

Procedure: Effective Communication

It is the policy of Educational Service District 112 to ensure effective communication with all individuals, including individuals with disabilities (persons who have impaired hearing, vision, or speech). The following procedure is intended to assist ESD 112 in taking appropriate steps to ensure effective communication with students, families, applicants, participants, members of the public, and their companions. There is no fee or charge for ESD 112 to provide appropriate auxiliary aids or services.

If, because of a disability, you are unable to access content on ESD 112's website, have questions about the accessibility of content or technology used by the ESD, and/or would like to report barriers to accessing any technology used by the ESD, including this website, please email accessibility@esd112.org.

Ensuring Accessibility of Online Resources

The information contained within ESD 112's website, digital content, and online services will be accessible to all individuals with disabilities in accordance with the standards of the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 Level AA and the Web Accessibility Initiative Accessible Rich Internet Applications Suite (WAI-ARIA) 1.0 for web-based content, except when doing so would impose a fundamental alteration or undue burden. In the event of such a burden, ESD 112 will identify a method for providing equally effective alternate access.

Requesting Communication Aids or Services for a Program, Activity, or Event

Individuals who may need an auxiliary aid or service to participate in and enjoy the benefits of a program, activity, meeting, or event should contact ESD 112 as soon as possible and no later than forty-eight (48) hours before a scheduled program or activity so that ESD 112 can make necessary arrangements. ESD 112 will make reasonable efforts to accommodate any requests made less than forty-eight (48) hours in advance of a program, activity, meeting, or event.

ESD 112's website provides information on how to request auxiliary aids and services, ask related questions, or raise concerns. The following is the site for this information: <https://www.esd112.org/accessibility/>. If a person with a disability cannot access this format, please contact the ADA Coordinator.

An online form for requesting auxiliary aids and services is on ESD 112's website at <https://www.esd112.org/accessibility/>. While it is not required that this form be used to make such a request, this form will minimize miscommunication and help ESD 112 understand the specific auxiliary aids or services being requested. ESD 112 staff will also assist a requestor in filling out this form, when necessary.

Determining an Appropriate Auxiliary Aid or Service

ESD 112 auxiliary aids or services will be provided in an accessible format, in a timely manner, and in such a way as to protect the privacy and independence of any person with a disability. Determinations regarding an appropriate auxiliary aid or service will be individualized and made on a case-by-case basis, considering the communication used by the person with a disability; the nature, length and complexity of the communication involved; the content and the context in which the communication is taking place; the number of people involved in the communication; and the expected or actual length of time of the interaction(s). During this process, ESD 112 will consider the auxiliary aid or service specifically requested by the person with a disability. The ESD will provide an opportunity for the person with the disability (or an appropriate family member) to request the aid or service that he or she thinks is needed to provide effective communication.

Timely Manner

ESD 112 will determine an appropriate auxiliary aid or service as soon as possible following a request by a person with a disability, and will likewise provide the auxiliary aid or service as soon as practicable. ESD 112 staff working with the person with a disability (or an appropriate family member) will keep that person informed of when the auxiliary aid or service will be provided.

Interpreters

For purposes of this policy, a “qualified interpreter” means an interpreter who, via a video remote interpreting (VRI) service or an on-site appearance, is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. Qualified interpreters include sign language interpreters, oral transliterators, and cued-language transliterators. Interpreters certified to provide interpretation in court proceedings or during the delivery of health services are presumptively qualified to provide such services.

Title II of the Americans with Disabilities Act expressly prohibits ESD 112 from requiring an individual with a disability to bring another person to interpret for him or her. Where the individual with the hearing, vision, or speech disability specifically makes the request, an accompanying adult may interpret or facilitate communication if the accompanying adult agrees to provide the assistance.

Complaints and Compliance

ESD 112 has an ADA Coordinator who monitor’s the ESD’s obligations and compliance with Title II, and who is charged with investigating complaints of disability discrimination. Informal or formal complaints of disability discrimination should be made pursuant to the processes contained in Policy 3210 (Nondiscrimination). Questions and concerns relating to communication with persons with hearing, vision, and/or speech disabilities may be directed to:

ADA Coordinator for Title II
2500 NE 65th Avenue
Vancouver, WA 98661
(360) 750-7500
accessibility@esd112.org