

OHIO RIVER VALLEY WATER SANITATION COMMISSION

Accommodation for persons with impaired vision or hearing and persons with limited english proficiency

ORSANCO is committed to ensuring meaningful access to its programs and information to those persons with impaired vision or hearing, and persons with limited english proficiency (LEP). The goal is to ensure that communication with people with impaired vision or hearing, and persons with limited english proficiency (LEP) is equally effective. Reasonable steps will be taken to accommodate these needs.

ORSANCO's practice is based on an evaluation of:

1. Number of visually/hearing impaired and LEP persons encountered.
2. Frequency with which these persons come into contact with ORSANCO programs or information.
3. The nature and importance of the programs and information to these persons.
4. The resources available to ORSANCO and potential costs.

General Practice

When notified in advance of an accommodation needed to access ORSANCO's programs or information, staff will make reasonably appropriate arrangements to provide oral interpretation or written translation of information requested.

When an individual self-identifies as a person with a disability or LEP that affects the ability to communicate or to access or manipulate written or electronic materials, or requests an auxiliary aid or service, staff will consult with the individual to determine what support is necessary to provide effective communication in particular situations.

It may be suggested to persons with impaired vision or hearing, and persons with limited english proficiency (LEP) to ask a friend, family member, or co-worker to assist them in contacting ORSANCO so reasonable arrangements can be made to support their need.

In cases where the above practice does not provide the needed accommodation, ORSANCO will investigate language translation services, local agencies providing services to the visual/hearing impaired, multiple language versions of legally required postings, on a case-by-case basis.

Staff Training

1. Training will ensure that staff is informed about the accommodation practice.
2. Staff with little or no contact with disabled or LEP persons may only need to be aware of the practice.
3. Management staff should be fully aware of and understand the practice and reinforce its importance.
4. ORSANCO staff will be advised to contact the Director of Human Resources on extension 107 should any situation arise.

Resources

As a very small recipient with limited financial resources and staff, ORSANCO will take reasonable steps to provide accommodations.