

SERVICE TO INDIVIDUALS WITH DISABILITIES

GENERAL POLICIES

1. The City of Iowa City does not discriminate against individuals with disabilities in admission or access to, or treatment or employment in, its programs and activities. The City of Iowa City Assistant City Manager has been designated to coordinate compliance with regulations prohibiting disability-based discrimination as implemented by the Dept. of Housing and Urban Development Final Rule: 24 CFR Part 8, Non-Discrimination Based on Handicap in Federally Assisted Programs and Activities.
2. All capital improvements, newly constructed or remodeled, will be architecturally barrier-free to people with disabilities. The Structural Transition Plan outlines changes that will be made to current City-owned or leased structures.
3. All City employees will make reasonable accommodations to make inaccessible facilities and programs available to and usable by people with disabilities. The Non-Structural Transition Plan outlines methods to make the accommodations.
4. The City shall continue to explore the expansion of or reorganization of its programs so that all citizens, including those with severe and profound disabilities, can participate in all programs.

Definition: Person with disabilities is any person who has a physical or mental impairment that substantially limits one or more major life activities, such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working; has a record of such impairment, or is regarded as having such impairment.

Employee Guidelines

The following guidelines shall be followed by all City Employees:

- A. General Courtesies:
 1. Ask how you may help the person - maybe he/she will ask for an arm to lean on, or for a chair, or for a form to be read aloud, or for help in interpreting the form.
 2. If the person is sitting in a wheelchair, sit down and talk directly to him/her.
 3. If the person cannot get to your office area, find a private place to converse, perhaps the Council Chambers, an accessible room in the North Court, or a corner of the lobby.
 4. Be sure all business in your division can be handled over the phone or through the mail; there may be times when people with disabilities cannot find transportation to your office.

5. Know what special services or programs your division offers for people with disabilities.
6. Reasonable accommodations will be made when requested. If there is a question of reasonableness, discuss it with your immediate supervisor.

B. Where to get special accommodations:

1. Telephone number 356-5000, the information desk, will be listed as having information for people with disabilities; the operator will transfer calls to the proper division.
2. If a person is asking about another City division's services and programs for people with disabilities, refer him/her to that division's supervisor.
3. Enlarged copies for the visually impaired may be made on the copiers located in Planning & Community Development (PCD), Public Works, the Library, Civic Center, and in the Transit Facility.
4. If you are having a meeting or an activity where a participant wants a sign language translator/interpreter, call Personnel to assist in locating such a person.
5. The Police Department will have a TDD (Telecommunications Device for the Deaf) for emergency calls to the Police and Fire Departments and to the ambulance.
6. The Library, Assisted Housing Program, Personnel, Information Desk, and City Manager's office will have a TDD for deaf people to get information about City programs.
7. For any other questions call the Assistant City Manager.

C. Auxiliary aids - equipment for persons with disabilities:

1. When purchasing new equipment that is used by the public, ask the vendor about equipment adapted for people with disabilities. Perhaps there is something that can be used by both ambulatory and disabled people at a reasonable cost.
2. If someone requests an auxiliary aid, for example a piece of equipment to help him/her reach books on the top shelf in the Library, first get all the details he/she knows about it, then send the request and all information to the Assistant City Manager. This is how the City's bank of auxiliary aids will be built.
3. A bank of auxiliary aids will be available for use by all City departments. Contact the Assistant City Manager for a listing of available aids.

EMPLOYEES' ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

<u>Situation</u>	<u>Accommodation</u>
1. A person with a disability needs assistance.	Ask how to help. The person may ask for an arm to lean on, for a chair, for a form to be read to him/her, or for help in interpreting the form.
2. A person who uses a wheelchair comes in and wants to talk about a problem he/she is having with City services.	Find a private place that is accessible to the person, then sit down and talk directly to him/her.
3. A person cannot find transportation to take care of immediate and necessary business with the City.	Be sure all business in each division can be handled either over the phone or through the mail.
4. A person requests information about special services or activities of the City available to people with disabilities.	An employee should know what special services or activities are offered by the division they work in.
5. Someone with impaired vision wants an enlarged copy of some document.	The copiers in the PPD Department, Public Works Department, the Library and the Transit Facility have enlarging capabilities.
6. A deaf person calls to request a Sign Language signer for a meeting or activity that he/she wants to attend.	Call Personnel for assistance in locating a signer.
7. Someone requests a special piece of equipment to aid his/her participation in an activity, class or meeting.	The employee should get all details about the equipment, then send the request and all information to the Assistant City Manager. All reasonable requests will be considered based upon funding availability.
8. A division of the City is purchasing new equipment that is used by the public, such as playground equipment.	Ask the seller if there is equipment adapted for persons with disabilities. Perhaps there is something that can be used by both ambulatory and disabled people at a reasonable cost.