Fees: No fees

13 Charles River Public Internet Center

Address:	**154 Moody St.**
	Waltham, MA 02454
County(s) Serving:	**Norfolk, Suffolk and Worcester**
Phone #:	**781-891-9559**
Email:	**ewahle@crpic.org**
Website:	**www.crpic.org/**
Hours of operation:	**Mon.-Thur. 12pm-8pm**
Access Information:	

Program Description/Mission: Our mission is to advance technology and Internet literacy for adults and youth by empowering people with the technical skills necessary for economic success. We provide free access to computers and the training needed to use them effectively on the job and in daily life. Our primary service area is Metrowest, however, we work with many organizations throughout Greater Boston and the New England region.

Services: After-school programs, adult basic education and computer training.

Assistive Technology Software Programs: None reported

Assistive Technology Hardware: Touch screen

Number of Computer Workstations: 20

Access: Handicapped accessible restroom

Ages: 5-65+

Groups Served: Youth, young adults, adults, senior citizens and people with disabilities

Fees: After school program ($150 flat rate fee), Adult basic education (Ranges from $40-$120) and Computer training (Ranges from $40-$400)

14 COMMUNITY ART CENTER

Address:	**119 Windsor St.**
	Cambridge, MA 02139
County(s) Serving:	**Middlesex**
Phone #:	**617-868-7100**
Email:	**info@communityartcenter.org**
Website:	**www.communityartcenter.org/**
Hours of operation:	**Mon.-Fri. 9am-5pm**
Access Information:	

Program Description/Mission: The Community Art Center is a neighborhood institution committed to our mission of nurturing children and young adults with limited access to financial resources so they achieve personal and cultural growth, and have a positive impact on their world through joyful experiences in the arts.

Services: After school programs, computer training and teen programs.

Assistive Technology Software Programs: None reported

Assistive Technology Hardware: None reported

Number of Computer Workstations: 5

Access: Accessible by public transportation, elevators, handicapped accessible restrooms, level entry/wheelchair ramps.

Ages: 5-17

Groups Served: Youth

Fees: No fees

(15) CYBER CAFÉ @ MALDEN SQUARE

Address:	110 Pleasant St. Malden, MA 02148
County(s) Serving:	Middlesex
Phone #:	781-393-0575
Email:	cybercafe@maldensquare.org
Website:	www.maldensquare.com/
Hours of operation:	Not reported
Access Information:	

Program Description/Mission: The Cyber Café @ Malden Square was formed and is operated by the Community Technology Access Coalition (CTAC). The Cyber Café was formed to help people left behind by the Digital Divide—the gap that separates people with access to and skill with current technology from those without such access and skill. CTAC fulfills its mission primarily by providing free computer and Internet access to the community.

Access Statement: The Cyber Cafe is located in an accessible site and our programs are intended for people of all abilities. We currently have some accessibility software programs. We are actively working to improve our hardware and software and extend access to all computers.

Access needs differ for every individual. If you have hardware or software access need, please speak to a staff member and we will work with you to try to provide an appropriate accommodation.

Services: Open access, computer training, information/referral

Assistive Technology Software Programs: Screen-reader, text-to-speech, word prediction programs.

Assistive Technology Hardware: Adjustable computer workstation tables

Number Of Computer Workstations: 20

Access: Accessible by public transportation, wide-entry doorway

Ages: 5-65+

Groups Served: Youth, young adults, families, senior citizens, people with disabilities

Fees: Flat rate fee for computer training.

Center staff has been trained in: Assistive technology

16 COMMUNITY MINORITY CULTURAL CENTER, INC.

Address:	298 Union St., 1st Floor
	Lynn, MA 01902
County(s) Serving:	Essex
Phone #:	781-477-1800
Email:	cmccstaff@conversent.net
Website:	www.cmcc.citymax.com
Hours of operation:	Mon.-Fri. 9am-5pm
Access Information:	

Program Description/Mission: The mission of the Community Minority Cultural Center (CMCC) is to promote multiculturalism, provide cultural enrichment programs for all youths and adults so that they may take pride in the achievements of all ethnic groups and races, disseminate information regarding social services and economic opportunities, and provide a place where persons of diverse cultures may meet, conduct programs, share experiences and address mutual problems in the greater Lynn area. In fulfilling its mission, the CMCC serves as a bridge to Lynn's increasingly diverse community and Lynn's more established institutions.

Services: Adult basic education and computer training.

Assistive Technology Software Programs: None reported

Assistive Technology Hardware: None reported

Number of Computer Workstations: 20

Access: Accessible by public transportation, accessible doors (32-inch clear opening or push button), elevator, handicapped accessible restroom, handicapped parking and level entry/wheelchair ramp.

Ages: 5-65+

Groups Served: Youth, young adults, adults, families, senior citizens and people with disabilities.

Fees: No fees

17 Learning Links - Quincy Community Action Program (QCAP)

Address:	1509 Hancock St.
	Quincy, MA 02169
County(s) Serving:	Norfolk
Phone #:	617-479-8181
Email:	None reported
Website:	www.qcap.org/
Hours of operation:	Mon.-Fri. 8:30am-4:30pm
Access Information:	

Program Description/Mission: Through public and private partnerships we will endeavor to assist families and individuals in our community to improve the quality of their lives by minimizing the effects of poverty, promoting self-sufficiency and advocating for social change.

Services: Computer training, information/referral, assistance with job searches, resumes, cover letters, and on-line job applications and summer programs.

Assistive Technology Software Programs: On-screen keyboard, screen magnification software

Assistive Technology Hardware: None reported

Number of Computer Workstations: 11

Access: Accessible by public transportation, level entry/wheelchair ramp

Ages: 18-65+

Groups Served: Young adults, adults, senior citizens, people with disabilities

Fees: No fees

Center staff has been trained in: Disability awareness

18 THE BRICK HOUSE COMMUNITY RESOURCE CENTER

Address:	24 Third St.
	Turners Falls, MA 01376
County(s) Serving:	Franklin
Phone #:	413-863-9559
Email:	info@thebrickhouseinc.org
Website:	www.thebrickhouseinc.org/
Hours of operation:	Mon.-Fri. 3pm-6pm
Access Information:	

Program Description/Mission: The mission of The Brick House is to support individual, family and community well being through collaboration on economic development, youth development, leadership development and education.

Access Statement: We have made our center accessible to all who have expressed interest in using our facilities, and we're committed to continuing this to the best of our abilities.

Services: After-school programs, computer training, information/ referral, integrated community programs.

Assistive Technology Software Programs: On-screen keyboard, reading-aids, screen magnification software, screen-reader, talking and large print word processor, text-to-speech, voice-recognition, word prediction program.

Assistive Technology Hardware: Adjustable computer workstation table, keyboard alternative, monitor mount, trackball.

Number of Computer Workstations: 10

Access: Accessible by public transportation, wide-entry/level doorway, accessible restroom, alternative formats available in large print and on cd-rom.

Ages: 5-65

Age Groups Served: Youth, young adults, adults, people with disabilities

Fees: No fees

19 YOUNG ENTREPRENEURS SOCIETY (YES)

Address:	**28 South Main St.**
	Orange, MA 01364
County(s) Serving:	**Franklin**
Phone #:	**978-544-1869**
Email:	**info@yes-inc.org**
Website:	**www.yes-inc.org/**
Hours of operation:	**Mon.-Fri. 9am-5pm**
Access Information:	

Program Description/Mission: The Teen Cyber Café was created by area teens and adults to bridge the digital divide so that everyone can enjoy better educational, vocational and social opportunities. This designated computer and multimedia room provides educational and creative opportunities to help folks improve their computer literacy skills on the desktop and on the Internet. It helps people stay connected to their community and each other -- both on- and off-line, while staff, bulletin boards and literature racks provide vital links to support services offered by partnering organizations and others.

Services: After school programs, computer training, information/referral and integrated community programs.

Assistive Technology Software Programs: None reported

Assistive Technology Hardware: None reported

Number of Computer Workstations: 12

Access: Wheelchair accessible entrance via 24 S. Main St., handicapped accessible restroom.

Ages: 5-65+

Groups Served: Youth, young adults, adults, families, senior citizens and people with disabilities.

Appendix A: Assistive Technology Definitions

Software

On-Screen Keyboard
A software image of a standard keyboard that appears on the computer screen and is activated with a mouse, touch screen, trackball or electronic pointing device

Reading Aids
A software program designed to make text-based materials more accessible for people who struggle with reading or reading materials

Screen Magnification Software
A software program that enlarges all or portions of the screen and usually contains a range of viewing proportions that the user can set

Screen-Reader
A software program that works in conjunction with the computer's sound-processing hardware to provide verbalization of everything on the screen

Talking and Large Print Word Processor
A software program that provides auditory feedback when text is typed into the computer

Text-to-Speech
A software program that receives information appearing on the screen in the form of letters, numbers and punctuation marks, and then "speaks" it aloud

Voice-Recognition
A software program that allows the user to speak to the computer to input data or control computer functions

Word Prediction Program
A software program that enables the user to check a desired word from an on-screen list located in the prediction window

Appendix A: Assistive Technology Definitions

Hardware

Adjustable Computer Workstation Table(s)
Height-adjustable and allows easy comfort and access for a person in a wheelchair.

Anti-Glare Filter
A filter that provides relief for some types of eye fatigue and reduces glare from overhead lights and large windows

Exterior Screen Magnifier
A device that magnifies the images of graphics or text on the monitor

Keyboard Alternative
A keyboard that varies in size, layout, and/or complexity

Monitor Mount
A device that modifies the position of the monitor to increase visibility

Touch Screen
A device placed on the computer monitor, or built into it, that allows direct selection or activation of the computer by a touch of the screen.

Trackball
A device that is like an upside-down mouse, with a movable ball on a stationary base

Wrist/Arm Supports
Devices that stabilize and support the arms and wrists while the user is typing using a mouse or trackball, or performing other tasks

Alliance for Technology Access (ATA) (www.ataccess.org/)
The ATA is the national network of community-based Resource Centers, Developers, Vendors, and Associates dedicated to providing information and support services to children and adults with disabilities, and increasing their use of standard, assistive, and information technologies.

Bobby (http://webxact2.watchfire.com/report.asp?t=2#priority1)
Bobby is a tool to check the accessibility of your website.

Community Technology Center Network (CTCNet) (www.ctcnet.org/)
The Community Technology Centers' Network (CTCNet) is a national membership network of community technology centers (CTCs) and other non-profits, united in their commitment to provide technology access and education to underserved communities. CTCNet works through the CTC Network to provide resources and advocacy to improve the quality and sustainability of CTCs.

Disabilityinfo.org (www.disabilityinfo.org/)
Contained within this site is a wealth of information for people with disabilities, their friends, families and the people who serve them.

Disability Law Center of Massachusetts (www.dlc-ma.org/)
The Disability Law Center (DLC) is a private, non-profit organization responsible for providing protection and advocacy for the rights of Massachusetts residents with disabilities.

Easter Seals Assistive Technology Demonstration and Regional Loan Center (http://ma.easterseals.com/site/ PageServer?pagename=MADR_DLRC)
The Demonstration and Loan Regional Center (DLRC) helps people with disabilities in Eastern Massachusetts make informed decisions about assistive technology they can use to increase their independence at home, on the job or in school.

Institute for Community Inclusion (www.communityinclusion.org/)
ICI offers training, clinical and employment services, conducts research, and provides assistance to organizations to promote inclusion of people with disabilities in school, work, and community activities.

Massachusetts Developmental Disabilities Council (MDDC) (www. mass.gov/mddc/)
This website provides a link to the CTC questionnaire and the text version of this guide. The questionnaire was sent out to community technology centers in Massachusetts who participated in this survey. Feel free to use this as a starting point to assess the accessibility of other CTCs.

MassIMpact (www.massimpact.org/map/)
MassIMPACT (IMproving People's Access to Computer and Technology) represents a vision for maximizing the benefits and usefulness of information technology and related media. This website includes a map and list of technology centers within housing developments and information about their resources, services and accessibility for people with disabilities.

Microsoft Accessibility Resource Center (www.microsoft.com/enable/ centers/)
Microsoft Accessibility Resource Centers are located throughout the U.S. to show you what's possible with accessible technology solutions available on today's computers. These centers can show you accessibility options and assistive technology products that can add to you or your client's computer skill and proficiency.

National Center for Accessible Media (NCAM) (http://ncam.wgbh.org/)
NCAM is a research and development facility dedicated to the issues of media and information technology for people with disabilities in their homes, schools, workplaces, and communities.

New England ADA Center (http://adaptiveenvironments.org/neada/ site/home)
The New England ADA Center provides information and guidance on the Americans with Disabilities Act, Section 508, and accessible information technology to individuals living in New England.

References

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Acknowledgements