



EFFECTIVE COMMUNICATION POLICY

It is the policy of the Hialeah Housing Authority (“HHA”) to ensure that communications with applicants, residents, program participants, employees, and members of the public with disabilities are as effective as communications with others.

HHA, 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 HHA.

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, HHA will provide an opportunity for an individual with a disability to request the auxiliary aid or service of his or her choice. HHA will give primary consideration to the choice expressed by the individual. "Primary consideration" means that HHA 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 his/her request for auxiliary aids or services to the appropriate HHA staff person designated below. All requests shall be dated and time-stamped upon receipt by the appropriate HHA staff person.

Within two (2) business of receipt of the individual's request, the designated HHA staff person will consult with the individual with the disability when the preferred type of auxiliary aid or service is not available or not required, and the staff person is attempting to ascertain whether an alternative means of communication will ensure effective communication.



Within five (5) business days following receipt of the effective communication request(s), the designated HHA staff person will provide the requesting individual with notification of the proposed auxiliary aid or service to be provided.

The ADA Coordinator will maintain copies of all requests for effective communication and, including final disposition, for the duration of this Agreement.

Individual requests for Effective Communication will be directed to the following HHA officials:

Resident Requests:

HHA resident requests for auxiliary aids or services should be made to the Site Manager at the resident's development.

Applicant Requests and all other Current Program Participants:

Applicants for HHA housing should make requests for auxiliary aids and services to the ADA Coordinators as follows:

Rosa Valladares (Section 8) or Joel Bonilla (Public Housing)
75 East 6th Street
Hialeah, Florida 33010
(305) 888-9744

Other Requests:

Requests from members of the public who wish to participate in programs, services and/or activities of the HHA shall submit their request(s) for auxiliary aids and services as directed in HHA notices, appointment notifications, forms, or brochures. They may also submit requests for auxiliary aids to the HHA Section 504 Coordinator.

However, individuals with disabilities who request auxiliary aids or services for public events such as public hearings, Board hearings, public meetings, etc., shall make their requests no later than five (5) business days prior to the event.

GRIEVANCE PROCEDURES:

An individual ("complainant" or "requestor") with questions or a grievance about a reasonable accommodation ("RA") decision made by the Section 504 Coordinator should first request an informal grievance with the Director of the Program pertaining to the RA request and the Section 504 Coordinator within ten (10) business days of the decision. If the matter is not satisfactorily resolved, it should be reported to the Executive Director of the Hialeah Housing Authority ("HHA"). The complainant may pursue remedies in accordance with the HHA's Reasonable Accommodation Grievance and Appeal Policy and Procedures.

