



Effective Communication Policy

It is the policy of the Colorado Springs Housing Authority (“CSHA”) to ensure that communications with applicants, residents, program participants, employees, and members of the public with disabilities are as effective as communications with others. CSHA, including its employees, agents, contractors and private management companies/agents, shall furnish appropriate auxiliary aids and services, where necessary, to afford individuals with disabilities, including individuals with hearing, visual or cognitive disabilities, an equal opportunity to participate in, and enjoy the benefits of, the programs, services and activities conducted by CSHA.

AUXILIARY AIDS AND SERVICES: "Auxiliary aids and services" include, but are not limited to: (1) qualified sign language interpreters, note-takers, transcription services, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs), videotext displays, or other effective methods of making aurally delivered materials available to individuals with hearing impairments; and, (2) qualified readers, taped texts, audio recordings, brailled materials, large print materials, or other effective methods of making visually delivered materials available to individuals with visual impairments.

REQUEST FOR EFFECTIVE COMMUNICATION: When an auxiliary aid or service is required to ensure effective communication, CSHA will provide an opportunity for an individual with a disability to request the auxiliary aid or service of his or her choice. CSHA will give primary consideration to the choice expressed by the individual. "Primary consideration" means that CSHA will honor the choice, unless it can show that another equally effective means of communication is available; or, that use of the means chosen would result in a fundamental alteration in the nature of its service, program, or activity or in an undue financial and administrative burden. The individual will submit the request for auxiliary aids or services to the appropriate CSHA staff person (LEP/504 Coordinator).

The following guidelines outline the process for ensuring that disabled individuals with these needs will be provided with the appropriate assistance. (A) Initial Point of Contact. At the initial point of contact with each potential applicant/tenant, CSHA staff will inform the potential applicant/tenant of the availability of alternative forms of communication if deemed necessary by staff because of observed barriers or requested by the individual. CSHA will include the following statement at all offices “If you have a disability and require an alternative form of communication including, but not limited to, a sign-language interpreter or assistance completing forms, you may make your request (orally or in writing) at any time during the application



process or after admission and CSHA will document the preferred form of communication.” (B) Requests for Alternative Forms of Communication. Individuals requiring alternative forms of communication may make their request either orally or in writing by filling out the LEP (Limited English Proficiency) and Effective Communication Request Form. All requests shall be dated and time-stamped upon receipt by the appropriate CSHA staff person and sent to the LEP/504 Coordinator for processing. Upon receipt of the request, the LEP/504 Coordinator or designee will grant the requested aid or service or will consult with the individual with a disability to further assess and determine the appropriate auxiliary aid or service to be provided. Within seven (7) business days of the receipt of the request, and as soon as circumstances warrant, the LEP/504 Coordinator will provide the requesting individual with a written notification (via email or mail) of the proposed auxiliary aid or service to be provided. The notification shall inform the individual of the right to a grievance hearing and hearing procedures if denied.

GRIEVANCE PROCEDURES: Any adverse decision regarding a request for auxiliary aids or services or other methods of effective communication under this policy request is subject to CSHA’s grievance/hearing policies in its Administrative and ACOP plans.