



ADMINISTRATIVE PRACTICES MANUAL

SUBJECT: ADA PUBLIC ACCOMMODATION REQUESTS: NARRATIVE & POLICY & PROCEDURES

The Americans with Disabilities Act (ADA) mandates providing reasonable public accommodations for citizens with disabilities to insure that they have access to and can participate in programs and services of local government. It is the goal of Dane County to provide reasonable, reliable, timely, qualified and effective accommodation services to its residents. All county department staff members, through direct one-on-one communication with requesting consumers, can achieve this.

Dane County recognizes that it is the responsibility of each citizen to make the request for needed accommodation services in a timely manner. The County seeks to provide requested accommodation services through a mixture of program and structural modifications as appropriate to each individual situation. For sign language interpreter requests, County department staff will contact the sign language interpreter of the consumer's choice when possible. County departments shall provide requested accommodations by first making all possible programmatic modifications prior to considering structural changes.

Dane County shall take appropriate steps to ensure that communications with applicants, participants, members of the public, and companions with disabilities are as effective as communications with others.

- For purposes of providing effective communication accommodations to companions, a "companion" is defined as a family member, friend, or associate of an individual seeking access to a service, program, or activity of a public entity, who, along with such individual, is an appropriate person with whom the public entity should communicate.

All Departments except the Sheriff and Clerk of Courts Departments may access operating funds for sign language interpreters and program information materials in alternate formats through the attached procedures. The ADA funding account for sign language interpreters and for materials in alternate formats is managed by the ADA Coordinator.

END OF NARRATIVE

POLICY

It shall be the policy of Dane County that:

1. Dane County will provide reasonable accommodations upon request from citizens with disabilities. Department staff will attempt to provide the preferred accommodation when available.
2. Departments shall be responsible to advertise the availability of accommodations to the community in regard to its programs and services.
3. All efforts at program modification will be exhausted before considering any expenditure solutions in providing an accommodation.



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4. Payment will be provided for by the Department of Administration for sign language interpreters and materials in alternate formats that have been previously authorized by the ADA Coordinator. Department staff is responsible to complete and submit to the ADA Coordinator the ADA Accommodations Request form 014-118. This form may be obtained from Printing and Services or from dcinet and its completion is required before payment will be made.
5. Department staff shall not request accommodations prior to receipt of an actual request from a person with a disability. Approval for accommodations will only be given when a person with a disability makes a specific request.
6. The requesting agency shall be responsible to maintain files on all accommodation requests they receive.

Questions regarding this material should be directed to the ADA Coordinator at 267-1520.



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SUBJECT: AMERICANS WITH DISABILITIES ACT – PUBLIC SERVICES: ACCOMMODATIONS

Forms Needed:

ADA Accommodation Request Form #014-118

RESPONSIBILITY

ACTION

Department Head	1. Designates staff responsible for making requests for sign language interpreters, alternative print formats and other accommodation requests to the ADA Coordinator.
Department Staff	2. Notifies public about the availability of accommodations and who to contact through: a. Applications b. Meeting notices c. Brochures d. Announcements e. Department's programs & services f. Dane County Website
Consumer	3. Contacts the department staff and requests an accommodation.
Department Staff	4. Obtains copies of the ADA Accommodations Request Form (#014-118) from Printing & Services or using the dcinet's "More Forms" link to obtain a copy. 5. Completes ADA Accommodation Request form (#014-118) with assistance from the consumer (noting any preference to a specific accommodation). 6. For requests other than those listed on the ADA Accommodation Request Form, staff will contact ADA Coordinator. 7. For sign language interpreter requests from the public, see either "Hiring a Sign Language Interpreter" or "Hiring a Legal Sign Language Interpreter." Administrative Practice Manual documents on dcinet. Note: no relatives or friends may be hired as a sign language interpreter. 8. Retains all phone logs of calls to document requests of public accommodations.



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SUBJECT: AMERICANS WITH DISABILITIES ACT -TRANSLATING DOCUMENTS INTO BRAILLE

RESPONSIBILITY

Department Staff

ACTION

1. Fill out form "014-118" (ADA Public Accommodations Request form) and send completed form to ADA Coordinator
2. BRAILLING DOCUMENTS: Send materials or documents to be Brailled to ADA Coordinator.
 - a. **KEY-** If possible, have document to be Brailled in "text only" Word format copied to a floppy disc.
 - b. ADA Coordinator will arrange to have documents Brailled.
 - c. When the document had been Brailled, the ADA Coordinator will inform the staff who made request and arrangements will be made to return the brailled document to staff.
3. Accommodation request action is confirmed with the consumer, noting date and time of communication and giving consumer an estimate of when Brailing will be completed.
4. Services are provided to the consumer. Billing for any services provided on form "014-118" is sent to ADA Coordinator.
5. If there is a cancellation of the requested service, immediately notify ADA Coordinator.
6. Matches invoice with approved authorization code and request made by department staff, if request costs money.
7. Makes copies of request and billing and routes bill for payment processing.

ADA Coordinator

END OF PROCEDURES
