

NUECES COUNTY

American with Disabilities Act (ADA)

Effective Communication Policy

It is the policy of Nueces County to ensure communications with all individuals, including applicants, participants, members of the public, and companions with disabilities are as effective as communications are with others.

Nueces County will furnish appropriate auxiliary aids and services where necessary to afford individuals with disabilities, including applicants, participants, members of the public, and companions an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity conducted by Nueces County.

The type of auxiliary aid or service necessary to ensure effective communication will vary in accordance with the method of communication used by the individual; the nature, length, and complexity of the communication involved; and the context in which the communication is taking place. In order to be effective, auxiliary aids and services will be provided in accessible formats, in a timely manner, and in such a way as to protect the privacy and independence of the individual with a disability.

Auxiliary aids and services may include:

- (1) qualified interpreters on-site or through video remote interpreting (VRI) services, notetakers, real-time computer-aided transcription services (CART), written materials, exchanges of written notes, telephone handset amplifiers, assistive listening devices, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, including real-time captioning, voice, text and video-based telecommunications products and systems, including text telephones (TTY'S), video telephones, and captioned telephones, or equally effective telecommunications devices, videotext displays, accessible electronic and information technology, or other effective methods of making aurally delivered information available to individuals who are deaf or hard of hearing ; and
- (2) qualified readers; taped texts; audio recordings, Brailled materials and displays, screen reader software, magnification software, optical readers, second auditory (SAP), large print materials, accessible electronic and information technology, or other effective methods of making visually

delivered materials available to individuals who are blind or have low vision.

When an auxiliary aid or service is requested, Nueces County will give primary consideration to the choice expressed by the individual with disabilities. Nueces County will honor the request unless:

- (1) it can show that another effective means of communication is available;
- (2) it can show that the use of the means requested would result in a fundamental alteration in the service, program, or activity; or
- (3) it can show that the use of the means requested would result in undue financial burden to the County.

The Nueces County ADA Coordinator will consult with the individual with a disability to identify an effective manner of communication that can be achieved with the individual in the context of the County's program, service or activity. Nueces County will not require an individual with a disability to bring another individual to interpret for him or her.

Nueces County will not require an adult accompanying an individual with a disability to interpret or facilitate communication except in an emergency involving imminent threat to the safety or welfare of an individual or the public where there is no interpreter immediately available.

Nueces County will not rely on a minor child to interpret or facilitate communications, except in an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no interpreter immediately available.

Nueces County will respond to telephone calls from a telecommunications relay service (Relay Texas) in the same manner that it responds to other telephone calls.

Requests for auxiliary aids or services should be made as soon as possible and generally at least 72 hours in advance of the activity, program or service to the Nueces County ADA Coordinator, Tyner Little at (361) 888-0878 or (361) 960-6363 cell or tyner.little@nuecesco.com. The ADA Coordinator is also responsible for the oversight and coordination of procedures related to this policy.