



DOUGLAS COUNTY
ADMINISTRATIVE POLICIES AND PROCEDURES

TITLE Requests By Public For Auxiliary Aids (ADA Compliance)	Approval Date 6/24/96
POLICY CUSTODIAN County Manager	Revision Date 4/22/03

PURPOSE: To provide auxiliary aids and services when they are necessary to ensure effective communication with individuals with hearing, vision, or speech impairments as required by Title II of the Americans with Disabilities Act of 1990, 42 U.S.C. §12131, et seq., specifically 28 C.F.R. Part 35, Subpart E, Section 35.160 (a), Communications, and Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794, et seq., and its implementing regulation, 45 C.F.R. Part 84.

DEPARTMENT RESPONSIBLE: County Manager

DEPARTMENT(S) AFFECTED: ALL

POLICY:

It is the policy of Douglas County to comply with Title II of the Americans with Disabilities Act of 1990, 42 U.S.C. §12131, et seq., specifically 28 C.F.R. Part 35, Subpart E, Section 35.160 (a), Communications, and Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794, et seq., and its implementing regulation, 45 C.F.R. Part 84, which require public entities and recipients of Federal financial assistance to take appropriate steps as may be necessary to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with any other person.

A public entity/recipient must furnish appropriate auxiliary aids and services where necessary to afford an individual with a disability an equal opportunity to participate in, and enjoy the benefits of a service, program, or activity conducted by a public entity/recipient.

Auxiliary aids and services include, but are not limited to, qualified interpreters, note takers, written materials, qualified readers, taped texts, large print materials, telecommunications relay service, or other effective methods making aurally and/or visually delivered materials available to individuals with hearing and/or visual impairments. 28 C.F.R. Part 35, Subpart A, Section 35.104, Definitions.

PROCEDURES:

Any person in need of auxiliary aids or services should request such aids or services directly from the County department that provides the service, program or activity in which the

person seeks to participate. When a reasonable request for an auxiliary aid is made, the request should be granted without any unreasonable delay in the receipt of services. When practicable, front line staff should assist in obtaining auxiliary aids. Otherwise, the County employee will contact the ADA/Section 504 Coordinator regarding obtaining the requested auxiliary aid. In situations where auxiliary aids and services may be used to ensure appropriate and effective communication, primary consideration should be given to the type of aid preferred by the person making the request.

The department providing the auxiliary aid or service is not required to take any action that would present an undue burden (significant difficulty or expense), an action that would fundamentally alter the service, program, or activity, or an action that would create significant administrative burdens. The decision not to provide a particular requested auxiliary aid or service does not necessarily mean the department is in violation of the ADA, Section 504, or this policy. If the provision of a particular requested auxiliary aid creates an undue burden, the department should provide an alternate auxiliary aid that will ensure, to the maximum extent possible, that the person making the request is provided the opportunity to effectively communicate.

Individual County departments will be responsible for designating an ADA/Section 504 Coordinator to facilitate a notification process to inform the general public how to request any appropriate and necessary auxiliary aids or services.