

CITY OF SAN RAFAEL POLICIES AND PROCEDURES



Policy No.	120-01
Subject:	ADA- Effective Communication
Resolution No.	N/A
Issue Date:	February 1, 2005
Revision Date:	N/A
Prepared By	Ken Nordhoff, Assistant City Manager
Approved By:	Rod Gould, City Manager
ADA Access Advisory Committee Approval Date:	February 2, 2005
DOJ S.A.	18, 20, 21, 24

PURPOSE:

The City of San Rafael is required under the Americans with Disabilities Act (ADA) to provide for and adopt policies for the effective communication of information to and from persons with disabilities.

RESPONSIBILITY:

All City Departments, Divisions, and City Officials

REFERENCES:

Americans with Disabilities Act of 1990

POLICY:

It is the policy of the City of San Rafael to provide information to interested persons with disabilities concerning the existence and location of the City's accessible programs, services, and activities; to identify qualified sign language and oral interpreters, real-time transcription services, and vendors able to put documents into Braille; to ensure that appropriate employees are trained and practiced in using a TTY and the Deaf Access Program/California Relay Service to make and receive calls; and to ensure that during cleanup operations, such as during removal of debris after a natural disaster, people with disabilities will be advised how to inform the City regarding areas of significant concern regarding access.

PROCEDURE:

1. The following City Departments shall be responsible for providing information to interested persons with disabilities concerning the existence and location of the City's accessible programs, services, and activities, as follows:

ADA- EFFECTIVE COMMUNICATION

- The City of San Rafael Community Services Department shall respond to inquiries regarding accessible programs, services, and activities available within the City's parks, community centers, Falkirk Cultural Center, and child care facilities.
 - The San Rafael City Manager's Office shall respond to inquiries regarding accessible programs, services, and activities available within San Rafael City Hall.
 - The City of San Rafael City Manager's Office shall respond to inquiries and requests for sign language and oral interpreters, real-time transcription services, and putting documents into Braille.
 - The City of San Rafael Public Works Department shall respond to inquiries and requests regarding accessibility of sidewalks and requests for curb ramps within the City (refer to ADA Policy No. 120-03.)
2. Appropriate employees have been trained in the use of TTY machines and the Deaf Access Program/California Relay Service. Employees shall attempt to return TTY and Relay calls within the same day a call is received. If a call cannot be returned within the same day, a City employee shall communicate with the caller in a timely manner to establish a time frame within which the appropriate party will return the telephone call. The City shall communicate with the Deaf Access Program/California Relay Service to ensure that TTYs are maintained in good working order.
3. The City has identified qualified sign language and oral interpreters, real-time transcription services, and vendors able to put documents into Braille. The City will strive to fulfill requests for services within three weeks (21 days) of the receipt of the request. Compliance with this goal shall reasonably depend upon the nature of the request, particularly the availability of the vendor required to perform the service requested, and the quantity of services requested, and/or size of the document to be translated.
4. The City shall publish the information contained in this policy in the City's Employee Newsletter and on the City's website. City employees with significant public contact shall be advised regarding this policy and shall be informed as to the appropriate department to refer inquiries and requests for information and services.

APPROVED BY:



ROD GOULD, City Manager

02/02/05

Date