



ADA COORDINATORS' HANDBOOK



ADA COORDINATOR'S HANDBOOK:

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POLICY AND PROCEDURES

FOR

OBTAINING AUXILIARY AIDS

AND

SERVICES

FOR

PERSONS WITH DISABILITIES

IN HARRIS COUNTY



August 2018



ADA Coordinators' Handbook

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Section 1

- Procedures for the ADA Coordinator in Harris County
 - Your Job as the ADA Coordinator
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- Procedures and Instructions for Obtaining/Using:
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 - What is “Relay Texas” & How Does it Work?
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Accommodations



KNOW THE RULES!



My Department has an: **ADAC**

What Do We Do?

**PROCEDURES FOR THE ADA
COORDINATOR**

IN

HARRIS COUNTY



Your Job as the ADA Coordinator or Alternate Coordinator is Important.

Title II of the *Americans with Disabilities Act* (“the ADA”) requires Harris County to make its programs, its services, its facilities, and its benefits available and accessible to everyone who needs an accommodation because they have a disability. We need your help to make this happen. This booklet is designed to help Harris County do a good job providing accommodations. This booklet will help you obtain and schedule services for people who have disabilities.

If you are the ADA Coordinator (“ADAC”), you will need to keep this booklet handy, you will need an Alternate ADAC in case you are not available, and you need the help of your co-workers. Because you need their help, please inform your co-workers what the ADA is about. Make sure they know that you are the ADA Coordinator for your department. Tell your co-workers the name of the alternate coordinator in case you are not available. Ask them to report to you whenever they become aware of the need for services, posters, or information, and remind them that they should tell you if that need has been postponed or no longer exists. Look at the posters that are in the appendix to this pamphlet. Post the poster from Section 3 of this pamphlet (“Auxiliary Aids and Services for Persons with Disabilities”) and make the **ADA Grievance Form** (See the form in Section 4) available upon request to employees, citizens, or inmates. Contact Facilities and Property Management to post the required poster in your building. Point the poster out to your co-workers so that they know where it is and what it means. If you are not the ADA Coordinator of your department, find out who has that assignment. If no one has been assigned, ask to be the Coordinator or the alternate for your department or ask that a Coordinator be assigned.

The ADAC must schedule auxiliary aids and services for any person with a disability who asks for an accommodation. Start with the premise that you can and will assist any person who has a disability and requests an accommodation. You can schedule services by contacting the provider directly or by contacting the Harris County ADA Coordinator, at 713-274-5427 or HRRMHCADACoordinator@bmd.hctx.net. Other important telephone numbers are found in this pamphlet. The Harris County ADA Coordinator can help you help your Department’s customers and your fellow employees. Remember your responsibility is to the public and to your co-workers. Ask your co-workers to direct members of the public who seek accommodations to you.

Try your best to help Harris County provide these services economically, that way Harris County will be able to accommodate everyone who asks within the budget it has provided. Most service providers charge Harris County additional fees for services not scheduled in advance or canceled without notice. It is your duty, as ADAC, to ensure that services are scheduled or canceled with as much advance notice as possible in order to avoid extra fees. Emergencies will happen and when they do, your job will be to make certain that services are provided as quickly as possible. However, we encourage you to schedule services as far in advance as possible. We also request that you help save the County money by canceling services you have requested if you learn they are no longer necessary.

You should be aware that sign language interpretation is different from foreign language interpretation and translation. The billing procedures are different. Each is paid out of a different budget. Speaking a foreign language is not a disability. If you have ever scheduled a foreign language interpreter, you know that you use the Auditor’s Office Form #47 instead of the time slip presented by a sign language interpreter. People who speak a foreign language are not protected under the ADA. People who cannot speak, are deaf, or are hard of hearing (HoH) have a disability and are protected under the ADA. We have invested a lot of effort to make certain that every member of the public who has a disability and needs an accommodation to participate in a Harris County government activity will be able to obtain an accommodation from Harris County. We appreciate your help.

The inability to speak or hear is not the only disabilities covered by the ADA. Blindness and low vision, as well as certain illnesses (both physical and mental) and limitations in mobility are also issues that are covered under the ADA and must be accommodated upon request.

DESIGNATING AN ADA COORDINATOR/ALTERNATE

If you have designated or been designated the ADAC for your department, you should have completed the form notifying Human Resources & Risk Management of the designation. Look at the form in the forms section. These forms are part of Harris County's effort to comply with Title II of the Americans with Disabilities Act. If your department hasn't submitted one of these forms, and you are the ADAC please complete this form and return it to Human Resources & Risk Management (HRRM) to the attention of the Americans with Disabilities Act Coordinator (ADAC) or scan and email it to: HRRMHCADACoordinator@bmd.hctx.net or fax it to ADAC @ HRRM at 713-274-5426. Please resubmit this form each time there is a change in your Department's designated coordinator or alternate.

One section of the ADA states that:

No otherwise qualified individual shall, solely, by reason of such disability, be excluded from participation in, be denied the benefits of, or be subject to discrimination in programs, services, benefits, or activities sponsored by a public entity.

That statement defines our jobs as ADA Coordinators (ADAC).

LEARNING THE JOB

The ADAC should learn how to provide auxiliary aids and services using the forms in the forms section. Complete one practice form just to learn how to do it, but do try filling it out. Make extra copies so that you will have them available.

Learn the language and the protocol for interacting with persons with disabilities. Notice, we didn't say disabled people. People with disabilities want to be recognized as persons first before they are recognized as someone with a disability.

Look for the handicapped parking spaces and access areas available for your department. Do you know where they are? Frequently check to make sure that they are not blocked by personal or department vehicles. Make sure that your department displays the required directional signage to the closest accessible services (accessible restrooms, ramps, doorways, relay services, etc.).

Harris County provides Auxiliary Aids and Services to any person who is disabled so that person can access its programs, services, and facilities. These aids and services are provided at no charge. You should become familiar with the different types of aids and services.

You will find that the most efficient way to provide an accommodation is to ask the individual seeking an accommodation to request it in writing. They will be specific, and reduce the chances of a misunderstanding about the request. Use the Citizen Request form in the forms section of this Handbook. **The ADAC should understand that the appropriate accommodation or service differs among individuals. The preferred communication mode of a person with hearing loss differs depending on whether that individual identifies himself as deaf, late-deafened or hard of hearing. That is why some persons who are deaf prefer CART because they do not necessarily understand sign language. It is sometimes difficult for persons who have lost hearing while young to read and write English because English is a spoken language. Sign language is not English. It does not follow English syntax. Therefore, writing is not an appropriate accommodation for that person. It is important to ask the individual for their preferred accommodation.**

For building access, we have curb cuts, automatic doors, or doors that have buzzers conveniently located to call for assistance. We also have signage directing the public to the nearest service equipment, restroom facilities or accessible entrances and exits. Can you think of others?

Building accessibility also means you should know how to evacuate people with disabilities. If you have to use a flight of stairs to leave the building, devise a plan for people in wheelchairs. Be sure to look out for employees and visitors who are deaf when the fire alarm sounds. Designate a team of helpers with these responsibilities.

Team Members	Telephone Extension
_____	_____
_____	_____
_____	_____

Do you know the services and equipment that are available? Harris County has these available:

- Relay Texas
- Assistive Listening Devices or Infrared Equipment.
- Sign Language Interpreters (ASL, ESL, or other)
- Oral Interpreters
- CART
- Others as needed

Do you know where the poster offering ADA assistance is in your building? Look at the poster in Part 1, Section 4. If you can't find it in your building, copy it from Part 1, Section 3 and post it in a public place in your building. Then call HRRM at 713-274-5427, or HRRMHCADACoordinator@bmd.hctx.net to have an official poster posted.

Look at all of the forms in Part 1, Section 4. They should be self-explanatory. Let HRRM know how they can be more "user friendly." Make sure you have lots of copies available. Show them to your alternate ADAC.

Become familiar with the complaint and grievance procedure with regard to ADA accommodations. Look at the poster and grievance procedure in Part 1; Section 3. Is the poster posted in your department? **Make sure it is posted in a place that members of the public will naturally look.** If we all do our jobs well, there will never be a need for the complaint forms, but you should have them available anyway. Read the procedure so that you are familiar with it. If someone has a complaint, try to accommodate them immediately. If you can't, try calling some of the telephone numbers in this booklet. See Part 1, Section 1 entitled "Getting Help...." Regardless of how hard you have tried to accommodate the complainant, give the complainant a grievance form from Part 1, Section 4. Help them fill it out if necessary. The County's ADA Coordinator will try to resolve all complaints and you can help make that job easier by making an accommodation before anyone contemplates a complaint.

If someone does file a complaint please fax or email it to the ADAC at HRRM, 713-274-5426 (fax) or HRRMHCADACoordinator@bmd.hctx.net as soon as possible.

SOURCES OF INFORMATION

See Getting Help in Part 1, Section 1 for other sources of information on the ADA, including compliance, accommodation, resources, phone numbers, and training.

If you do not know how to accommodate a person who is disabled and needs an accommodation to participate in a Harris County program, acquire necessary services or accommodations, have questions, or have a unique problem or situation, contact the ADA Coordinator at 713-274-5427 or by email at HRRMHCADACoordinator@bmd.hctx.net for more information, or call your contact in the Harris County Attorney's Office.

INSTRUCTIONS FOR FILLING OUT DEPARTMENT REQUEST FOR SIGN LANGUAGE INTERPRETERS AND OTHER ADA SERVICES FORM

To Harris County Employees/ADA Coordinators/Supervisors:

Make this request as early as possible if you need a sign language-interpreter or other auxiliary aid or ADA services for a person with a disability. Please cancel with as much notice as possible to the service provider if the service becomes unnecessary. **DO NOT USE THE FAMILY MEMBERS AS INTERPRETERS FOR CITIZENS WHO ARE HEARING IMPAIRED—SCHEDULE A QUALIFIED APPROPRIATE PROVIDER.**

INSTRUCTIONS:

1. Initially, you should work with the person seeking an accommodation to make certain which accommodation is appropriate. For persons who are hearing impaired or deaf, ask what sign language the person uses. American Sign Language (ASL) is the most popularly taught sign language, but there are others. For an in-person interpreter, you may contact Communication Access Ability Group at 713-807-1176, fax: 713-807-1238, or cell: 832-347-3365, email: scheduling@caag4.com or click on <http://www.caag4.com/> to request the interpreter. **Complete the DEPARTMENT REQUEST FOR AUXILIARY AIDS AND SERVICES.**
2. Sometimes a person who is deaf initially requests a sign language interpreter or CART interpretation, then after learning that it may take as long as two hours for the service to arrive, the person chooses not to wait. Sometimes people who are deaf are accompanied by someone that they want to interpret for them. That should never be permitted for court proceedings. In less serious instances, when the initial requester tells you that someone else will interpret for the requestor, please have the requestor complete a refusal form. See the REFUSAL FORM in the forms section of this Handbook. Be cautious in its use, however. You must never pressure a person with a disability to refuse our free services. If the person wants to use an informal and uncertified interpreter, complete the USE OF NON-CERTIFIED INTERPRETER FORM in the forms section of this Handbook. Fax the completed form to the attention of the ADAC at HRRM at 713-274-5426 or email HRRMHCADACoordinator@bmd.hctx.net.
3. If you determine that you need a sign language interpreter, you must tell Communication Access Ability Group the kind of interpreter you need. Their staff will help you ask the requestor the necessary questions.
4. In most usual cases you will be completing a DEPARTMENT REQUEST FOR AUXILIARY AIDS AND SERVICES. See the forms section in this Handbook. Be sure to complete the entire form and sign the time slip after the services are performed and then fax or email the entire form, together with a copy of the time slip that the service provider brings with them, to the attention of the ADAC at the HRRM at 713-274-5426 or email to HRRMHCADACoordinator@bmd.hctx.net.
5. DEPARTMENT REQUEST FOR AUXILIARY AIDS AND SERVICES (see the forms section in this Handbook) may be used for all ADA related accommodations and services. Contact the ADAC at HRRM at 713-274-5427 or email HRRMHCADACoordinator@bmd.hctx.net if you have questions. These services are provided without charge in an effort to ensure effective communication and full participation in Harris County programs, services, and activities as required by the Americans with Disabilities Act.



PROCEDURES FOR OBTAINING SIGN LANGUAGE INTERPRETERS AND OTHER AUXILIARY AIDS AND SERVICES

Sign language interpreters are not for everyone. A person who is hard of hearing may not even understand sign language. Make certain that a sign language interpreter is an appropriate accommodation, and ask the type of sign language the person uses. Sometimes a person will need a sign language interpreter in another language like Spanish, for example. As long as sign language is necessary, you can call the Service Provider directly or the ADA Coordinator can schedule the sign language interpreter for you.

Service Provider is: *Communication Access Ability Group
Telephone Number is: 713-807-1176
Service Provider Fax is: 713-807-1238
Cell Number is: 832-347-3365
Email: scheduling@caag4.com
Web Page is: <http://www.caag4.com/>

Communication Access Ability Group also provides oral interpreters, certified court interpreters*, and blind/deaf interpreter services. Use the same request form and procedures for all services from this provider.

***The law requires all sign language court interpreters to be certified under the authority of the Texas Commission for the Deaf and Hard of Hearing. A non-certified sign language interpreter may not be used to interpret a legal proceeding.**

Texas Administrative Code

TITLE 40 SOCIAL SERVICES AND ASSISTANCE
PART 2 DEPARTMENT OF ASSISTIVE AND REHABILITATIVE SERVICES
CHAPTER 109 OFFICE FOR DEAF AND HARD OF HEARING SERVICES
SUBCHAPTER B BOARD FOR EVALUATION OF INTERPRETERS
DIVISION 2 BEI COURT INTERPRETER CERTIFICATION

RULE §109.309 Requirements for Interpreting Court Proceedings in Courts of the State of Texas

(a) These provisions apply to all proceedings of Texas courts, including county, municipal, and justice courts.

(b) A person interpreting court proceedings in Texas courts must hold a current court interpreter certificate issued by DARS or a current legal certificate issued by RID.

Source Note: The provisions of this §109.309 adopted to be effective April 24, 2013, 38 Tex Reg 2513.

Procedures for Requesting an In-Person Sign Language Interpreter:

1. Whenever possible the User Department should request interpreter services at least 48 HOURS in advance. However, if an individual needs an interpreter immediately, Departments should request one immediately. It may take up to two hours for an interpreter to actually appear. Reassure the person who needs the interpreter when you know that the sign language interpreter has been called. Show that you care about the inconvenience, but that it can't be helped. Explain that, if you knew of the need beforehand there would be no wait. Be sure to discuss the requestor's future needs with the requestor. You may have to do that *after* the interpreter arrives.
2. Complete the **DEPARTMENT REQUEST FOR SIGN LANGUAGE INTERPRETERS AND OTHER ADA SERVICES** form. See the forms in Section 4.
3. Schedule and confirm every appointment with ****Current** Harris County's Service Provider. Confirmation is important. Try to reconfirm future needs at least 24 hours before the interpreter has been scheduled to appear. Please note that less notice requires higher fees.
4. If, after placing a request for an interpreter, you or your department learns that the interpreter will not be needed because the event is canceled or the requester cannot keep the appointment, you should call the Service Provider to cancel the request.

Write "Canceled" on the top of the original REQUEST FOR SIGN LANGUAGE INTERPRETERS form and fax or email it to the attention of the ADAC at Human Resources & Risk Management (HRRM) at 713-274-5426 (fax) or HRRMHCADACoordinator@bmd.hctx.net. Notify the person who needed the accommodation that you have canceled the interpreter when the event is canceled.

5. You must sign the **Time Slip for CAAG SLI** from the Service Provider after the services are completed. Fax or email the signed time slip and completed **REQUEST FOR SIGN LANGUAGE INTERPRETERS AND OTHER ADA SERVICES** form to the attention of the ADAC at Human Resources & Risk Management (HRRM) at 713-274-5426 (fax) or email at: HRRMHCADACoordinator@bmd.hctx.net.

See forms in Section 4

NOTE: The procedure outlined above is for sign language interpretation services as required by the *Americans with Disabilities Act* only. Foreign language (spoken) interpretation services are available at cost through a wide range of service providers. Contact the administrative offices of the courts for more information on foreign language interpreters.

**Service provider is by contract and is subject to change. If you are not sure who the current provider is, please call the ADA at 713-274-5427, or email at: HRRMHCADACoordinator@bmd.hctx.net.



CART (COMMUNICATION ACCESS REALTIME TRANSLATION) (AKA CAPTIONING)

The current** provider of CART services is Marie Bryant of “The Captioning Company.” As with other auxiliary services, as much notice should be given as possible of the need for service. Additionally, the provider should be notified of any cancellation as soon as possible.

Service Provider is: **Marie Bryant/The Captioning Company
Telephone Number is: 281-684-8973 (Voice – Cell Phone)
Service Provider Fax is: 281-347-2881
Email: captioningcompany@comcast.net

Persons in need of CART should contact the Court Coordinator or an officer of the court. That person should then advise the court’s designated ADA Coordinator of the need. **Citizens requesting CART should fill out the Citizen Request for Sign Language Interpreters and Other ADA Services Form in the Forms section of this Handbook.** In turn, the ADAC should contact Marie Bryant to schedule the service or contact the ADAC at the Harris County Human Resources & Risk Management HRRM at 713-274-5427, or email: HRRMHCADACoordinator@bmd.hctx.net.

The ADAC should fill out the Department Request for Captioning Services Form and fax or email it to attention of the ADAC at the Harris County Human Resources & Risk Management HRRM at 713-274-5426 (fax) or HRRMHCADACoordinator@bmd.hctx.net along with the invoice for service if one is provided.

The CART provider should receive at least 24 hour notice of the assignment, including the name of the person requesting the service and the date, time, and location of the proceedings, case number, type of proceeding, and length of time expected. Whenever possible, the same CART provider should be assigned to the CART consumer for the duration of the continuous proceedings.

In a court proceeding, a CART consumer may be a litigant, witness, juror, judge, attorney, or other participant. The ADAC should understand that the preferred communication mode for a person with hearing loss differs depending on whether that individual identifies himself as deaf, late-deafened, or hard of hearing.

Schedule and confirm every appointment with Harris County’s **CURRENT Service Provider. Confirmation is important. Try to reconfirm future needs at least one day before the interpreter has been scheduled to appear.

If, after placing a request for an interpreter, you or your department learns that the interpreter will not be needed because the event is canceled or the requester cannot keep the appointment, you should call the Service Provider to cancel the request. Write “Canceled” on the top of the original REQUEST FOR SIGN LANGUAGE INTERPRETERS form and fax or email it to the attention of the ADAC at the Harris County Human Resources & Risk Management HRRM at 713-274-5426 (fax) or HRRMHCADACoordinator@bmd.hctx.net. Notify the person who needed the accommodation that you have canceled the interpreter when the event is canceled.

You must sign the receipt from Service Provider after the services are completed. Fax or email the signed receipt and completed REQUEST FOR SIGN LANGUAGE INTERPRETERS AND OTHER ADA SERVICES form to the attention of attention of the ADAC at Human Resources & Risk Management (HRRM) at 713-274-5426 (fax) or HRRMHCADACoordinator@bmd.hctx.net. **NOTE: you must sign and fax or email this form every time an Interpreter or Captionist arrives, even if his or her services are not needed. Please note that the services were not used on the form.**

**Service provider is by contract and is subject to change. If you are not sure who the current provider is, please call HRRM at 713-274-5427 or email HRRMHCADACoordinator@bmd.hctx.net.



VIDEO REMOTE INTERPRETATION (VRI)

Procedures for obtaining VRI:

The VRI service is provided by CSDVRS, LLC. The contact person for this service is Lester Jones (HRRM). VRI is an on-demand service that allows **sign language interpreters to appear on a videophone over high speed internet lines**. VRI eliminates the wait time and need for scheduling. Under some circumstances, when used appropriately, video interpreting services can provide immediate, effective access to interpreting services seven days per week, twenty-four hours a day, in a variety of situations including emergencies and unplanned incidents.

Service Provider & Contact:	CSDVRS, LLC (Z5)/Lester Jones (HRRM)
Telephone Number is:	713-274-5420
Email:	Lester.Jones@bmd.hctx.net
WebPage:	https://hrrm.webhc.hctx.net/SitePages/Auxiliary%20Aids.aspx

Persons in need of VRI should contact the ADA Liaison for their department. The liaison will be able to provide the information needed to access the Z5 application. Additionally, it is each department's responsibility to ensure that the necessary hardware and software are available in order to efficiently utilize the VRI service.

The VRI service is an "on-demand" feature which means that setting an appointment is not required. The user will simply log on to the application and request an interpreter. This service can be used on any device that is internet accessible, has a two-way camera, and built-in microphone (if needed).

After the VRI session is completed, the requester will then be responsible for completing the **VRI SERVICES FORM**.

See Forms section.

The form must be filled in its entirety and fax to the attention of the ADAC at Human Resources & Risk Management at 713-274-5426 (fax) or email: HRRMHCADACoordinator@bmd.hctx.net.



What is “Relay Texas” and How Does It Work?

Relay Texas provides Telecommunications Relay Services (TRS). TRS uses relay operators to facilitate the making of telephone calls by people who have difficulty hearing or speaking and find it challenging or impossible to use a traditional telephone. A relay operator serves as a confidential, transparent link between people who are hearing and someone who is either deaf, hard of hearing, deaf-blind and/or speech impaired. Relay operators voice the conversation to hearing users and type the conversation to TTY users.

There are several different types of relay services, each designed to accommodate different types of devices and users' needs and capabilities. Relay operators have special equipment to both hear speaking callers and read text responses sent by callers using a text-based device such as a text telephone (TTY), voice carryover (VCO), Hearing Carry Over (HCO), computer or mobile device. This service is available for Texans 24 hours a day, 365 days a year at no extra charge. There is no time limits on Relay Texas calls, and state and federal laws mandate confidentiality.

TTY - A person using a TTY dials 7-1-1 to access a relay operator who places the call. The operator then relays the conversation by transmitting the text from the TTY display to the recipient through speech, and by transmitting the voice of the recipient to the TTY caller through text. A person who doesn't have a TTY and want to call a person who uses a TTY dials 7-1-1 and gives the relay operator the phone number including the area code of the person who uses a TTY, and the relay operator places the call to that person, typing the spoken words to the TTY user and voicing the TTY users typed words until the conversation ends.

VCO - VCO TRS enables a person who is hard of hearing but who wants to use his or her own voice, to speak directly to the receiving party and to receive responses in text form through the operator.

HCO – HCO TRS allows a person with a speech disability to type his or her part of the conversation on a TTY. The operator reads these words to the called party and the caller hears responses directly from the other party.

Cost to the Relay User

Relay Texas allows you to place local calls at no charge. Long distance relay calls are billed at the regular rate normally charged to customers dialing from the same location to the same call termination location. Long distance calls can be billed to your preferred long distance provider by providing the relay operator with your long distance service provider's information when placing the call.

How Do Relay Services Benefit Society?

Business Opportunities

Relay services increase business opportunities by greatly enhancing accessibility to a new and largely untapped consumer market, thus increasing potential business revenues and collectable state tax dollars.

Increased Employability

Relay services increase the employability of disabled persons. Previously, many deaf individuals could not get certain jobs because they could not use the telephone. Relay services increase employment and promotional opportunities for both unemployed and currently employed individuals. By increasing these employment opportunities, relay services reduce welfare costs and increase the tax base.

Enhanced Quality of Life

Relay services improve the quality of life for all citizens by: Ensuring ongoing telephone access for everyone; Increasing freedom and independence; Increasing privacy; Increasing performance and productivity; Improving self-image; and Improving safety and security.

Using Relay Texas

For Deaf, Hard-of-Hearing, or Speech Disabled:

The most common device used to make a relay call is a TTY that can be used together with a phone handset. However, the equipment you need may vary depending upon the type of relay service you use. For more information on how to obtain a device in your area for your specific needs, call Relay Texas Service Customer Service at 1-800-676-3777. TTY to Voice of HCO to Voice, call 7-1-1 or 1-800-735-2989. ASCII to Voice, call 7-1-1 or 1-800-735-2991. Speech to Speech, call 7-1-1 or 1-877-826-1789.

For Hearing or Voice Caller (Voice to TTY/VCO/HCO/STS):

You don't need any special devices for calling the relay service; to call a deaf, hard-of-hearing or speech-disabled individual, all you do is to simply dial 7-1-1 or 1-800-735-2988. You will hear a voice recording telling you to press "1" to make a relay call. Then you will give the relay operator the area code and telephone number you wish to call and any further instructions. The relay operator will process your call, relaying exactly what the TTY user is typing back to you. The relay operator will relay what you say back to the TTY user.

For Deaf-Blind Callers: TeleBraille to Voice, call 7-1-1 or 1-877-826-9348

To use Relay Texas to call a TTY:

1. Dial 1-800-RELAY-VV OR 7-1-1.
2. The operator will answer and ask for the number you are calling.
3. The operator will dial the number and tell you when the call is ready.
4. Speak directly to the party you are calling – not the operator. Everything you say will be typed to the caller and everything the caller types will be voiced to you.
5. To end a turn in the conversation, say "go ahead" or "GA", and the other person will begin typing again. Each person is expected to take a turn only after receiving a "go ahead" or "GA" from the other party.
6. When you are done with your conversation, say "GA to SK", meaning "go ahead to stop keying" or "good-bye", to let the person know you are ready to end the conversation.
7. After each party says SK you may hang up.

Additional Information

For additional information regarding Relay Texas, please contact the contracted carrier:

Sprint: 1-800-676-3777

or

Public Utility Commission of Texas

Relay Texas Program

512-936-7147 (TTY)

512-936-7148 (Voice)

1- 888-782-8477 (Voice)

relaytx@puc.state.tx.us

512-936-7428 (Fax)



TTY ETIQUETTE

For departments who have TTYs, it's important to train employees on how to place and answer TTY calls and to periodically check to ensure the TTY is connected and functional.

Below are some examples of proper etiquette for TTY calls.

- Introduce yourself: NAME & DEPARTMENT. For example, "HI THIS IS HUMAN RESOURCES SALLY HERE MAY I HELP U Q GA" Instead of "HI GA." This will make the caller feel welcome and give the caller a feeling for the friendliness of the facility. And be more personal.
- Tap the space bar of your TTY several times to let the hearing person know that it is a TTY call.
- Use Q to indicate a question.
- Always use GA when you completed your statement. Do not begin typing until you see GA from the other party.
- Be precise when giving time, place and direction (if any) to the caller. Ask the caller to repeat the information to double check receipt and understanding. That will help eliminate misunderstanding and frustration. Check for the number and letter keys.
- Always tell the other party when calls are going to be put on "hold."
- When TTY users type, "Can you read me?" they want to know if the message is clear without garbled letters or numbers. If the message is garbled, hit the space bar a few times. If it does not clear up the message, both parties should hang up and try the call again.
- Spell out numbers if necessary to avoid any confusion.
- Reduce the length of conversations to essential information.
- To show feeling on the TTY, type "HAHAHA", "SMILE", "GREATTT!", "SUPERRR!", "SIGHHH", "FROWN". Some email acronyms may be used as well such as LOL.
- Punctuation is not necessarily used in TTY conversations.
- When you make a typing error, type XXX after the error and retype. It's too time consuming to use the backspace key to correct your error. Some errors may not need to be corrected if it's easily understood.
- Use abbreviations to reduce the length of the call and keep conversation short as much as possible.
- Common abbreviations include:

ANSWER	ANS	OH I SEE	OIC
BUSINESS	BIZ	OPERATOR	OPR
COULD	CD	PLEASE	PLS
SEE YOU LATER	CUL	QUESTION MARK	Q
BECAUSE	CUZ	ARE	R
GO AHEAD	GA	SHOULD	SHD
HOLD	HD/HLD	STOP KEYING	SK
I LOVE YOU	ILU	TOMORROW	TMW
LETTERS	LETS	YOU	U
MESSAGE	MSG	YOUR	UR
MEETING	MTG	WOULD	WUD
NUMBER	NBR/NU	HUGS	XOXO

- When you have concluded your conversation, use GA TO SK. One party's SK should be answered by the other's SKSK (two SKs). Do not type more than two SKs as it is considered rude or impatient.
- DON'T
 - Save the hard copy of the conversation without permission.
 - Eavesdrop or allow eavesdropping.

SECTION 2

- Overview of the ADA and ADAAA
- ADA Best Practices Tool Kit for State and Local Governments



Overview of the Americans with Disabilities Act of 1990 and the ADA Amendments Act of 2008

Over 54 million Americans with physical or mental impairments that substantially limit daily activities are protected under the ADA. These activities include working, walking, talking, seeing, hearing, or caring for one's self. People who have a record of such impairment and those regarded as having impairment are also protected.

The following is a brief summary of some of the major requirements contained in the ADA statute.

Title I – Employment

Title I of the ADA prohibits discrimination in employment against people with disabilities. It requires employers to make reasonable accommodations to the known physical or mental limitations of a qualified applicant or employee, unless such accommodation would impose an undue hardship on the employer. Reasonable accommodations include such actions as making worksites accessible, modifying existing equipment, providing new devices, modifying work schedules, restructuring jobs, and providing readers or interpreters.

Title I also prohibits the use of employment tests and other selection criteria that screen out, or tend to screen out, individuals with disabilities, unless such tests or criteria are shown to be job-related and consistent with business necessity. It also bans the use of pre-employment medical examinations or inquiries to determine if an applicant has a disability. It does, however, permit the use of a medical examination after a job offer has been made if the results are kept confidential; all persons offered employment in the same job category are required to take them; and the results are not used to discriminate.

Employers are permitted, at any time, to inquire about the ability of a job applicant or employee to perform job-related functions. The EEOC is the enforcement agency for Title I.

Title II - State and Local Governments

Title II of the ADA requires that the services and programs of local and State governments, as well as other non-Federal government agencies, shall operate their programs so that when viewed in their entirety are readily accessible to and usable by individuals with disabilities.

Title II entities:

- Do not need to remove physical barriers, such as stairs, in all existing buildings, as long as they make their programs accessible to individuals who are unable to use an inaccessible existing facility.
- Must provide appropriate auxiliary aids to ensure that communications with individuals with hearing, vision, or speech impairments are as effective as communications with others, unless an undue burden or fundamental alteration would result.
- May impose safety requirements that are necessary for the safe operation of a Title II program if they are based on actual risks and not on mere speculation, stereotypes, or generalizations about individuals with disabilities.

In addition, Title II seeks to ensure that people with disabilities have access to existing public transportation services. All new buses must be accessible. Transit authorities must provide supplementary paratransit services or other special transportation services for individuals with disabilities who cannot use fixed-route bus services, unless this would present an undue burden.

The Americans with Disabilities Act (ADA) Amendments Act of 2008

On September 25, 2008, the ADA Amendments Act (ADAAA) was signed into law. It became effective on January 1, 2009. The U.S. Senate and the U.S. House of Representatives both unanimously passed the ADAAA.

The ADAAA focuses on the discrimination at issue instead of the individual's disability. It makes important changes to the definition of the term "disability" by rejecting the holdings in several Supreme Court decisions and portions of Equal Employment Opportunity Commission's (EEOC) ADA regulations. The Act retains the ADA's basic definition of "disability" as an impairment that substantially limits one or more major life activities, a record of such an impairment, or being regarded as having such an impairment. However, it changes the way that the statutory terms should be interpreted. Most significantly, the ADAAA:

- Directs EEOC to revise the portion of its regulations that defines the term "substantially limits";
- Expands the definition of "major life activities" by including two non-exhaustive lists:
 - The first list includes many activities that the EEOC has recognized (e.g., walking) as well as activities that EEOC has not specifically recognized (e.g., reading, bending, and communicating);
 - The second list includes major bodily functions (e.g., "functions of the immune system, normal cell growth, digestive, bowel, bladder, respiratory, neurological, brain, circulatory, endocrine, and reproductive functions");
- States that mitigating measures other than "ordinary eyeglasses or contact lenses" shall not be considered in assessing whether an individual has a disability;
- Clarifies that an impairment that is episodic or in remission is a disability if it would substantially limit a major life activity when active;
- Provides that an individual subjected to an action prohibited by the ADA (e.g., failure to hire) because of an actual or perceived impairment will meet the "regarded as" definition of disability, unless the impairment is transitory and minor;
- Provides that individuals covered only under the "regarded as" prong are not entitled to reasonable accommodation; and
- Emphasizes that the definition of "disability" should be interpreted broadly.



ADA Best Practices Tool Kit for State and Local Governments

General Effective Communication Requirements under Title II of the ADA

In this chapter, you will learn about the requirements of Title II of the ADA for effective communication.

Questions answered include:

- What is effective communication?
- What are auxiliary aids and services?
- When is a state or local government required to provide auxiliary aids and services?
- Who chooses the auxiliary aid or service that will be provided?

A. Providing Equally Effective Communication

Under Title II of the ADA, all state and local governments are required to take steps to ensure that their communications with people with disabilities are as effective as communications with others.¹ This requirement is referred to as “effective communication”² and it is required except where a state or local government can show that providing effective communication would fundamentally alter the nature of the service or program in question or would result in an undue financial and administrative burden.

What does it mean for communication to be “effective”? Simply put, “effective communication” means that **whatever is written or spoken must be as clear and understandable to people with disabilities as it is for people who do not have disabilities**. This is important because some people have disabilities that affect how they communicate.

How is communication with individuals with disabilities different from communication with people without disabilities? For most individuals with disabilities, there is no difference. But people who have disabilities that affect hearing, seeing, speaking, reading, writing, or understanding may use different ways to communicate than people who do not.

The effective communication requirement applies to ALL members of the public with disabilities, including job applicants, program participants, and even people who simply contact state or local government agencies seeking information about programs, services, or activities.

¹ Department of Justice Non-discrimination on the Basis of State and Local Government Services Regulations: 28 C.F.R. Part 35, § 35.160 (2005). The Department’s Title II regulation is available at www.ada.gov/reg2.html.

² See Department of Justice Americans with Disabilities Act Title II Technical Assistance Manual II-7.1000 (1993). The Technical Assistance Manual is available at www.ada.gov/taman2.html.

1. Providing Equal Access with Auxiliary Aids and Services

There are many ways that you can provide equal access to communications for people with disabilities. These different ways are provided through “auxiliary aids and services.” **“Auxiliary aids and services” are devices or services that enable effective communication for people with disabilities.**³

Title II of the ADA requires government entities to make appropriate auxiliary aids and services available to ensure effective communication.⁴ You also must make information about the location of accessible services, activities, and facilities available in a format that is accessible to people who are deaf or hard of hearing and those who are blind or have low vision.⁵

Generally, the requirement to provide an auxiliary aid or service is triggered when a person with a disability requests it.

³ 28 C.F.R. §§ 35.104, 35.160.

⁴ 28 C.F.R. Part 35.160(b) (1).

⁵ 28 C.F.R. § 35.163 (a).

2. Different Types of Auxiliary Aids and Services

Here are some examples of different auxiliary aids and services that may be used to provide effective communication for people with disabilities. **But, remember, not all ways work for all people with disabilities or even for people with one type of disability. You must consult with the individual to determine what is effective for him or her.**

- qualified interpreters
- note-takers
- screen readers
- computer-aided real-time transcription (CART)
- written materials
- telephone handset amplifiers
- assistive listening systems
- hearing aid-compatible telephones
- computer terminals
- speech synthesizers
- communication boards
- text telephones (TTYs)
- open or closed captioning
- closed caption decoders
- video interpreting services
- videotext displays
- description of visually presented materials
- exchange of written notes
- TTY or video relay service
- email
- text messaging
- instant messaging
- qualified readers
- assistance filling out forms
- taped texts
- audio recordings
- Brailled materials
- large print materials
- materials in electronic format (compact disc with materials in plain text or word processor format)

B. Speaking, Listening, Reading, and Writing: When auxiliary aids and services must be provided

Remember that communication may occur in different ways. Speaking, listening, reading, and writing are all common ways of communicating. When these communications involve a person with a disability, an auxiliary aid or service may be required for communication to be effective. The type of aid or service necessary depends on the length and complexity of the communication as well as the format.

1. Face-to-Face Communications

For brief or simple face-to-face exchanges, very basic aids are usually appropriate. For example, exchanging written notes may be effective when a deaf person asks for a copy of a form at the library.

For more complex or lengthy exchanges, more advanced aids and services are required. Consider how important the communication is, how many people are involved, the length of the communication anticipated, and the context.

Examples of instances where more advanced aids and services are necessary include meetings, hearings, interviews, medical appointments, training and counseling sessions, and court proceedings. In these types of situations where someone involved has a disability that affects communication, auxiliary aids and services such as qualified interpreters, computer-aided real-time transcription (CART), open and closed captioning, video relay, assistive listening devices, and computer terminals may be required. Written transcripts also may be appropriate in pre-scripted situations such as speeches.

Computer-Aided Real-Time Transcription (CART)

Many people who are deaf or hard of hearing are not trained in either sign language or lip reading. CART is a service in which an operator types what is said into a computer that displays the typed words on a screen.

2. Written Communications

Accessing written communications may be difficult for people who are blind or have low vision and individuals with other disabilities. Alternative formats such as Braille, large print text, emails or compact discs (CDs) with the information in accessible formats, or audio recordings are often effective ways of making information accessible to these individuals. In instances where information is provided in written form, ensure effective communication for people who cannot read the text. Consider the context, the importance of the information, and the length and complexity of the materials.

When you plan ahead to print and produce documents, it is easy to print or order some in alternative formats, such as large print, Braille, audio recordings, and documents stored electronically in accessible formats on CDs. Some examples of events when you are likely to produce documents in advance include training sessions, informational sessions, meetings, hearings, and press conferences. In many instances, you will receive a request for an alternative format from a person with a disability before the event.

If written information is involved and there is little time or need to have it produced in an alternative format, reading the information aloud may be effective. For example, if there are brief written instructions on how to get to an office in a public building, it is often effective to read the directions aloud to the person. Alternatively, an agency employee may be able to accompany the person and provide assistance in locating the office.

Don't forget...

Even tax bills and bills for water and other government services are subject to the requirement for effective communication. Whenever a state or local government provides information in written form, it must, when requested, make that information available to individuals who are blind or have low vision in a form that is usable by them.

3. Primary Consideration: Who Chooses the Auxiliary Aid or Service?

When an auxiliary aid or service is requested by someone with a disability, you must provide an opportunity for that person to request the auxiliary aids and services of their choice, and you must give primary consideration to the individual's choice.⁶ "Primary consideration" means that the public entity must honor the choice of the individual with a disability, with certain exceptions.⁷ The individual with a disability is in the best position to determine what type of aid or service will be effective.

The requirement for consultation and primary consideration of the individual's choice applies to aurally communicated information (i.e., information intended to be heard) as well as information provided in visual formats.

The requesting person's choice does not have to be followed if:

- The public entity can demonstrate that another equally effective means of communication is available
- Use of the means chosen would result in a fundamental alteration in the service, program, or activity; or
- The means chosen would result in an undue financial and administrative burden.

4. Providing Qualified Interpreters and Qualified Readers

When an interpreter is requested by a person who is deaf or hard of hearing, the interpreter provided must be qualified.

A "qualified interpreter" is someone who is able to sign to the individual who is deaf what is being spoken by the hearing person and who can voice to the hearing person what is being signed by the person who is deaf. Certification is not required if the individual has the necessary skills. To be qualified, an interpreter must be able to convey communications effectively, accurately, and impartially, and use any necessary specialized vocabulary.⁸

Similarly, those serving as readers for people who are blind or have low vision must also be "qualified."⁹ For example, a qualified reader at an office where people apply for permits would need to be able to read information on the permit process accurately and in a manner that the person requiring assistance can understand. The qualified reader would also need to be capable of assisting the individual in completing forms by accurately reading instructions and recording information on each form, in accordance with each form's instructions and the instructions provided by the individual who requires the assistance.

⁶ <https://www.ada.gov/pcatoolkit/chap3toolkit.htm#Anchor-3800>

⁷ <https://www.ada.gov/pcatoolkit/chap3toolkit.htm#Anchor-See-35326>

⁸ 28 C.F.R. § 35.104.

⁹ 28 C.F.R. § 35.104.

Did you know there are different types of Interpreters?

Sign Language Interpreters

Sign language is used by many people who are deaf or hard of hearing. It is a visually interactive language that uses a combination of hand motions, body gestures, and facial expressions. The three major forms of sign language are American Sign Language (ASL), Pidgin Signed English (PSE) and Signed Exact English (SEE).

Oral Interpreters

Not all people who are deaf or hard of hearing are trained in sign language. Some are trained in speech reading (lip reading) and can understand spoken words more clearly with assistance from an oral interpreter. Oral interpreters are specially trained to articulate speech silently and clearly, sometimes rephrasing words or phrases to give higher visibility on the lips. Natural body language and gestures are also used. A cued speech interpreter functions in the same manner as an oral interpreter except that he or she also uses a hand code, or cue, to represent each speech sound.

5. Television, Videos, Telephones, and Title II of the ADA

The effective communication requirement also covers public television programs, videos produced by a public entity, and telephone communications.¹⁰ These communications must be accessible to people with disabilities.

a. Public Television and Videos

If your local government produces public television programs or videos, they must be accessible. A common way of making them accessible to people who are unable to hear the audio portion of these productions is closed captioning. For persons who are blind or have low vision, detailed audio description may be added to describe important visual images.

b. Telephone Communications

Public entities that use telephones must provide equally effective communication to individuals with disabilities. There are two common ways that people who are deaf or hard of hearing and those with speech impairments use telecommunication. One way is through the use of teletypewriters (TTYs) or computer equipment with TTY capability to place telephone calls. A TTY is a device on which you can type and receive text messages. For a TTY to be used, both parties to the conversation must have a TTY or a computer with TTY capability. If TTYs are provided for employees who handle incoming calls, be sure that these employees are trained and receive periodic refreshers on how to communicate using this equipment.

A second way is by utilizing telephone relay services or video relay services. Telephone relay services involve a relay operator who uses both a standard telephone and a TTY to type the voice messages to the TTY user and read the TTY messages to the standard telephone user. Video relay services involve a relay operator who uses both a standard telephone and a computer video terminal to communicate voice messages in sign language to the computer video terminal user and to voice the sign language messages to the standard telephone user.

Public employees must be instructed to accept and handle relayed calls in the normal course of business. Untrained individuals frequently mistake relay calls for telemarketing or collect calls and refuse to accept them. They also may mistakenly assume that deaf people must come into a government office to handle a matter in person even though other people are allowed to handle the same matter over the telephone.

¹⁰ 28 C.F.R. §§ 35.104, 35.160, 35.161.

C. Planning Ahead to Provide Effective Communication

Even before someone requests an auxiliary aid or service, plan ahead to accommodate the communication needs of persons with disabilities. Prepare for the time when someone will request a qualified interpreter, Braille documents, video relay, or another auxiliary aid or service.

- **Identify local resources for auxiliary aids and services.** Even if you do not think there is anyone with a disability in your community, you need to be prepared.
- **Find out how you can produce documents in Braille or acquire other aids or services.** Technology is changing, and much of the equipment needed to ensure effective communication is less expensive than it once was. Consider whether it makes sense to procure equipment or obtain services through vendors. If your needs will be best met by using vendors, identify vendors who can provide the aids or services and get information about how much advance notice the vendors will need to produce documents or provide services.
- **Contract with qualified interpreter services and other providers so that interpreters and other aids and services will be available on short notice.** This is especially critical for time-sensitive situations, such as when a qualified interpreter is necessary to communicate with someone who is arrested, injured, hospitalized, or involved in some other emergency.
- **Use the checklist included in this Chapter to assess your agency's ability to provide effective communication and to figure out the next steps for achieving ADA compliance.**
- **Train employees about effective communication and how to obtain and use auxiliary aids and services. All employees who interact with the public over the telephone or in person need to know their role in ensuring effective communication.**

Excerpted from <https://www.ada.gov/>



SECTION 3

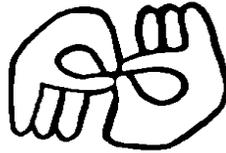
- Poster Required by Law
- Auxiliary Aids and Services



**THE FOLLOWING POSTER
IS REQUIRED BY LAW**

**IT MUST BE PLACED IN
CONSPICUOUS PLACES
WHERE IT CAN BE SEEN BY
THE PUBLIC AND BY
EMPLOYEES**





AUXILIARY AIDS AND SERVICES FOR PERSONS WITH DISABILITIES

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1991 (“ADA”), **Harris County** will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, and activities.

Employment: Harris County does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

Effective Communication: Harris County will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the County’s programs, services, and activities. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of Harris County, should contact the office of the **ADA Coordinator** as soon as possible **but no later than 48 hours before** the scheduled event.

Modifications to Policies and Procedures: Harris County will make all reasonable modifications to policies and procedures to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcome in Harris County offices, even where pets are generally prohibited.

Please note that the ADA does not require **Harris County** to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a facility, activity, program, or service of **Harris County** is not accessible to persons with disabilities should be directed to the **ADA Coordinator**.

The complaint should be in writing and contain information about the alleged violation. The complaint must contain the name, address, and phone number of the complainant and the location, date, and description of the problem. A complaint may be sent by post or email. Alternative means of filing complaints such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

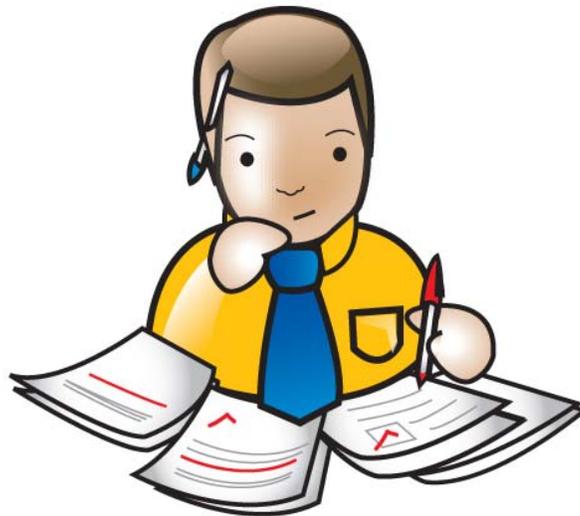
ADA Coordinator
Harris County Human Resources & Risk Management
1310 Prairie, Suite 230
Houston, Texas 77002
Email: HRRMHCADACoordinator@bmd.hctx.net
Telephone: 713-274-5427



7-1-1 (TTY, VOICE, AND ASCII USERS); 1 800 RELAYTX (TTY); 1 800 RELAYX1 (ASCII); 1 800 RELAYVV (VOICE); 1 877 VCO1RTX (VCO); 1 800 662 4954 SPANISH (RELAY, TRANSLATION); 1 877 826 9438 (REDUCED TYPING SPEED FOR DEAF/BLIND/VISUALLY IMPAIRED); 1 877 826 6607 (SPEECH TO SPEECH); 1 877 826 6608 SPEECH TO SPEECH/VCO) *The caller is charged regular applicable rates.

SECTION 4

- Designation of ADA Coordinator/Alternate
- County Notice of ADA Grievance Procedure
- Americans with Disabilities Act Grievance Form
- Department Request for Auxiliary Aids and Services
- CAAG Time Slip for Sign Language Interpreters/Instructions
- Department Request for Captioning Services
- Video Remote Interpretation Form
- Citizen Request for Sign Language Interpreters and Other ADA Services
- Refusal of Services by Persons Who Are Disabled
- Use of Non-Certified Sign Language Interpreter
- Request for Foreign Sign Language Interpreter
- Order for Payment of Foreign Language Interpreter Fees
- Other Auxiliary Aids and Services
- Getting Help in Devising an Accommodation





DESIGNATION OF ADA COORDINATOR

Resubmit this form each time there is a change in the ADAC or alternate.

Department: _____

ADA Coordinator: _____

ADA Coordinator's Telephone Number: _____

ADA Coordinator's E-mail Address: _____

ADA Coordinator Alternate: _____

ADA Coordinator Alternate's Telephone Number: _____

ADA Coordinator Alternate's E-mail Address: _____

Department Director's Signature: _____

Date: _____

Please return this form to: Harris County ADA Coordinator
1310 Prairie, Suite 230
Houston, TX 77002
Email: HRRMHCADACoordinator@bmd.hctx.net
Fax: 713-274-5426

**FOR QUESTIONS CONTACT THE HARRIS COUNTY ADA COORDINATOR
HR&RM AT 713-274-5427**



HARRIS COUNTY NOTICE OF ADA GRIEVANCE PROCEDURE

Harris County has an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the United States Department of Justice regulations implementing Title II of the Americans with Disabilities Act ("ADA"). Title II states, in part, that "no otherwise qualified disabled individual shall, solely, by reason of such disability, be excluded from participation in, be denied the benefits of or be subjected to discrimination" in programs or activities sponsored by a public entity.

Complaints should be addressed to: **the ADA Coordinator; 1310 Prairie, Suite 230; Houston, Texas 77002; (713) 274-5427**, or email at: HRRMHCADACoordinator@bmd.hctx.net whom Harris County has designated to coordinate Harris County's ADA compliance efforts and who is referred to in these procedures as the "ADA Coordinator."

1. A complaint may be filed orally or in writing. An oral complaint will be reduced to writing by the ADA Coordinator and should be provided to the complainant for signature. The complaint should identify the name of the person filing it (the complainant) as well as the complainant's address, and briefly describe the alleged violation of the regulations under Title II of the ADA.
2. A complaint should be filed within ten (10) business days after the complainant becomes aware of the alleged violation. In cases of employment related ADA complaints, the procedures established by the Grievance Procedure for Harris County employees will be followed where applicable.
3. An investigation, as may be appropriate, will follow the filing of a complaint. The investigation shall be conducted as directed by the ADA Coordinator. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the ADA Coordinator. A copy shall be forwarded to the complainant no later than twenty (20) working days after its issuance.
5. The ADA Coordinator shall maintain the files and records of Harris County relating to the complaints filed.
6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be submitted within seven (7) calendar days of the original determination to the ADA Coordinator. The ADA Coordinator shall consider the complainant's request for reconsideration. The request shall be considered denied if no action is taken within ten (10) days after the date the ADA Coordinator received the request for reconsideration.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards, and to assure that Harris County complies with the ADA and implementing regulations.

(Revised 08/16/18)



DEPARTMENT REQUEST FOR AUXILIARY AIDS AND SERVICES

Department Name: _____

Cause, SPN, Case Number or Description of the Proceeding or Event: _____

Name of Departmental Representative submitting this Request: _____

Telephone number at which the Departmental Representative (ADAC) can be reached: _____

Address of Assignment: _____

Start Date of Assignment: _____ End Date of Assignment: _____

*Scheduled Assignment Starting Time: _____ *Scheduled Assignment Ending Time: _____

***Harris County is required to pay for services from the scheduled starting time to the scheduled ending time even if services are not used. Please schedule the interpreter for only the time that you anticipate needing the service.**

Name of the Person Needing an Accommodation: _____

Address and Telephone Number where the person needing accommodation may be reached: _____

Agreement to notify the Department if the service will not be needed:

I, _____, have requested a free accommodation so that I can participate in a Harris County Program described above. I agree that if I find that I will not be attending the program, I will notify the following person by telephone immediately: _____
(Please Print Name of Department Representative/ADAC)

By calling (_____) - _____ as soon as possible, preferably with more than 24 hours notice.

Signature

Date

Please check below if the provider has been contacted.

_____ Communication Access Ability Group has been contacted.

_____ Communication Access Ability Group has NOT been contacted.

_____ The Captioning Company has been contacted for CART.

_____ The Captioning Company has NOT been contacted for CART.

_____ Provider arrived but services were cancelled or not used.

THIS FORM CAN BE COPIED AND A COPY GIVEN TO THE PERSON REQUESTING AN ACCOMMODATION. DUPLICATE THIS FORM FOR FUTURE USE.

Attach copy of invoice and fax to 713-274-5426 or email to: HRRMHCADACoordinator@bmd.hctx.net.

TIME SLIP FOR CAAG SIGN LANGUAGE INTERPRETERS

Communication Access Ability Group
PO Box 667020
Houston, Texas 77266-7020
713-807-1176
A Division of Hancock, Jahn, Lee & Puckett LLC

Client's Name						
Deaf Consumer						
Print Interpreter's Name						
Day	Date	Time In	Time Out	Hours Worked	Cancelled	No Show
TOTAL HOURS WORKED						

Starting Location	Destination	Odometer Start	Odometer End	Mileage
Total Mileage				

I certify that the hours shown above are correct and that the interpreter Performed satisfactorily.

Deaf & Hard of Hearing ConsumerDate

Authorized Client SignatureDate

I certify that the hours shown above are correct and verified by the deaf & hard of hearing consumer or by an authorized company representative.

Interpreter's SignatureDate

Communication Access Ability Group guarantees satisfaction, if you experienced less than satisfactory service please contact Dave Hancock or Everett Puckett
713-807-1176

THANK YOU FOR USING
COMMUNICATION AXESS ABILITY GROUP

White – Customer Yellow & Pink – Return to CAAG

NOTE: This form must be signed and submitted even if the provider arrived but the services were not used. Fax to: ADAC, HRRM, 713-274-5426 or mail to: ADAC, HRRM, 1310 Prairie St., Suite 230, Houston, TX 77002-2042 or email to: HRRMHCADACoordinator@bmd.hctx.net.

CAAG TIME SLIP INSTRUCTIONS:

Client's Name: _____

This is the name of the Harris County Court or Department in which the Sign Language Interpretation will take place.

Deaf Consumer: _____

This is the name of the person who needs the Sign Language Interpreter.

Print Interpreter's Name: _____

The Sign Language Interpreter will print his or her name. Use 1 time slip for each interpreter.

Day, Date, Time In, Time Out: _____

The day, date, time in/time out, hours worked, and travel is filled out by the interpreter. The Court or Department Representative should make a notation if the client was a "no show" or service was not needed / cancelled.

Deaf & Hard of Hearing Consumer: _____

If available, the person who needed the interpretation should sign and date the time slip.

Authorized Client Signature: _____

***The signature of any court or department representative is required.** This signature authorizes Harris County HRRM to pay for the interpretation.

Interpreter's Signature: _____

The Sign Language Interpreter will sign his or her name and date the time slip.

Important Information:

PLEASE READ:

HRRM must contractually pay for all scheduled services whether performed or not, if service was not canceled with more than 24 hours notice.

Make every effort to schedule and cancel service with as much notice as possible.

After the Court or Department Representative has signed and dated the time slip, he or she should keep a copy. The form is in triplicate. Fax a copy of the completed time slip to the ADAC, HRRM, and (713) 274-5426. Email to: HRRMHCADACoordinator@bmd.hctx.net. Thank you.

DEPARTMENT REQUEST FOR CAPTIONING SERVICES

Lynda Marie Bryant
D/B/A - The Captioning Company
Post Office Box 441179
Houston, TX 77244-1179
Cell: 281-684-8973/Fax: 281-347-2881
captioningcompany@comcast.net

DATE: _____

Client/Department Name: _____

Consumer Name: _____

Time In: _____ Time Out: _____

Total Hours Worked: _____

Description of Service: _____

I certify that the hours shown above are correct and the services were performed satisfactory.

Signature of Authorized Department Representative

Company Representative

NOTE: This form must be signed and submitted if the provider arrived but the services were not used. Fax to: ADAC, HRRM, 713-274-5426 or mail to: ADAC, HRRM, 1310 Prairie St., Suite 230, Houston, TX 77002-2042. Email to: HRRMHCADACoordinator@bmd.hctx.net

Thank you for using The Captioning Company

Video Remote Interpretation
Provided by
CSDVRS, LLC (Z5)

DATE:

Client/Department Name:

Consumer Name:

Time In: Time Out:

Total Usage:

Description of Service:

I certify that the hours shown above are correct and the services were performed satisfactory.

Signature of Authorized Department Representative

Company Representative ID Number



CITIZEN REQUEST FOR SIGN LANGUAGE INTERPRETERS AND OTHER ADA SERVICES

INSTRUCTIONS:

- 1) Complete the information at the bottom of this form. Make sure to return the form to the appropriate Department. Please try to allow 3 to 5 working days for the Department to arrange for the accommodations you have requested.
- 2) If you are requesting a sign language interpreter please tell us what sign language you use.
- 3) Make sure to include your name or the name of the person for whom the service is requested and your/their phone number.
- 4) Be sure to specify the type of aid or service needed.
- 5) If you have questions, contact ADA Coordinator at 713-274-5427 for more information.

All auxiliary services are provided free of charge to citizens to ensure that persons with disabilities can effectively communicate and participate in activities, programs, and services provided by Harris County. Please contact the appropriate department in advance (preferably in writing) to schedule an auxiliary aid or service. Please confirm appointment and cancel in advance when necessary in order to avoid delays.

My name is: _____ I can be contacted at this address:

I can be contacted at this telephone number: _____

I have the following disability _____

I want to participate in the following Harris County program, activity, or service:

Date of activity: _____ Time of activity: _____

Address where activity will occur: _____

Name and telephone number of person putting on the program/activity or service:

Department involved: _____

Accommodation requested (if you are requesting a sign language interpreter, please specify the kind of sign language needed):_____.

I understand that this service is **free** to me and that Harris County pays for the accommodation. I agree that I will notify Harris County if I will not attend, for any reason, and that I will use my best efforts to notify Harris County 48 hours in advance if I cancel.

Signature _____ Date _____

Fax to: ADAC @ HRRM at 713-274-5426
Or

Mail to: ADAC, HRRM, 1310 Prairie St., Suite 230, Houston, TX 77002-2042

Email to: HRRMHCADACoordinator@bmd.hctx.net



REFUSAL OF SERVICES BY PERSONS WHO ARE DISABLED

Note: Use this form if a request has been made, and the person changes their mind. *Do not use this form if official court proceedings will take place.*

ALTHOUGH I AM DISABLED AS DEFINED BY THE *AMERICANS WITH DISABILITIES ACT* AND AM ELIGIBLE FOR ACCOMMODATIONS TO ASSIST ME IN PARTICIPATING IN A HARRIS COUNTY ACTIVITY, PROGRAM, OR SERVICE, I FREELY AND VOLUNTARILY DECLINE THE ACCOMMODATIONS PROVIDED AT NO COST TO ME BY HARRIS COUNTY.

Printed Name

Signature

Date

County Employee Completing Form: _____

Printed Name

Action: _____

Employee Signature

Date

**Attach all notes to this form. Fax to: ADAC @ HRRM at 713-274-5426
or Mail to: ADAC, HRRM, 1310 Prairie St., Suite 230, Houston, TX 77002-2042.
Email to: HRRMHCADACoordinator@bmd.hctx.net**



USE OF A NON-CERTIFIED SIGN LANGUAGE INTERPRETER

Note: Do not use this form for court or court related proceeding to include the taking of official statements from witnesses, victims, and defendants. In such cases, a certified interpreter should always be used. Use this form if the person to be accommodated chooses to use a non-certified sign language interpreter.

I, _____, am hearing impaired and I use sign language to communicate. I have communicated with _____. He/she uses the same sign language that I do and provides effective communications to me. I have been informed that a free certified interpreter will be provided to me if I need one. Because I can understand and effectively communicate with this person, I do not want a certified language interpreter. I accept _____ as my sign language interpreter for this Harris County Activity _____. I have signed this document voluntarily.

Name

SPN#

Date

I, _____, can communicate in sign language although I am not certified to do so by the State of Texas. I have communicated with _____, TDL/SPN# _____. We are able to communicate effectively in sign language. I have explained that he/she is entitled to a free, certified interpreter if he/she desires. This person indicates that he/she does not need a certified interpreter at this time because he/she understands me sufficiently for this activity and he/she wants me to interpret for him/her now.

Employee Name

TDL#

Date

Witness: _____

**Attach all notes to this form. Fax to: ADAC @ HRRM at 713-274-5426
or Mail to: ADAC, HRRM, 1310 Prairie St., Suite 230, Houston, TX 77002-2042.
Email to: HRRMHCADACoordinator@bmd.hctx.net**



REQUEST FOR FOREIGN LANGUAGE INTERPRETER(S)

MasterWord Services

24 hour Response Line: 281-589-0810

Languages:

• Albanian	• French	• Ogoni (Nigeria)
• Amharic	• French Canadian	• Paniabi (India)
• Arabiac	• Georgian	• Pidgin (Nigeria)
• Armenian	• German	• Polish
• Azeri	• Greek	• Portuguese Brazilian
• Bengali	• Gujarati	• Portuguese European
• Bosnian	• Haitian Creole	• Romanian
• Bulgarian	• Hebrew	• Russian
• Burmese	• Hindi	• Serbian
• Catalan	• Hmong	• Slovak
• Chinese Cantonese	• Hungarian	• Somali
• Chinese Mandarin	• Igbo (Nigerian)	• Spanish Castillian
• Chinese Shanga	• Italian	• Spanish Latin American
• Chinese Taishan	• Indonesian	• Swahili
• Chinese Taiwanese	• Japanese	• Swedish
• Chinese Traditional	• Khmer (Cambodia)	• Tagalog
• Croatin	• Korean	• Temein
• Czech	• Laotian	• Thai
• Danish	• Latin	• Tigrinya (Eritrean)
• Dinka (Sudanese)	• Latvian	• Turkish
• Dutch	• Macedonian	• Ukranian
• English	• Malay	• Urdu
• Farsi (Persian)	• Malayalam	• Vietnamese
• Finnish	• Nepali	• Yoruba (Nigeria)
• Flemish	• Norwegian	• Other

** Foreign language is not covered under the ADA. If your department needs to schedule a foreign language interpreter the Auditor's Office Form #47 must be completed.

** Foreign language (spoken) interpretation services are available at cost through a wide range of service providers.

ORDER FOR PAYMENT OF FOREIGN LANGUAGE INTERPRETER FEES

For Non-Employees (As permitted by Art. 38.30, Code of Criminal Procedure)

NOTE: This form is NOT to be used for payment of sign language interpreters. Payment of sign language interpreters is requested using the proper ADA form.

The services of a foreign language interpreter were required in the following cases.

Rate*	Hourly	Maximum Per Day
Hearing	\$40.00	\$240.00
Trial	\$55.00	\$330.00

*Only one rate is applicable per day

The trial rate applies to court and jury trials only. All other proceedings are paid at the hearing rate.

Type of Court Assignment (District, County, Detention, or JP): _____ Foreign Language: _____

Complete all fields. Incomplete forms will not be processed.

Case Type (Criminal, Juvenile, Civil, Probable Cause, etc.)	Case Number* (List All Cases Worked)	Court Number	Jury / Court Trial	Indigent
			<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
			<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
			<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
			<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
			<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
			<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
			<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
			<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
			<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N

* If Case Number is not available, use SPN Number or Juvenile Number.

PAYMENT TOTAL

Date of Service: _____ Arrival Time: _____ Departure Time: _____

_____ Hours to be paid at the _____ rate. **Total Fee** \$ _____

PERSONAL INFORMATION

Social Security Number / Tax Identification Number _____ State Certificate Number _____ Telephone Number _____

Mailing Address (Number, Street, Suite, City, State, Postal Code) _____

CERTIFICATION

I, _____ (print or type name) do swear or affirm to the Harris County Auditor that they may rely upon the information contained above to make payment accordingly. I further swear or affirm that I have not nor will I receive any other money or anything else of value for my service to the Court.

 INTERPRETER (SIGNATURE)

Sworn to and Subscribed before me on this the _____ day of _____, _____.

 DISTRICT CLERK DEPUTY (SIGNATURE)

APPROVED: _____
 AUTHORIZED SIGNATURE

DATE SIGNED: _____



OTHER AUXILIARY AIDS AND SERVICES

TELEPHONE REFERRAL LIST

<p>Sign Language / Oral Interpreter Available through Communication Access Ability Group* Telephone Number is: 713-807-1176 Service Provider Fax is: 713-807-1238 Cell Number is: 832-347-3365 http://www.caag4.com/scheduling@caag4.com</p> <p>*as of June 1, 2017, and subject to change annually at the end of February</p>	<p>Assistive Listening Devices Available through CTS – Place requests for equipment through County Operator at: 713-755-5000;</p> <p>Contact FPM for repair at Facilities & Property Management 1310 Prairie, Suite 140 Houston, Texas 77002 Phone: 713 755-2255 Fax: 713 755-4705 Email: custsvc@fpm.hctx.net</p> <p>Special Note for Courts: ADA Coordinators for the County Criminal & Civil Courts should contact the Office of Court Management for Assistive Listening Devices at 713-755-5394.</p> <p>ADA Coordinators for the District Courts should contact the Administrative Office of the District Courts for Assistive Listening Devices at 713-755-6575.</p>
<p>Video Remote Interpreting (VRI) Available through CSDVRS, LLC (Z5) Contact: Lester Jones at HRRM Phone: 713-274-5420 Email: Lester.Jones@bmd.hctx.net</p>	<p>An Amplified Telephone Place requests for equipment or repair through County Operator at: 713-755-5000</p>
<p>MasterWord Services** (for languages other than English) Phone: 281-589-0810 Website: www.MasterWord.com</p>	<p>CART (Communication Access Real - time Translation) Available through Marie Bryant, dba The Captioning Company 281-684-8973 (Voice) 281-347-2881 (Fax) HRRM at 713-274-5427</p>
<p>Building Accessibility, Signage, etc. Contact one of the following: Trevor Smith (FPM) at 713-274-9784 or Cassian Green (FPM) at 713-274-9764 or County Operator at 713-755-5000 HRRM at 713-274-5427</p>	<p>Reader Services and Other, or Questions and Help Contact the ADA Coordinator in HRRM at 713-274-5427 or email HRRMHCADACoordinator@bmd.hctx.net</p>

**Department is solely responsible for costs to utilize this service.



GETTING HELP IN DEVISING AN ACCOMMODATION

These agencies can assist you in finding a creative solution:

Information and Technical Assistance ADA Hotline (Provides technical assistance regarding ADA) https://www.ada.gov/index.html	1-800-514-0301
Job Accommodation Network (JAN) (Helps you devise solutions for workers with disabilities) http://www.jan.wvu.edu/	1-800-526-7234
United States Access Board (Accessibility guidelines) http://www.access-board.gov/	1-800-872-2253
Houston Center for Independent Living http://www.coalitionforbarrierfreeliving.com/	713-974-4621
Communication Access Ability Group (Information about appropriate accommodation(s), sign language, etc. for persons with hearing impairments) http://www.caag4.com/	713-807-1176

RESOURCES

ADA Training Resource Center Online

The Southeast ADA Center has a comprehensive collection of online courses, Webcasts, tools, and resources to support ADA training. The site also includes a calendar of training events and conferences. Check it out at: <http://www.adacourse.org/>

Title II Tutorial Online

The ADA National Network has an online tutorial that outlines the requirements of Title II of the ADA, which covers state and local governments. The free tutorial is approved for 0.3 CEU or 3 CRCC clock hours. Public agency ADA Coordinators will find this course particularly helpful! Find the course at <http://www.adataitle2.org/>

Standard Practice Papers for Auxiliary Aids and Services

The Registry of Interpreters for the Deaf (RID) has Standard Practice Papers (SPPs) that outline standard practices and positions on various interpreting roles and issues. The SPPs can be found at: <http://rid.org/about-interpreting/standard-practice-papers/>

TRAINING

For training on the ADA, see the current HRRM Career Course Catalog or call 713-274-5419, 713-274-5427 for information, or access www.harriscountytexas.gov/hctraining/.

If you do not know how to accommodate a person who is disabled and needs an accommodation to participate in a Harris County program, acquire necessary services or accommodations, have questions, or have a unique problem or situation, contact the ADA Coordinator at 713-274-5427, or email HRRMHCADACoordinator@bmd.hctx.net for more information or your contact in the Harris County Attorney's Office.