Section 504 and ADA Effective Communication Policy

In compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, \_\_\_\_\_\_\_\_\_\_\_\_ will ensure that communications with individuals who have hearing, speech, vision, communication and cognitive limitations are as effective as communications with others in the delivery of its programs, services and activities.

Upon the request of a qualified individual with a disability affecting hearing, vision, speech or cognitive limitations, \_\_\_\_\_\_\_\_\_\_\_\_\_ will furnish appropriate auxiliary aids and services where necessary to afford such an individual an equal opportunity to participate in and have access to \_\_\_\_\_\_\_\_\_\_, services and activities.

**Request for Auxiliary Aids and Services**

A qualified individual who anticipates participation in any \_\_\_\_\_\_\_\_\_\_\_ service or activity should make a request for the type of auxiliary aid or service that he/she needs within 48 hours of the time the aid or service is needed. The qualified individual’s authorized representative may make the request for aid or service on his/her behalf. \_\_\_\_\_\_\_\_\_\_\_\_ may make reasonable requests for documentation regarding the disability and the appropriateness of, or need for a specific auxiliary aid.

\_\_\_\_\_\_\_\_\_\_\_\_\_ will evaluate each request for an auxiliary aid or service on a case-by-case basis. Decisions for granting or denying an auxiliary aid or service will not be based on any generalized rules or broad policies, but may include evaluation of whether another equally effective means of communication is available.

In addition, \_\_\_\_\_\_\_\_\_\_\_\_ is not required to provide an auxiliary aid or service if such would result in a fundamental alteration in the nature of the \_\_\_\_\_\_\_\_\_\_ service, program, or activity or in an undue financial and administrative burden.

Requests for auxiliary aids and services should be made to­­­­­­\_\_\_\_\_\_\_\_\_\_, Section 504/ADA Compliance Coordinator whose contact information is:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Grievance/Complaint Procedure**

Any individual who believes that there has been a violation of this policy may register a complaint with\_\_\_\_\_\_\_\_\_\_\_\_\_. In addition to, or in lieu of, filing a complaint with \_\_\_\_\_\_\_\_\_, an individual may submit a written complaint within 180 days of the date of the alleged violation to:

The Director, Civil Rights Center

U.S. Department of Labor

200 Constitution Avenue, NW - Room N4123

Washington, DC 20210

-or-

Office of Fair Housing and Equal Opportunity

U.S. Department of Housing and Urban Development

1670 Broadway, 22nd Floor

Denver, CO 80202

Phone: 303-672-5437

Toll Free: 1-800-877-7353

TDD/TTY: 303-672-5248

Fax: 303-672-5026

Web: www.hud/gov/fairhousing

For employment related complaints, based on disability:

Utah Anti-Discrimination and Labor Division

160 East 300 South

Salt Lake City, UT 84114

(801) 530-6801

(800) 222-1238

- or -

Equal Employment Opportunity Commission

4520 North Central Avenue, Ste 300

Phoenix, AZ 85012-1848

(602)-640-2598

Any citizen who elects to first file a complaint with \_\_\_\_\_\_\_\_\_\_\_\_ is advised that the above 180-day deadline for filing a written complaint with a federal agency still applies.

**Notification of Policy**

Notification of this policy will be provided to \_\_\_\_\_\_\_\_\_\_\_ employees and to applicants, participants, and member of the public who have hearing, speech, vision and cognitive limitations in a manner determined by staff including making the policy available in audio and large print format. A staff member may also read this policy to a qualified individual upon request.