Disability Access (ADA) Resources for County Employees Serving the Public

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Background

The Americans with Disabilities Act (ADA) and other civil rights laws require that the County provide members of the public who are individuals with disabilities an equally effective opportunity to participate in or benefit from any of the County’s programs, aids, benefits, and services. These guidelines and resources will assist County employees in meeting those legal obligations.

Legal Authority

The County of Sacramento does not discriminate on the basis of disability in access to, or in the administration of, its programs, services, and activities for the public, in compliance with Federal and state laws and regulations that include:

* Americans with Disabilities Act (ADA) of 1990 amended,
* Section 504 of the Rehabilitation Act of 1973 amended, and
* California Civil Code Sections 51 (Unruh Civil Rights Act) and 54 through 55.32 (Part 2.5 Blind and Other Physically Disabled Persons).
* California Code of Regulations (CCR) Title 24 Chapter 11B

ADA Public Notice

This document must be displayed visibly in all County facilities at public counters, reception areas, points of entry, and where employee legal notices are displayed. This includes temporary and contracted facilities, outreach or “pop-up” events, etc.

**[ADA Public Notice PDF](https://insidepersonnelservices.saccounty.gov/DisabilityCompliance/Documents/ADA%20Notice%20(Aug2022).pdf)** - Printable Color Version

Reasonable Modification

Under Title II of the ADA, the County of Sacramento must provide people with disabilities reasonable modifications to its policies, practices, and procedures to access government programs, facilities and activities. A reasonable modification is a change or exception to a policy, practice, or procedure, allowing a person with a disability equal participation in County services or benefits.

​Members of the public may request reasonable accommodations or modifications from any representative of a County program or service they are engaged with or seeking services from. The County provides these accommodations or modifications as quickly and easily as possible on request and at no cost to the requestor.

The ADA does not require that Sacramento County take any action which would fundamentally alter the nature of its programs, services or activities or impose an undue financial or administrative burden.

See the [**County Reasonable Modification Statement**](https://personnel.saccounty.gov/Pages/DCOCountyReasonableModificationStatement.aspx)

Effective Communication

The ADA requires that the County communicate effectively with people who have vision, hearing, speech, learning and cognitive disabilities. Communication with people with these disabilities must be equally effective as communication with people without disabilities.

For brief interactions, this may involve taking actions as simple as reading aloud information for someone who is blind or visually impaired, exchanging brief written notes with a person who is deaf or hard of hearing, or explaining the contents of a document and checking for understanding with a person who has learning disabilities.

For more lengthy, complex or in-depth communication, auxiliary aids and services may be required, such as:

* Qualified interpreters, translators, readers or captioning
* Accessible electronic or telephonic equipment
* Documents in large print, electronic formats or Braille
* Other aids and services needed to ensure effective communication and equivalent participation for people with disabilities.

The County is required to provide the auxiliary aid or service requested by the person with the disability unless it would fundamentally alter the program or service, or cause an undue hardship.  If a member of the public makes a request for sign language interpreters, real-time captioning (CART), or documents in accessible formats, follow the guidelines below.

* [**Creating Accessible Documents**](https://insidepersonnelservices.saccounty.gov/DisabilityCompliance/Documents/Creating%20Accessible%20Documents%20(Nov-22).docx)**​**
* [**Instructions for Scheduling Sign Language Interpreters**](https://insidepersonnelservices.saccounty.gov/DisabilityCompliance/Documents/Instructions%20for%20Scheduling%20Sign%20Language%20Interpreters%20(Nov22).docx)​
* [**Instructions for Scheduling CART**](https://insidepersonnelservices.saccounty.gov/DisabilityCompliance/Documents/Instructions%20for%20Scheduling%20CART%20May21.docx)
* [**Contracted Service Providers for Language Interpretation/Translation**](https://insidepersonnelservices.saccounty.gov/DisabilityCompliance/Documents/Sign%20Language%20Interpretetation%20Contractors%202022.docx)

**If you have questions or need additional assistance, contact the Disability Compliance Office at (916) 874-7642 (CA Relay 711) or by email at dco@saccounty.gov.**

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Read more on [**ADA Effective Communication​**](https://www.ada.gov/effective-comm.htm) from the US Department of Justice.

Accessible Public Meetings and Events

All public meetings and events that are organized and hosted by the County and / or their contractors must be physically and programmatically accessible to people with disabilities. Staff responsible for organizing the meeting or event must ensure the facility and event set-up, meeting materials and communications comply with Federal and State disability access laws.

Accessible public meetings must include:

* Notice of Accessibility on meeting agendas, announcements, fliers, etc. See these [Sample Meeting Notices](https://insidepersonnelservices.saccounty.gov/DisabilityCompliance/Documents)​
* Accessible route from parking lot or transit stop into the meeting facility
* Accessible facilities including parking lot and rest rooms, and a designated service animal relief area
* Accessible interior Set up – ensuring placement of seating, tables, podium, displays, screens, microphones, speakers or interpreters do not create barriers
* Effective Communication – sign language interpreters or captioning, (on request for smaller events, recommended as a best practice for larger pubic events); assistive listening devices, documents and PowerPoint presentations in accessible formats

**If you have questions or need additional assistance with planning accessible meetings or public events, call the Disability Compliance Office at (916) 874-7642 (CA Relay 711) or email dco@saccounty.gov.**

**Learn more about ​[Planning Accessible Meetings and  Events​](https://production-askearn-org.s3.amazonaws.com/EARN_Accessible_Events_Checklist_9319cf2e00.pdf) from AskEARN, a program of the US Deparment of Labor Office on Disability Employment Policy (ODEP)**

Interacting with People with Disabilities

Disability Etiquette refers to respectful communication and interaction with persons with disabilities. Basic understanding will help everyone feel more at ease and avoid awkward situations during interaction. Read these [**Tips for Effective Interaction with People with Disabilities​**](https://personnel.saccounty.gov/Pages/DCOEffectiveCommunicationGuildelines.aspx) for more information.

View the [**Disability Sensitivity Training Video ​**](https://www.youtube.com/watch?app=desktop&v=bb6uPDwclek)made by employees of the government of the District of Columbia (Washington DC) who are people with disabilities.

Disability Compliance Office

The County Disability Compliance Office (DCO) provides training, technical assistance and support for implementing ADA disability access requirements. Please reach out to us with any questions or to discuss your department’s needs.

**Sacramento County Disability Compliance Office**

**9310 Tech Center Drive**

**Sacramento CA 95826**

**(916) 874-7642 (CA Relay 711)​​​**

**Email: dco@saccounty.net​**