

POLICY FOR EFFECTIVE COMMUNICATION WITH  
INDIVIDUALS WITH DISABILITIES

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This chapter sets forth the Housing Authority of the City of Los Angeles' (the "HACLA") Policy for Effective Communication with Individuals with Disabilities (the "Policy").

### **I. Purpose and Applicability**

The purpose of this Policy is to memorialize the "HACLA's commitment to ensuring effective communication with individuals with disabilities. This Policy further provides individuals with disabilities information regarding the availability of auxiliary aids and services in order to promote participation in public meetings, programs, services and/or activities offered by the HACLA.

This Policy is intended to apply to those members of the general public who are not otherwise covered under the HACLA's Nondiscrimination on the Basis of Disability and Reasonable Accommodation Policy.

### **II. Definitions**

A. "Auxiliary Aids and Services" refers to the acquisition or modification of services, equipment or devices in order to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals. Examples of Auxiliary Aids and Services include, but are not limited to, qualified sign language interpreters, note-takers, transcription services, written materials, large print materials, or other effective methods of making aurally and visually delivered materials available to individuals with disabilities.

B. "Disability" or "Disabilities" with respect to an individual means (1) a person with a physical or mental impairment which limits one or more major life activities; (2) a person who has a record of such impairments; or (3) a person who is regarded as having such impairments.

C. "Primary Consideration" means that the HACLA will honor an individual's choice of Auxiliary Aids and Services to the extent possible, unless the HACLA determines 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 or program or result in an undue financial and/or administrative burden.

### **III. Effective Communication Policy**

It is the policy of the HACLA to ensure effective communications with individuals with Disabilities. The HACLA shall furnish appropriate Auxiliary Aids and Services, where necessary, to afford individuals with Disabilities, including but not limited to individuals with hearing, vision or speech impairments, an equal opportunity to participate in the HACLA's public meetings, programs, services and/or activities.

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**IV. Requests for Effective Communication**

Individuals with Disabilities may request an Auxiliary Aid or Service when it is necessary to ensure effective communication. The HACLA will give Primary Consideration to the choice expressed by the individual.

**V. Alternatives**

If providing a particular Auxiliary Aid or Service would result in a fundamental alteration in the nature of program or service being offered or is an undue burden (i.e., significant difficulty or expense) the HACLA shall provide an alternative Auxiliary Aid or Service, if one exists, that would not result in an alteration or undue burden but would nevertheless ensure that, to the maximum extent possible, individuals with Disabilities can participate in the public meetings, programs, services and/or activities offered by the HACLA.

**VI. Procedures**

The President/CEO shall provide for the development, administration and implementation of the procedures to be adopted in furtherance of this Policy ("Procedures").

**VII. Amendments to the Policy**

This Policy may only be amended by the Board of Commissioners. The Procedures adopted to implement this Policy may be amended at any time at the discretion of the President/CEO, without the approval of the Board of Commissioners.