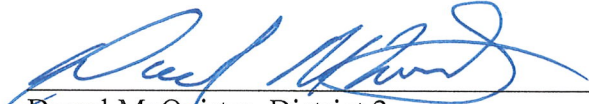


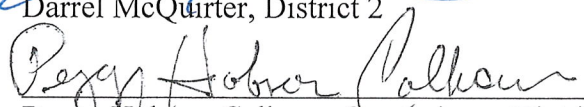



Hinds County Board of Supervisors Effective Communication Policy

We, the Hinds County Board of Supervisors, hereby adopt this Effective Communication Policy as a continuing effort to fulfill our responsibility to the citizens of Hinds County. The Effective Communication Policy provides a general framework and specific guidance for providing auxiliary aids and services as specified under the American with Disabilities Act (ADA).

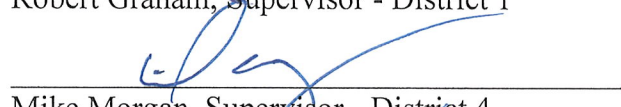
Approved this 15th day of the month of August 2016.


_____, President
Darrel McQuirter, District 2


_____, Vice President
Peggy Hobson-Calhoun, Supervisor - District 3



Robert Graham, Supervisor - District 1



Mike Morgan, Supervisor - District 4



Bobby "BobCat" McGowan, Supervisor - District 5


_____, Witness
Chancery Clerk

OVERVIEW:

The Americans with Disabilities Act (ADA) became law in 1990. The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public. The purpose of the law is to make sure that people with disabilities have the same rights and opportunities as everyone else. The ADA gives civil rights protections to individuals with disabilities similar to those provided to individuals on the basis of race, color, sex, national origin, age, and religion. It guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, state and local government services, and telecommunications.

Hinds County Board of Supervisors (HCBOS) is committed to assuring that all citizens regardless of age, race, natural origins, gender, or disability have equal opportunity to participate in all services, activities, programs, employment and other initiatives provided under the auspices of the HCBOS. It shall be the policy of the HCBOS to ensure that persons whose civil rights for equal access to communication are protected under the Americans with Disabilities Act (ADA). It is the intent of HCBOS to utilize procedures identified in this policy to ensure all effective communication methods are available to individuals who have disabilities.

POLICY:

It is the intent of HCBOS to provide necessary auxiliary aids (i.e. assistive listening devices) and services (i.e. interpreters) without cost to individuals participating in services, activities or programs offered under the auspices of HCBOS. If it is determined by the HCBOS that a particular auxiliary service is an undue financial burden, HCBOS will provide effective communication utilizing a different approved auxiliary aid or service.

All Hinds County employees will be provided written notice of the Hinds County Effective Communication Policy. Hinds County employees with direct contact with individuals who may request communication access, in accordance with the Hinds County Effective Communication Policy, will be trained in effective communication techniques and technology usage, as well as effective use of interpreters.

Anyone requiring an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in services, activities or programs of the HCBOS, should contact the Hinds County ADA Coordinator as soon as possible but no later than three (3) work days before a scheduled event.

ADA Coordinator
Hinds County Board of Supervisors
316 S. President Street
Jackson, MS 39205
Phone: (601) 714-6347
Cell: (601) 720-4878
State Relay: 711

SYMBOLS:

HCBOS will seek to incorporate and display appropriate symbols throughout its facilities and publications to assure all impaired or partially impaired citizens are made aware of the communication techniques and services to be incorporated in the manner by which HCBOS conducts its business. The HCBOS seeks to incorporate the following symbols to denote the availability of effective communication access:

DEFINITIONS AND SYMBOLS:

International Symbol of Access



The symbol denotes where access has been improved, particularly for wheelchair users, but also for other disability issues.

Blind or Low Vision



This symbol may be used to indicate access for people who are blind or have low vision.

Telephone Typewriter (TTY)/ TDD



Also known as text teletypewriter telephone (TTY) or telecommunications device for the deaf (TDD) or text teletypewriter used for telephone communications between deaf, hard of hearing, speech-impaired and/or hearing persons.

Sign Language Interpretation



The symbol indicates that Sign Language Interpretation is provided for a meeting, court proceeding or other programs or services provided by HCBOS.

Assistive Listening Systems



These systems transmit sound via hearing aids or headsets. They include infrared, induction loop and FM systems. Portable systems may be available from the same audiovisual equipment suppliers that service conferences and meetings.

Accessible Print



In addition to indicating that large print versions of books, pamphlets, agendas, etc., are available, the symbol may be used on employment forms to indicate that print materials may be provided in large print.

The Information Symbol



The symbol may be used on signage or on a floor plan to indicate the location of the information or security desk, where there is more specific information or materials concerning access accommodations and services such as “LARGE PRINT” materials, assistive listening devices and Braille Print materials

Closed Captioning (CC)



This symbol indicates that a television program or videotape is closed captioned for deaf or hard of hearing persons (and others), (i.e. Board meetings).

Braille Symbol



This symbol indicates that printed material is available in Braille, including publications, agendas and signage.

PROVISION OF AUXILIARY AIDS AND SERVICES:

To promote awareness of communication access services, HCBOS will provide significant notification of the availability of and procedure for requesting auxiliary services and aids in all of its public notices (brochures, handbooks, letters, print/radio/television advertisements, etc.) and through universal access signs posted near entrances and in permanently marked rooms etc. The HCBOS will also insure that auxiliary aids and services are provided in order to further achieve effective communication for persons that are hearing and/or vision impaired. Auxiliary communication access services may be provided through qualified sign language interpreters, assistive listening devices, large print, and/or braille documents as requested. (The availability of sign language interpreter services will be advertised prior to a scheduled meeting.) Other auxiliary communication access devices that may be available based upon request and availability at no charge to impaired individuals include:

- A. Access for individuals who are blind or have low vision
- B. Audio description for TV, video, film, and live performances
- C. Telephone Typewriter (TTY) (where applicable)
- D. Sign language interpretation
- E. Live audio description
- F. Assistive listening devices
- G. Accessible print
- H. Universal information symbol
- I. Closed captioning (CC)
- J. Braille

The HCBOS shall provide services or aids to achieve effective communication for person who are deaf, deafblind, or hard of hearing. The ADA Coordinator or other assigned Hinds County employees are responsible for providing effective interpretation or arranging for a qualified interpreter when needed.

In the event that an interpreter is needed, HCBOS will maintain through a contractual agreement with the agency a list of qualified interpreters. Interpreter services for public meetings will be provided if requested 72 hours prior to the public meeting. The availability of these services will be publicized in the announcements. Employees will provide, when requested, a pad and pencil to individuals with hearing or speech impairments.

When communicating by telephone with individuals who are deaf or hard of hearing or speech impaired, Hinds County employees shall accept all calls through relay Mississippi 711 services **(DO NOT HANG UP!!)**.

HCBOS **WILL NOT** require an individual who is requesting communication access to bring another individual to interpret for him or her. However, some individuals may prefer or request to use a family member or friend as an interpreter. Family members or friends of the individual will not be used as an interpreter unless specifically requested by that individual and only after an offer has been made by the designated Hinds County employee to the individual who requested the auxiliary service to provide an interpreter at no charge.

When communicating with persons who are blind or have low vision, staff that can effectively, accurately and impartially read out loud, will communicate all written materials and/or assist with forms (unless the written materials and/or forms are requested and available in alternative formats –reformatted into large print, or materials printed in Braille) for individuals who are blind or who have low vision. Requests for alternative formats provided by HCBOS, that are not readily available for individuals who are blind or have low vision shall be received 48 hours prior to the event in which Large Print is needed and 72 hours prior to the event in which a Braille document is needed.

DISCLAIMER:

These policies and procedures are not intended to be inclusive of all possible practices pertaining to persons needing special accommodations. All requests will be considered independently because each individual is unique and may require creative and thoughtful solutions. Any individual who believes HCBOS should provide additional accommodations or access shall direct their request/complaint to the Hinds County ADA Coordinator in accordance with the Hinds County ADA Grievance Procedures.