

DATE: July 16, 1999

PERSL 1358

TO: Agency Heads
ADA/Disability Coordinators

FROM: Karen L. Carpenter
Commissioner

RE: Americans with Disabilities Act - Title II

Title II of the Americans with Disabilities Act requires that the programs, services and activities of state and local governments be accessible to and usable by individuals with disabilities. It also requires public entities to take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others. To ensure that people with disabilities have an opportunity to request auxiliary aids and services to participate in an agency's programs, services and activities, state agencies must adhere to the following policies.

Written Communications Policy

All agencies, department, divisions and units that develop, use and/or purchase written materials for distribution to the public will ensure that each document contains a statement indicating that the information is available in alternative formats to individuals with disabilities upon request.

One of the following statements must be included on all new materials and must be added to existing materials when they are reprinted. Preprinted materials in use prior to reprinting shall have a label attached that contains one of the following statements:

This document is available in alternative formats to individuals with disabilities by calling (phone number – include 800 and TTY numbers).

or

This document is available in alternative formats to individuals with disabilities by calling (phone number – include 800 number) or through the Minnesota Relay Service at 1-800-627-3529.

Meeting/Program/Event Accessibility Policy

All agencies, departments, divisions and units shall ensure that facilities used for all meetings, training, programs or other events are accessible to the public.

Potential participants must be informed of the availability of accommodations by including one of the following statements on bulletins, flyers, brochures, public service announcements or any other material used to inform participants of the event.

For meetings or events in which individuals **are not pre-registering**, one of the following statements must be used:

Individuals with a disability who need a reasonable accommodation to participate in this event please contact (name) at (phone number - include 800 and TTY numbers) by (date).

or

Individuals with a disability who need a reasonable accommodation to participate in this event please contact (name) at (phone number - include 800 number) or through the Minnesota Relay Service at 1-800-627-3529 by (date).

For meetings or events in which individuals are **pre-registering** one of the following statements must be used:

Individuals with a disability who need a reasonable accommodation to participate in this event, please indicate your request below:

All requests must be submitted by (date). If you have any questions please contact (name) at (phone number – include 800 and TTY numbers).

or

Individuals with a disability who need a reasonable accommodation to participate in this event, please indicate your request below:

All requests must be submitted by (date). If you have any questions please contact (name) at (phone number – include 800 number) or through the Minnesota Relay Service at 1-800-627-3529.

Telecommunications Policy

All agencies, departments, divisions, and units which have regular and direct contact with the general public via the telephone shall ensure communication is equally accessible and effective to people who are deaf, hard of hearing and/or speech impaired by providing telecommunication access.

All agencies, department, divisions and units must include their TTY (teletypewriter) or TDD (telecommunication device for the deaf) numbers on all written material whenever a telephone number is listed. Numbers may be listed as follows:

If the voice and TTY number is the same, they should be listed like this:

1-800-123-4567 V/TTY

If the voice and TTY lines have separate numbers, they should be listed like this:

(651) 123-4567 V (651) 123-4568 TTY
(651) 123-4567 V (651) 123-4568 TDD

Agencies, departments, divisions and units that do not receive frequent calls from persons using TTY's or TDD's (approximately 5 – 6 calls per month), must include the Minnesota Relay Service (MRS) number and use the following statement:

For TTY/TDD communication contact us through the Minnesota Relay Service at 1-800-627-3529.

If you have questions, please contact the state ADA/disability coordinator at the Department of Employee Relations at (651) 259-3623 V or (651) 297-2003 TTY.