

City of Covington
Community Development Block Grant – Disaster Recovery (CDBG-DR)
Section 504: Communication Policy

SECTION 1: POLICY

The City of Covington will take such steps as are necessary to ensure that qualified handicapped persons, including those with impaired sensory skills, receive effective notice. All aids needed to provide this notice, e.g., sign-language interpreters, readers, etc., are provided without cost to the person being served.

SECTION 2: PERSONS WITH HEARING IMPAIRMENTS

1. Qualified sign-language interpreter - For persons who are hearing-impaired and who use a sign-language as their primary means of communication, the following procedure has been developed and resources identified for obtaining the services of a qualified sign-language interpreter to communication both verbal and written information:

The City will provide qualified sign language interpreters on an as needed basis. Such an interpreter will be used at job interviews, large meetings, explanations of policies and procedures, etc. A minimum advance notice for such use is four (4) days unless circumstances or conditions dictate lesser time. In that case, the minimum time will be that required to notify the organization furnishing the interpreter as well as the time required for that organization to act. When time permits, the request is to be in writing. If requires is made orally, written documentation must be prepared and placed in the approximate file.

Information to be provided by the City when requesting an interpreter:

- Reason for using interpreter services.
- Date and time services are needed.
- Place where interpreter is to report and directions if needed.
- Name and title of person requesting services.
- Name, address and telephone number of the City.
- Identify how cost for services is to be billed.
- Understanding of cost.
- Identify how interpreter is to be notified in case of cancellation or change in time or place.
- Identify how the City is to be notified if services cannot be provided as agreed to.

2. Written Materials - All program information will be provided to hearing-impaired persons in writing. Printed materials and writing materials are available.

3. Telecommunication Device for the Deaf (TDD) - The City participates in the Louisiana Hearing Impaired Relay System. A hearing impaired individual may access this system by calling either 1-800-333-0605 (information), 1-800-846-5277 (TDD users) or 1-800-947-5277 (voice users).

4. Any other auxiliary aids should be discussed.

SECTION 3: PERSONS WITH VISUAL IMPAIRMENTS

1. Reader - Staff will communicate the content of written materials by reading them aloud to visually impaired person.
2. Large print, taped, and Braille materials.
3. Any other available aids should be discussed.

SECTION 4: PERSONS WITH MANUAL IMPAIRMENTS

1. Other adaptive self-help devices.