

Effective Communication Policy Template

Instructions

Revise this template to reflect your organization's policies. The Effective Communication Policy should, at a minimum:

- Ensure that interested persons, including persons with hearing, vision, speech, manual, and other communication-related disabilities can obtain information concerning the existence and location of accessible services, activities, and facilities;
- State that individuals will not be asked or required to provide and/or pay for their own interpreters or other Auxiliary Aid;
- Ensure that the Housing Development furnish appropriate Auxiliary Aids, where necessary, to afford an individual with a disability an equal opportunity to participate in, and benefit from, the Housing Development's programs, services and activities. In determining which Auxiliary Aid to provide, the Effective Communication Policy shall ensure that the Housing Development gives primary consideration to the requests of the individual with a disability unless doing so would result in an undue financial and administrative burden;
- Provides for individuals who are blind, have low vision, or have cognitive disabilities to receive forms, notices, and other information in alternative formats, as requested, including requests to automatically receive in a requested alternate format all print materials distributed, posted, or made available to applicants and residents;



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- Provides the phone numbers for accessing the TDD/TTY or the Colorado Relay Service.

Policy Template

HUD's Section 504 regulations require recipients to take appropriate steps to ensure effective communication with applicants, beneficiaries, employees and members of the public.

In accordance with the Reasonable Accommodation Policy, [Name of Housing Provider] will ask all applicants and participants if they require any type of accommodations, in writing, on the [Name of Housing Provider] website by including the following language or similar language in application and other materials:

“If you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please contact the Section 504 Coordinator:

Name: [insert]

Address: [insert]

Phone: [insert]

TDD/TTY or Colorado Relay: [insert]

E-Mail: [insert]”

[Name of Housing Development] will furnish appropriate auxiliary aids, where necessary, to afford an individual with a disability an equal opportunity to participate in, and benefit from, the Housing Development's programs, services and activities. In determining which auxiliary aid to provide, [Name of Housing Development] will give primary consideration to the requests of the individual with a disability unless doing so would result in an undue financial and administrative burden.

For individuals who are blind, have low vision, or have cognitive disabilities, [Name of Housing Development] will provide forms, notices, and other information in



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alternative formats, as requested, including requests to automatically receive in a requested alternate format all print materials distributed, posted, or made available to applicants and residents.

Individuals will not be asked or required to provide and/or pay for their own interpreters or other Auxiliary Aid.

[Name of Housing Development] staff will be trained on this Effective Communication Policy, to ensure that any interested person, including persons with hearing, vision, speech, manual, and other communication-related disabilities can obtain information concerning the existence and location of accessible services, activities, and facilities.

