



ADA COMPLIANCE DIVISION

Metropolitan Government of Nashville & Davidson County

PROVIDING ACCESSIBLE COMMUNICATION TO THE PUBLIC

Policy: It is the policy of the Metropolitan Government of Nashville and Davidson County to ensure that communications with participants and members of the public with disabilities are as effective as communications with others. The Metropolitan Government will 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, any program, service, or activity conducted by the Metropolitan Government. In determining what type of auxiliary aid or service is necessary, the Metropolitan Government will give primary consideration to the requests of the individual with disabilities.

Definitions: Auxiliary aids and services: Auxiliary aids and services includes (1) qualified interpreters, notetakers, transcription services, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf person (TDDs), videotext displays, or other effective methods of making aurally delivered materials available to individuals with hearing impairments; and (2) qualified readers, taped texts, audio recordings, Brailled materials, large print materials, or other effective methods of making visually delivered materials available to individuals with visual impairments.

Disability: Disability means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such an individual; a record of such an impairment; or being regarded as having such an impairment.

Qualified Interpreter: A qualified interpreter means an interpreter who is able to interpret effectively, accurately, and impartially both receptively and expressively, using any necessary specialized vocabulary.

Guidelines Notification: If you do not know which department is responsible for providing the program or service that requires the use of auxiliary aids and services to ensure effective communication, please contact the Metropolitan Government of Nashville and Davidson County ADA Coordinator:

Dianna Stephens, ADA Title II Coordinator
222 Third Avenue North, Suite 701
Nashville, TN 37201

Phone (615) 862-8744
Fax (615) 880-2836
TTY (615) 862-8951
contactADA@Nashville.gov

Requests for auxiliary aids: Requests for auxiliary aids must be made to the department in advance of the meeting, hearing or other service or activity provided by the Metropolitan Government. The best effort to fulfill the request will be made.

1. Public meetings and hearings - The [department's ADA coordinator](#) should be notified at least one week in advance.
2. On-going services and programs - The [department's ADA coordinator](#) should be notified at least 48 hours in advance.
3. Emergencies or urgent requests - The [department's ADA coordinator](#) or the Metropolitan Government ADA Coordinator should be notified immediately.

Metropolitan Government response to requests for auxiliary aids or services:

When an auxiliary aid or service is requested, the Metropolitan Government will give primary consideration to the choice expressed by the individual with disabilities. The Metropolitan Government will honor the choice unless:

1. it can show that another effective means of communication is available or...
2. it can show that the use of the means chosen would result in a fundamental alteration in the service, program, or activity or...
3. it can show that the use of the means chosen would result in undue financial burden to the department.

The department's ADA coordinator will consult with the individual with a disability to identify in what ways effective communication can be achieved with the individual in the context of the department's program, service or activity. The ADA department contact person may ask the individual with the a disability for technical assistance and information on how to obtain a particular auxiliary aid or service.

Within 48 hours after the request for auxiliary aids or services, the department's ADA coordinator will, in writing or other alternative format, notify the requesting individual with a disability of the proposed auxiliary aid or service to be provided. A copy of the proposal will be sent to the Metropolitan Government ADA Coordinator.

Grievance procedure: If the requesting individual is dissatisfied with the ADA department contact person's proposed auxiliary aid or service, the individual is encouraged to file a grievance with the Metropolitan Government ADA Coordinator.