



EFFECTIVE COMMUNICATION POLICY & PROCEDURE

INTRODUCTION:

The City of Priest River (City) 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, communication, or cognitive limitations, the City will furnish appropriate auxiliary aids and services where necessary to afford such an individual an equal opportunity to participate in and have access to City programs, services and activities.

REQUESTS FOR AUXILIARY AIDS AND SERVICES:

When an auxiliary aid or service is required to ensure effective communication, the City of Priest River will provide an opportunity for an individual with a disability to request the auxiliary aid or service of his or her choice by completing a Communication Assessment Form, "Exhibit A."

Written requests for auxiliary aids and services should be submitted to the City's Section 504/ADA Compliance Coordinator, whose contact information is provided below, at least five (5) business days prior to the date the auxiliary aid or service is needed. All requests will be date and time stamped when received.

The City will give primary consideration to the choice expressed by the individual. "Primary consideration" means that the City will honor the choice, unless it can show that another equally effective means of communication is available; or, that use of the means chosen would result in a fundamental alteration in the nature of its service, program, or activity or in an undue financial and administrative burden.

The Section 504/ADA Compliance Coordinator may consult with the individual with the disability when the preferred type of auxiliary aid or service is not available or not required, or if additional information is needed to ascertain whether an alternative means of communication will ensure effective communication.

Within five (5) business days of receipt of the individual's request, the Section 504/ADA Compliance Coordinator will provide the requesting individual with notification of the proposed auxiliary aid or service to be provided.

A denial of a request for an auxiliary aid or service based on undue financial or administrative burden will only be made after considering all resources available for use in funding the operation of the program, service, or activity, and a written statement of the reasons for reaching the denial decision will be provided to the requestor. In the event a request is denied, the City will take any other action that would not result in an undue financial or administrative burden but would nevertheless ensure that the individual with a disability receives the benefits or services provided.

In emergency situations, the City will take reasonable steps to secure the auxiliary aid or service as soon as possible.

Sign language, oral and cued speech interpreters will be obtained within a short time period when necessary. If an emergency exists, sign language interpreters will be available either in person or by using video relay systems within a reasonable period, usually within an hour of receiving the request, 24-hours a day, 7-days a week. In general, the City will not request family members or companions of deaf persons to serve as sign language interpreters.

The City will not place a surcharge to cover the cost of providing auxiliary aids or services or reasonable modifications of policy to a particular individual with a disability or a group of individuals with disabilities.

Upon disposition of the request for effective communication, copies of the final decision shall be kept in the office of the Section 504/ADA Compliance Coordinator for 3-years from the date of the disposition.

The City's policy and procedures for requesting auxiliary aids or services and all applicable forms shall be posted on the City's website.

AUXILIARY AIDS AND SERVICES:

Auxiliary aids and services include, but are not limited to: (1) qualified sign language interpreters, note-takers, transcription services, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs), videotext displays, or other effective methods of making aurally delivered materials available to individuals with hearing impairments; and, (2) qualified readers, taped texts, audio recordings, Brailled materials, large print materials, or other effective methods of making visually delivered materials available to individuals with visual impairments.

"Exhibit B" includes information and resources for locating auxiliary aids and services for the City.

COMPLAINT PROCEDURE:

Any individual who believes that there has been a violation of this policy may register a complaint with the City's Section 504/ADA Compliance Coordinator at:

Laurel Thomas, CMC
City Clerk/Treasurer
Section 504/ADA Compliance Coordinator
552 High Street
PO Box 415
Priest River, ID 83856
Phone: (208) 448-2123
Monday through Friday, 8:00 am to 5:00 pm

Email: lthomas@priestriver-id.gov
Website: <http://www.priestriver-id.gov>

In addition to or in lieu of filing a complaint with the City's Section 504/ADA Compliance Coordinator, an individual may submit a written complaint within 180 days of the date of the alleged violation to a federal agency, e.g.:

U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Washington, D.C. 20201
Phone: (202) 619-0257
Toll Free: 1-877-696-6775
www.os.dhhs.gov

U.S. Department of Justice
950 Pennsylvania Avenue, N.W.
Washington, D.C. 2530-0001
Phone: (202) 514-2000
www.usdoj.gov

Any citizen who elects to first file a complaint with the City's Section 504/ADA Compliance Coordinator 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 City employees and to applicants, participants, and members of the public who have hearing, speech, vision and cognitive limitations in a manner determined by the City Clerk including making the policy available in audio and large print format. The Section 504/ADA Compliance Coordinator may also read this policy to a qualified individual upon request.

Approved by the City Council on the 19 day of AUGUST, 2019.



James L Martin
Mayor



Laurel Thomas, CMC
City Clerk/Treasurer

EXHIBIT A



CITY OF PRIEST RIVER COMMUNICATION ASSESSMENT FORM

Date of Request: _____

Staff Person Conducting Assessment: _____

1. Contact information of person requesting auxiliary aids or services:

Name: _____

Phone: _____ Email: _____

2. Describe the program, service, or activity you plan to attend: _____

3. Date of activity: _____ Time of Activity: _____

4. Location of activity: _____

5. What is the nature of your disability that requires auxiliary aids or services?

Deaf

Hard of Hearing

Disability

Blind

Visually Impaired

Other: _____

6. Relationship:

Self

Family Member

Friend/Companion

Other: _____

7. Please check one of the boxes below next to your choice of Interpreter Services. If your preferred service is not listed, please identify and describe.
- American Sign Language (ASL) Interpreter
 - Pidgin Signed English (PSE) Interpreter
 - Signed English Interpreter
 - Video Interpreting Services (VIS)
 - Oral Translators
 - Qualified Reader
 - Cued Language Translators
 - Other. Describe: _____
8. Please check one or more of the boxes below if you are requesting any of the following auxiliary aids or services for effective communication. If your preferred aid or service is not listed, please identify and explain.
- TTY/TTD (text telephone)
 - Video Relay Services (VRS)
 - Assistive Listening Device (sound amplifier)
 - Qualified note-takers
 - Writing Back and Forth
 - CART: Computer-assisted Real Time Transcription Service
 - Other. Describe: _____

We are requesting your information so you can participate in our programs, services, or activities. All communication aids and services are provided **FREE OF CHARGE**. If you need further assistance, please contact Laurel Thomas. If you have any questions please call our office at 208-448-2123 (voice), email at lthomas@priestriver-id.gov, or visit us during business hours.

EXHIBIT B

Locating Auxiliary Aids & Services in Idaho

The Idaho Assistive Technology Project (IATP) is a federally funded program administered by the Center on Disabilities and Human Development at the University of Idaho.

Their goal is to increase the availability of assistive technology devices and services for older persons and Idahoans with disabilities.

The Assistive Technology (AT) Resource Centers are located across the state of Idaho. Each center provides AT demonstration and device loans for computer access, to support persons with sensory impairments, cognitive impairments, and physical disabilities, which include aids for recreational activities, daily living, educational, vocational and personal care aids.

All Resource Centers are prepared to take questions about assistive technology needs. Learn more about the Resource Centers by contacting the IATP's main office.

Idaho Assistive Technology Project

University of Idaho
Center on Disabilities and Human Development
121 West Sweet Ave.
Moscow, ID 83843
Phone Toll-free: 1-800-432-8324
Fax: 208-885-6145
Email: idaheat@uidaho.edu
webpage <http://www.idaheat.org/Home.aspx>

The Council for the Deaf and Hard of Hearing (CDHH) was approved by the legislature in 1991. In 2010, the Council was moved from the umbrella of Health and Welfare to under the umbrella of Vocational Rehabilitation. With the move, the Council will continue with its mission, additionally supporting the mission of Vocational Rehabilitation in providing support for individuals with hearing loss to obtain and keep employment.

The Council has established a number of successful programs through the years to assist individuals with hearing loss. The Council will be useful for government entities to locate resources, auxiliary aids and services by contacting them directly and visiting their website.

To obtain the Idaho Directory of Sign Language and Oral Interpreter Resource Directory go to the Council's website http://www.cdhh.idaho.gov/interpreting_services.htm

Idaho Council for the Deaf and Hard of Hearing

1720 Westgate Drive
Boise, Idaho 83704
Phone: (208) 334-0879
Video Phone: 208-473-2122
Fax: (208) 334-0952
www.cdhh.idaho.gov

Idaho Commission for the Blind and Visually Impaired (ICBVI) is a state agency serving Idahoans since 1967. The agency assists blind and visually impaired persons to achieve independence by providing education, developing work skills, increasing self-confidence and helping them remain employed or prepare for employment.

There are ICBVI stores located in Boise and in the regional offices, which stock many items, including magnifiers and talking, large print and Braille devices.

ICBVI consults with businesses and individuals needing materials transcribed into Braille.

Idaho Commission for the Blind

341 W Washington St.
PO Box 83720
Boise, ID 83720-0012
Phone: (208) 334-3220
1-800-542-8688 within Idaho
Fax: (208) 334-2963
webpage <http://icbvi.idaho.gov/default.asp>