



# **Boulder County Housing Authority**

## **Effective Communication Policy**

**Effective February 9, 2016**



P.O. Box 471, Boulder CO 80306-0471 | P: 303.441.3929/F: 720.564.2283 | [www.bouldercountyhousing.org](http://www.bouldercountyhousing.org) | Email: [hoinfo@bouldercounty.org](mailto:hoinfo@bouldercounty.org)

---

The Boulder County Housing Authority (BCHA), in administering all public and assisted housing programs, is committed to ensuring that applicants, residents, employees, contractors and other members of the public with disabilities have an effective means to communicate. When requested, the Housing Authority's employees, agents, contractors and private management companies, shall furnish appropriate auxiliary aids and services to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of the programs, services and activities conducted by the Boulder County Housing Authority. All notifications, including approvals or denials of requests for effective communication referenced in this Policy, will be provided in an alternate format, upon request.

### **AUXILIARY AIDS AND SERVICES**

"Auxiliary aids and services" may include, but are not limited to: (1) qualified sign language interpreters, note-takers, transcription services, written materials, telephone handset amplifiers, telephones compatible with hearing aids, telecommunications devices for deaf persons (TDDs), or other effective methods of making aurally delivered materials available to individuals with hearing impairments; and, (2) qualified readers, 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, the Boulder County Housing Authority will provide an opportunity for an individual with a disability to request the auxiliary aid or service of his or her choice. All requests for auxiliary aids and services must be made and received by BCHA's Section 504/ADA Coordinator more than two weeks prior to the date the service is needed. If in emergency circumstances an auxiliary aid or service is needed less than two weeks prior to the date the service is needed, BCHA will take reasonable steps to secure the auxiliary aid or service in less than two weeks. BCHA will give primary consideration to the choice expressed by the individual. "Primary consideration" means that Boulder County Housing Authority 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 with a disability will submit his/her request for auxiliary aids or services to BCHA's Section 504/ADA Coordinator at the address listed below. All requests shall be dated and time-stamped upon receipt.

Section 504/ADA Coordinator  
Boulder County Housing Authority  
PO Box 471  
Boulder, CO 80306-0471  
Phone: 303-441-3987; TYY/TDD: 1-800-659-2656

If a person with a disability has an impairment that impedes them from mailing a request, he or she may use any other effective means to request an auxiliary aid or service that is necessary.

Upon receipt of the request, BCHA's Section 504/ADA Coordinator or designee will consult with the individual with a disability to determine the preferred type of auxiliary aid or service. If the preferred type of auxiliary aid or service is not available or not required, then the Section 504/ADA Coordinator will ascertain

whether an alternative means of communication will ensure effective communication. Within five (5) days of the receipt of the request, the Section 504/ADA Coordinator will forward the request and the determination of the aid or service required to the Deputy Director of Housing Operations who will provide the requesting individual with a written notification of the proposed auxiliary aid or service to be provided. The approved request will be implemented no later than five (5) days after the Director of Housing Operations provides the requesting individual with the written notification of approval. The client or resident must provide forty-eight (48) hours prior notice to BCHA of any need to reschedule their meeting.

Upon disposition copies of the final disposition of the request shall be forwarded to the Section 504/ADA Coordinator who will maintain copies of all requests for effective communication and BCHA's response, including final disposition, for the duration of 3-years from the date of disposition.

## PROCEDURES

### A. Notice to Applicants

As a part of the application process, a notice will be posted for applicants to contact the Section 504/ADA Coordinator if auxiliary aids or services are needed. This notice will also be posted prominently in BCHA's intake and application offices as well as all site offices.

### B. Current Residents' Requests for Auxiliary Aids or Services

Requests for auxiliary aids or services should be made directly to Boulder County Housing Authority's Property Manager, who will forward the request(s) to the Section 504/ADA Coordinator within one (1) business day of receipt. All requests for auxiliary aids and services must be made and received by BCHA's 504/ADA Coordinator more than two weeks prior to the date the service is needed.

### C. Boulder County Housing Authority's Notices and Correspondence

All BCHA letterhead will contain the TDD/TTY telephone numbers. In addition, all meeting notices will contain a statement to, "Contact the Section 504/ADA Coordinator for reasonable accommodations for meetings." Individuals with disabilities, who request auxiliary aids or services for public events such as public hearings, Board hearings, public meetings, etc., must make their requests and the Boulder County Housing Authority Section 504/ADA Coordinator must receive their requests more than two (2) weeks prior to the event.

### D. Requests from the Public

Requests from members of the public who wish to participate in Boulder County Housing Authority programs, services and or activities shall submit their requests for auxiliary aids and services to BCHA's Section 504/ADA Coordinator. They must make their requests and BCHA must receive the requests more than two (2) weeks prior to the event.

## GRIEVANCE PROCEDURES

If the requesting individual with a disability is not satisfied with Boulder County Housing Authority's response to the individual's request for an auxiliary aid or service, the individual may file a formal grievance, including appropriate supporting documentation in accordance with BCHA's Grievance Procedure. A Grievance Panel selected by BCHA will hear all 504/Reasonable Accommodations hearings.

The grievance may be communicated orally or in writing. However, all oral grievances must be reduced to writing and maintained in BCHA's files. In addition, BCHA shall provide assistance to any individual who requests assistance in filing a grievance, including assistance in reducing the individual's grievance to writing. All grievances shall be dated and time-stamped.

The Grievance Panel will render a decision in accordance with BCHA's Grievance Procedures. If the individual is dissatisfied with BCHA's Grievance Panel's determination, the individual may pursue remedies under BCHA's Grievance Procedures.