

AUXILIARY AIDS POLICY STATEMENT

ARKANSAS WORKFORCE INVESTMENT BOARD

AMERICANS WITH DISABILITIES ACT AUXILIARY AIDS POLICY STATEMENT

1. PURPOSE

It shall be the policy of the Arkansas Workforce Investment Board to issue a uniform policy to insure the provision of reasonable accommodations (auxiliary aids) to qualified applicants, claimants, participants, employees and prospective employees, also, to inform all program administrators and grant recipients that a toll-free (1-800) number serves as a relay system to communicate with the Deaf and Hearing Impaired.

2. SCOPE

This policy applies to all programs/projects funded through financially assisted programs funded under WIA Title I and grant recipients and subgrant subrecipients.

3. RESPONSIBILITIES

It shall be the responsibility of all administrative entities operating under the Workforce Investment Act to develop a system to assure enforcement of this policy, said system to include at a minimum:

Auxiliary Aids

- A. Deaf and Hearing-Impaired: (Include not only those persons who are totally deaf, but also those with limited or partial hearing). Develop a method to disseminate the 1-800 (TDD) number to the public. Assure that all printed material that reflects the (voice) telephone number reflects the TDD number. Example: 1-800-285-1131 (TDD).

Provide sign interpreters when needed, and require buildings to have warning devices, such as, fire alarms or public address systems.

Take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others.

Furnish appropriate auxiliary aids and services where necessary to afford an individual with a disability an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity conducted by a public entity.

- B. Blind and Visually Impaired: (Includes not only those persons who are totally blind, but also those with limited vision). Applicant intake forms will be available in the following medium:

Readers: A reader will be provided for applicants/claimants.

Braille: Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door.

- C. Mentally Impaired: Use of visual cues for signage. Willingness of someone to assist and/or answer questions and provide directions.
- D. Difficulty With Upper Body Movement: (Includes those persons who have limited use of arms, shoulders, persons who are in wheelchairs or on crutches; people of short stature; those who cannot perform certain hand movements, or have difficulty controlling movement). Relocated a program or service to accessible area. Use of adaptive equipment or modification of present hardware.
- E. Mobility Impairments: (Includes those persons having breathing difficulties, stamina limitations, as well as those in wheelchairs and on crutches). Replace existing hardware and equipment. Make necessary structural changes to eliminate barriers-install ramps and widen doorways.
- F. Information and Signage: Ensure that interested persons, including persons with impaired vision or hearing, can obtain information as to the existence and location of accessible services, activities, and facilities.

Provide signage at all inaccessible entrances to each of its facilities, directing users to an accessible entrance or to a location at which they can obtain information about accessible facilities. The international symbol for accessibility shall be used at each accessible entrance of a facility.