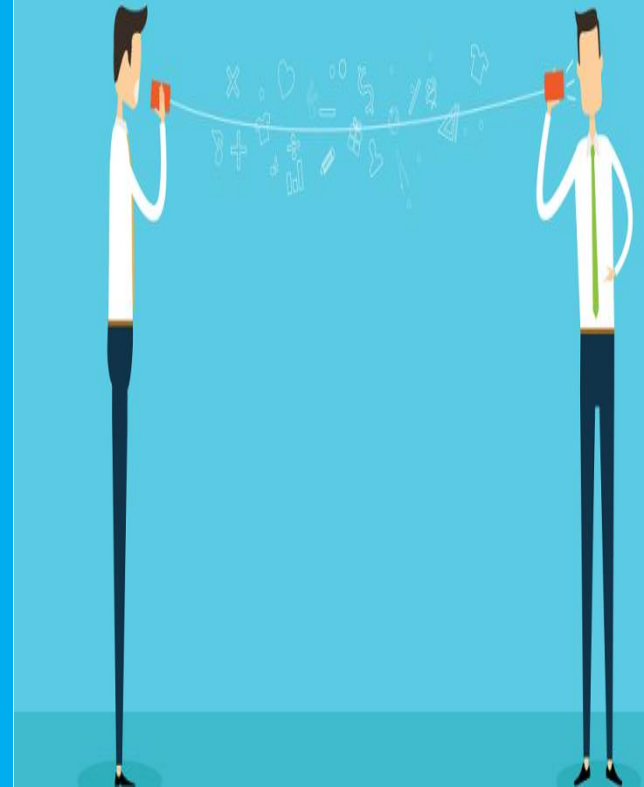


# Effective Communication

504/ADA



# Objectives

Highlight how both pieces of legislation include measures to make communication with individuals who have disabilities as successful as communication with individuals who do not have disabilities.

# EFFECTIVE COMMUNICATION

The term **effective communication** is defined as communication between two or more people wherein the intended message is **successfully** delivered, received and understood.



Sender

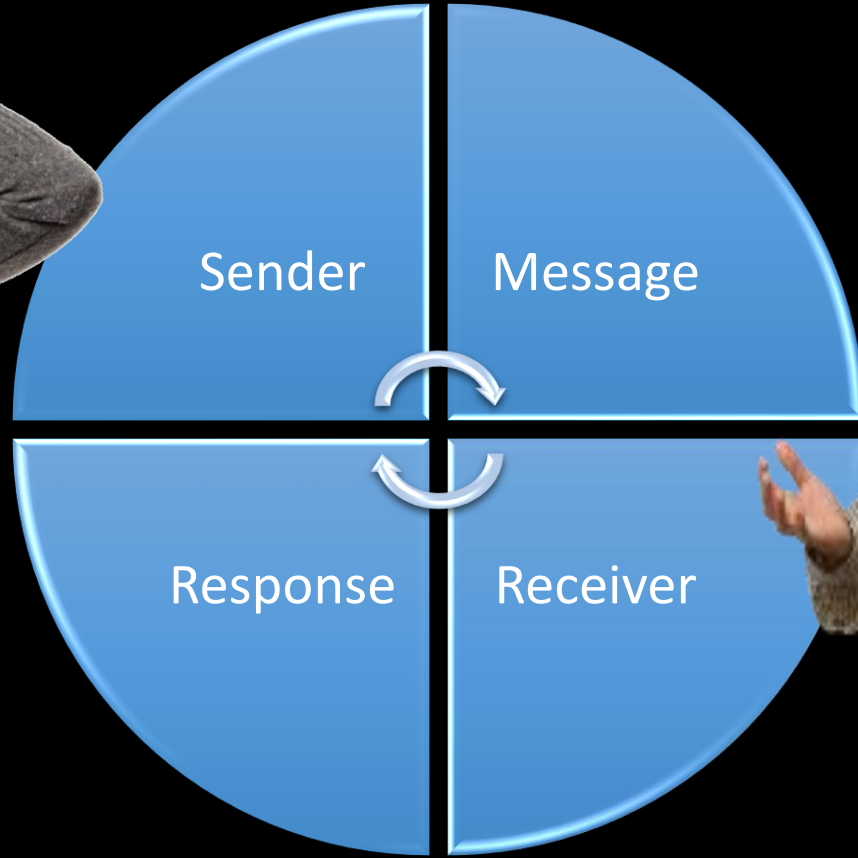
Transfer message

Communication



Receiver

Comprehension



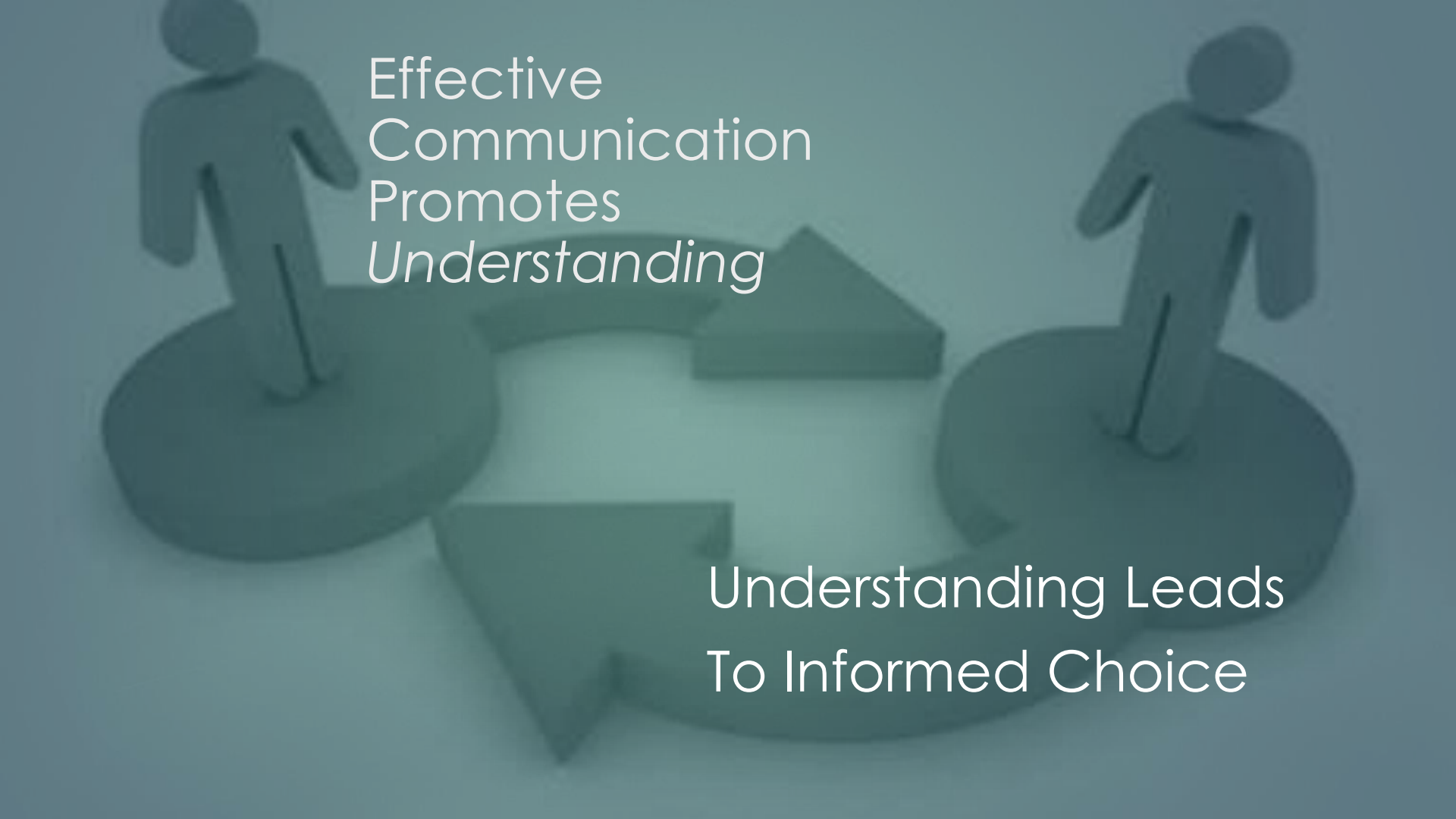
I CAN'T HEAR YOU



Telephone services provided by Public entities must be accessible to individuals with disabilities. Individuals who are deaf, hard of hearing, or have speech impairments typically employ one of two telecommunication methods. **Teletypewriters (TTYs)** and **computers** are one option, while **telephone and video relay** services are another.



A government website must be accessible to individuals with disabilities, so **text, images, buttons, and forms must be accessible** to blind individuals who use **screen readers**, individuals with low vision who rely on **screen magnifiers**, and deaf persons who require **text captions to access the audible content** of videos and individuals who are blind or have low vision who **require video description** to access the visual content of videos.



Effective  
Communication  
Promotes  
*Understanding*

Understanding Leads  
To Informed Choice

# Programs receiving Federal financial assistance

Cannot deny Services Based On Disability

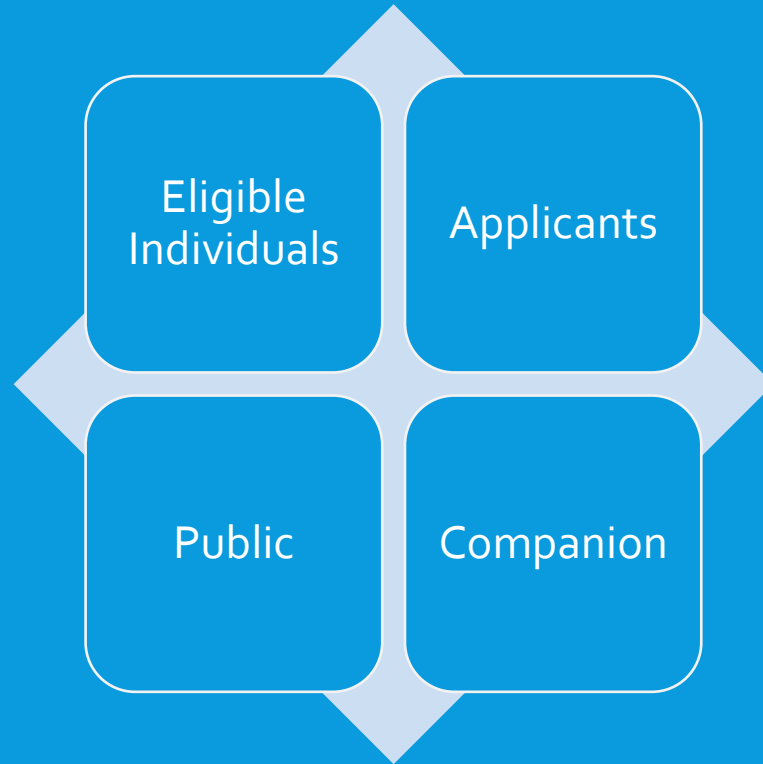
Qualified Individuals With Disabilities Must Be Provided Opportunity To Participate In And Benefit From Services Equal To That Offered To Others Without Disabilities



The main purpose of the effective communication requirement in **Title II** is to ensure that communication with people with **hearing, vision, or speech disabilities** is as effective as communication with people without disabilities.



# WHO IS PROTECTED



Individuals who have **vision or hearing disabilities**  
use different ways to communicate

A public entity should make **reasonable modifications** in policies, practices, or procedures when necessary to avoid discrimination based on disability.

# AUXILIARY AIDS

States and local governments must:

- Furnish appropriate auxiliary aids-services
- Primary consideration
- Provide Auxiliary Aid and services
  - Accessible formats
  - Timely manner
  - Respects individual's privacy and independence







Accessible  
Entry



## Information and Signage

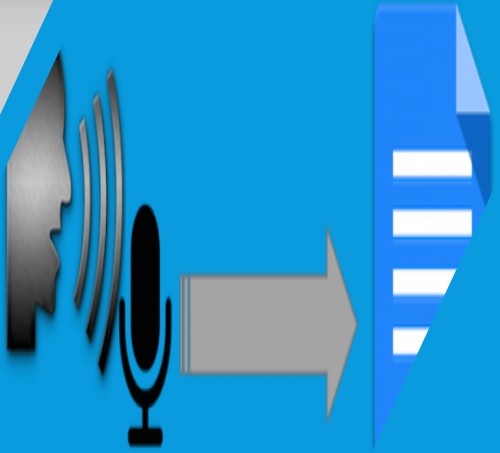
Location of accessible services – activities  
- facilities

# Primary Consideration

Honor individual's choice

(unless)

- Another equally effective means of communication is available
- Fundamental alteration of services
- undue burden on the entity



# AUXILIARY AIDS AND SERVICES

## UbiDuo



## Sign Language Interpreters



## Auxiliary Aids and Services

# Communication Access Realtime translation (CART)



Auxiliary Aids and Services

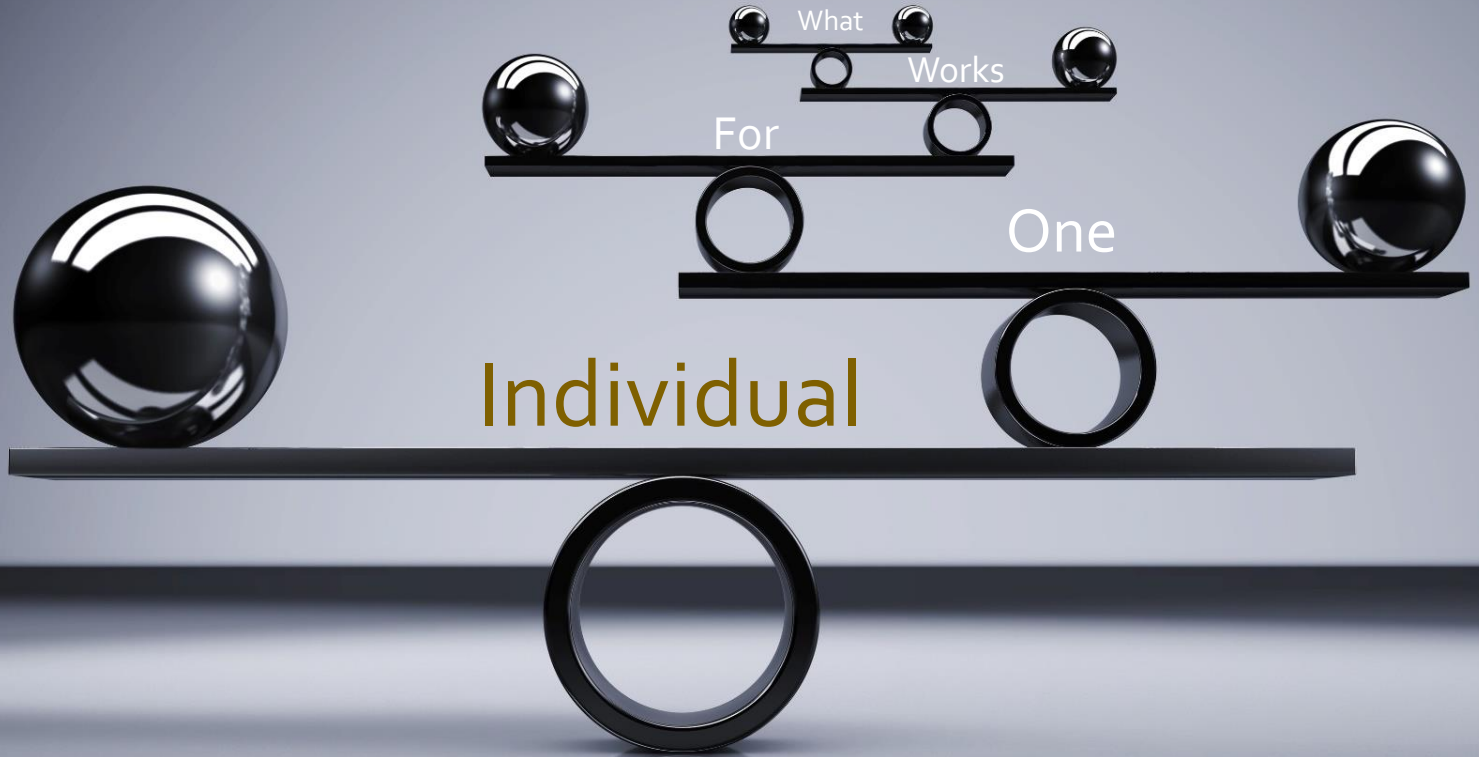
## Help with Forms



## Braille Note Taker



# Auxiliary Aids and Services



It is important to keep in mind that what works for one Individual may not work for another.

# QUALIFIED INTERPRETER

Communication

Effective-Accurate-Impartial

Possess Unique Skills to the  
situation

Specialized Vocabulary





# Signing and Interpreting Not the Same



# INTERPRETER SERVICES

Individuals

Not Required To  
Bring Own  
Interpreter or Pay for  
Services

# INTERPRETER SERVICES

Individuals

Adult Accompanying  
Individual

Not Required To Bring  
Own Interpreter or Pay  
for Services

Can an  
accompanying adult  
Interpreter?

# INTERPRETER SERVICES

Individuals

Adult Accompanying  
Individual

Not Required To Bring  
Own Interpreter or Pay  
for Services

In case of immediate  
threat to safety or  
welfare

# INTERPRETER SERVICES

Individuals

Not Required To Bring  
Own Interpreter or Pay  
for Services

Adult Accompanying  
Individual

In case of emergency  
or imminent threat

Minor Child

Imminent threat

[adsd.nv.gov](http://adsd.nv.gov)

# FINDING AN INTERPRETER

Nevada Department of Health and Human  
Services Aging and Disability Services

[adsd.nv.gov](https://adsd.nv.gov)

# SUBPART E COMMUNICATIONS

## Text telephone (TTY)



## Video Conferencing



# INTELLECTUAL OR LEARNING DISABILITIES





# INTELLECTUAL OR LEARNING DISABILITIES



**Attempt to speak directly  
to the individual**

# INTELLECTUAL OR LEARNING DISABILITIES



Attempt to speak directly  
to the individual

**Provide information in small  
chunks/check for  
understanding**

# INTELLECTUAL OR LEARNING DISABILITIES



**Avoid using unfamiliar  
words or phrases**

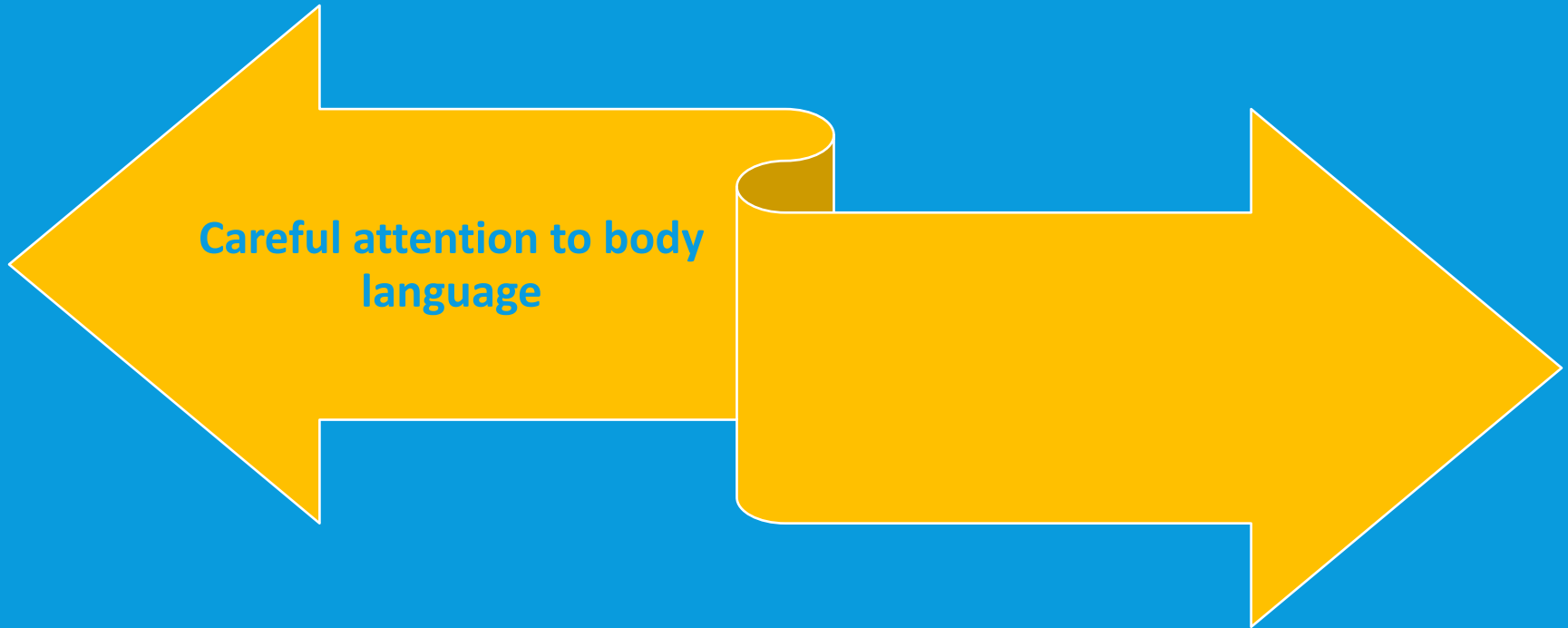
# INTELLECTUAL OR LEARNING DISABILITIES



Avoid using unfamiliar words or phrases

**Allow time to process information and formulation response**

# INTELLECTUAL OR LEARNING DISABILITIES





Planning to Provide Effective Communication

1. Consult with the consumer regarding their preferences.

Planning to Provide Effective Communication

1. Consult with the consumer regarding their preferences.
2. Identify local resources for auxiliary aids and services.

Planning to Provide Effective Communication



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3. Find out how you can produce documents in Braille or acquire other aids or services.

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4. Contract with certified interpreter services and other providers so that interpreters and other aids and services will be available on short notice.


## Planning to Provide Effective Communication

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2. Identify local resources for auxiliary aids and services.
3. Find out how you can produce documents in Braille or acquire other aids or services.
4. Contract with certified interpreter services and other providers so that interpreters and other aids and services will be available on short notice.
5. Train employees about effective communication and how to obtain and use auxiliary aids and services.

## Planning to Provide Effective Communication



Effective Communication

An illustration featuring two black silhouettes of human heads in profile, facing each other. The head on the left contains a cluster of green thought bubbles, and the head on the right contains a cluster of blue thought bubbles. A large, dark green thought bubble is positioned between them, containing a white text box with three lines of text. The background is white.

Prompt identification of  
auxiliary aid or service

Provide aid or service in a  
timely manner

Retaliation is Prohibited

Effective Communication

**What is the  
purpose of  
Effective  
Communication?**

**Ensure that  
communication  
with individuals  
with disabilities  
are as effective as  
communication  
with those without  
a disability.**

**Who is protected?**



**Any individual with a disability who seeks services or information from a public entity.**

**What are  
examples of  
Auxiliary aids or  
service?**

**Braille, Screen  
Readers, UbiDuo,  
Interpreter  
services, etc.**

**What is the best  
way of choosing  
which auxiliary aid  
or service to use?**

**Ask?**

**Primary  
consideration**

THANK YOU



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