

## **AUXILIARY AIDS AND SERVICES FOR PERSONS WITH DISABILITIES**

### **POLICY:**

The Intergovernmental Grants Department of St. Clair County (IGD), as Administrator of Local Workforce Innovation Area 24 (LWIA 24) Workforce Innovation and Opportunity Act (WIOA) services will take appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, programs and other benefits. The procedures outlined below are intended to ensure effective communication with applicants/clients involving our training, services, and benefits. The procedures also apply to, among other types of communication, communication of information contained in all printed documents. All necessary auxiliary aids and services shall be provided without cost to the person being served.

All staff will be provided written notice of this policy and procedure, and staff that may have direct contact with individuals with disabilities will be trained in effective communication techniques, including the effective use of interpreters.

### **PROCEDURES:**

#### 1. Identification and assessment of need:

IGD Workforce Development Group provides notice of the availability of and procedure for requesting auxiliary aids and services through notices in our brochures and during orientation, and through notices posted in each office. When an individual self-identifies as a person with a disability that affects the ability to communicate or to access or manipulate written materials or requests an auxiliary aid or service, staff will consult with the individual to determine what aids or services are necessary to provide effective communication in particular situations.

#### 2. Provision of Auxiliary Aids and Services:

IGD shall provide the following services or aids to achieve effective communication with persons with disabilities:

##### A. For Persons Who Are Deaf or Hard of Hearing

(i) For persons who are deaf/hard of hearing and who use sign language as their primary means of communication, the Field Office Supervisor, 618-277-8790 is responsible for providing effective interpretation or arranging for a qualified interpreter when needed. IGD contracts with Ability Interpreting to provide assistance with sign language. The phone number for Ability Interpreting is 618-688-3320.

In addition, IGD makes available Communication Boards and Computers to assist persons who are deaf or hard of hearing in communications. These are located in the Orientation Room or Resource Room in the Belleville office.

(ii) Communicating by Telephone with Persons Who Are Deaf or Hard of Hearing

IGD utilizes a Telecommunication Device for the Deaf (TDD) for external communication. IGD uses relay services for external telephone with TTY users. We accept and make calls through Illinois Relay Center. The state relay service numbers are:

**English** 800-526-0844 TTY  
800-526-0857 Voice  
**Spanish** 800-501-0864 TTY

(iii) For the following auxiliary aids and services, staff will contact Field Office Supervisor, 618-277-8790 who is responsible to provide the aids and services in a timely manner:

Note takers, computer-aided transcription services, written copies of oral announcements, communication boards, and telecommunications devices for deaf persons (TDDs).

(iv) Some persons who are deaf or hard of hearing may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and *after* an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. If the person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided.

**NOTE: Children and other clients will not be used to interpret, in order to ensure confidentiality of information and accurate communication.**

B. For Persons Who are Blind or Who Have Low Vision contracts with the following.

Telebraille 877-526-6670

IGD also provides the following tools to those who are blind or have low vision:

Magnifying Tools  
Non-Visual Desktop Access and Spring Webcam with Braille Communication  
Large keyboards

(i) Staff will communicate information contained in written materials concerning programs, benefits, and services by reading out loud and explaining these forms to persons who are blind or who have low vision. A Braille printer is available for customer use or to create documents if necessary, at the Belleville Office located at 7650 Magna Drive, Belleville, IL 62223.

Large print typed, Braille, and electronically formatted materials are available through the Belleville Office located at 7650 Magna Drive, Belleville, IL 62223. These materials may be obtained by calling Field Office Supervisor, 618-277-8790

(ii) For the following auxiliary aids and services, staff will contact Field Office Supervisor, 618-277-8790 who is responsible to provide the aids and services in a timely manner:

Qualified readers; reformatting into large print; taping or recording of print materials not available in alternate format; or other effective methods that help make visually delivered materials available to individuals who are blind or who have low vision. In addition, staff are available to assist persons who are blind or who have low vision in filling out forms and in otherwise providing information in a written format.

C. For Persons with Speech Impairments IGD contracts with the following.

Speech to Speech 877-526-6690

To ensure effective communication with persons with speech impairments, staff will contact Field Office Supervisor, 618-277-8790 who is responsible to provide the following aids and services in a timely manner:

Writing materials, TDDs, computers, flashcards, communication boards, computers, and other communication aids.

D. For Persons with Manual Impairments

Staff will assist those who have difficulty in manipulating print materials by holding the materials and turning pages as needed, or by providing one or more of the following:

Note-takers, computer-aided transcription services (accessible in wheelchair), speaker phones, or other effective methods that help to ensure effective communication by individuals with manual impairments. For these and other auxiliary aids and services, staff will contact Field Office Supervisor, 618-277-8790 who is responsible to provide the aids and services in a timely manner.