



## **Ogden City**

# **EFFECTIVE COMMUNICATION PLAN**

Effective 10/1/2013

## **EFFECTIVE COMMUNICATION POLICY**

Ogden City Corporation in administering all public and assisted housing programs is committed to ensuring that applicants, residents, employees, contractors and other members of the public with disabilities have an effective means to communicate. When requested, Ogden City's employees, agents, contractors and private management companies, shall furnish appropriate auxiliary aids and services to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of the programs, services and activities conducted by the Ogden City Corporation. All notifications, including approvals or denials of requests for effective communication referenced in this Policy, will be provided in an alternate format, upon request.

### **AUXILIARY AIDS AND SERVICES**

"Auxiliary aids and services" may include, but are not limited to: (1) qualified sign language interpreters, note-takers, transcription services, written materials, telephone handset amplifiers, telephones compatible with hearing aids, telecommunications devices for deaf persons (TDDs), or other effective methods of making aurally delivered materials available to individuals with hearing impairments; and, (2) qualified readers, large print materials, or other effective methods of making visually delivered materials available to individuals with visual impairments.

### **REQUEST FOR EFFECTIVE COMMUNICATION**

When an auxiliary aid or service is required to ensure effective communication, Ogden City Corporation will provide an opportunity for an individual with a disability to request the auxiliary aid or service of his or her choice. All requests for auxiliary aids and services must be made and received by Ogden City's ADA/EEO Coordinator more than two weeks prior to the date the service is needed. If in emergency circumstances an auxiliary aid or service is needed less than two weeks prior to the date the service is needed, Ogden City will take reasonable steps to secure the auxiliary aid or service in less than two weeks. Ogden City will give primary consideration to the choice expressed by the individual. "Primary consideration" means that Ogden 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 individual with a disability will submit his/her request for auxiliary aids or services to Ogden City's ADA/EEO Coordinator at the address listed below. All requests shall be dated and time-stamped upon receipt.

ADA/EEO Office  
Ogden City Corporation  
2549 Washington Blvd  
Ogden, Utah 84401  
801.629.8701  
<https://accessibility.ogdencity.com>  
Relay Utah: 711 or 888.735.5906

If a person with a disability has an impairment that impedes them from mailing a request, he or she may use any other effective means to request an auxiliary aid or service that is necessary. Upon receipt of the request, the ADA Coordinator or designee will consult with the individual with a disability to determine the preferred type of auxiliary aid or service. If the preferred type of auxiliary aid or service is not available or

not required, then the ADA/EEO Coordinator will ascertain whether an alternative means of communication will ensure effective communication. Within five (5) days of the receipt of the request, the ADA/EEO Coordinator will forward the request to the HR Manager or other appropriate individual to coordinate aid.

The ADA/EEO Coordinator will maintain a log of all requests for effective communication and Ogden City's response, including final disposition, for the duration of 3-years from the date of disposition.

## **PROCEDURES**

### A. Notice

Notices will be posted to contact the ADA/EEO Coordinator if auxiliary aids or services are needed. prominently in the Ogden City's offices as well as all site offices.

### B. Requests for Auxiliary Aids or Services

Requests for auxiliary aids or services should be made with 2 weeks directly to the ADA/EEO Coordinator .

### C. Ogden City Corporation's Notices and Correspondence

All letterhead and meeting notices will contain the following statement:

"For Accessibility and Language assistance help:

801.629.8701 or visit <http://accessibility.ogdencity.com>".

Relay Utah: 711 or 888.735.5906

## **REQUEST FOR REVIEW**

If the requesting individual with a disability is not satisfied with Ogden City's response to the individual's request for an auxiliary aid or service, the individual may file a request to the ADA/EEO Coordinator for review.

The request may be communicated orally or in writing. However, all oral requests must be reduced to writing and maintained in Ogden City's files. In addition, Ogden City shall provide assistance to any individual who requests assistance in filing a request, including assistance in reducing the individual's request to writing. All requests shall be dated and time-stamped.