

Clark County Government
Effective Communications Policy

Pursuant to the Americans with Disabilities Act of 1990
And Section 504 of the Rehabilitation Act of 1973

Statement

In compliance with the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973, Clark County Government (County) will ensure that communications with individuals who have hearing, speech, vision, communication and cognitive limitations are as effective as communications with others in the delivery of its programs, services and activities.

Upon the request of a qualified individual with a disability affecting hearing, vision, speech or cognitive limitations, the County will furnish appropriate auxiliary aids and services where necessary to afford such an individual an equal opportunity to participate in and have access to County programs, services and activities.

Requests for Auxiliary Aids and Services

A qualified individual who anticipates participation in any County program, service or activity should make a request for the type of auxiliary aid or service that he/she needs within 48 hours of the time the aid or service is needed. The qualified individual's authorized representative may make the request for aid or service on his/her behalf. The County may make reasonable requests for documentation regarding the disability and the appropriateness of, or need for a specific auxiliary aid. The County will evaluate each request for an auxiliary aid or service on a case-by-case basis. Decisions for granting or denying an auxiliary aid or service will not be based on any generalized rules or broad policies, but may include evaluation of whether another equally effective means of communication is available. In addition, the County is not required to provide an auxiliary aid or service if such would "result in a fundamental alteration in the nature of (the County's) program, service, or activity or in an undue financial and administrative burden." 28 CFR Sec. 35.150 (a) (3).

Requests for auxiliary aids and services should be made to Harry Reid International Airport's ADA/Section 504 Coordinator whose contact information is provided below.

Auxiliary Aids and Services

Auxiliary aids and services may include:

- Information presented in visual formats [e.g. booklets, flyers, brochures] produced in 18 point print, audio tape format, or Braille for the visually impaired;
- Qualified readers for the visually impaired;
- Telecommunications devices (TDD) for the hearing or speech impaired;
- Telephone handset amplifiers;
- Assistive listening devices;
- Qualified sign-language-Interpreters for the hard of hearing or deaf individual;
- Computer-aided real-time reporting;
- Illustrative communications for individuals with cognitive disabilities;
- Flashing alarms;
- Open and/or closed captioning;
- Audiotapes; or
- Computer disks.

Complaint Procedure

Any individual who believes that there has been a violation of this policy may register a complaint with the Harry Reid International Airport's ADA/Section 504 Coordinator or Clark County's Section 504/ADA Compliance Officer at:

Harry Reid International Airport ADA/Section 504 Coordinator

Danielle Mose

5757 Wayne Newton, Blvd.

Las Vegas, NV 89119

Monday through Friday, 8:00 am to 5:00 pm

Phone: (702) 261-5770; (702) 261-3111 [TDD]

Email: ADAcordinator@mccarran.com

Website: <http://www.harryreidairport.com>

Clark County ADA/Section 504 Compliance Officer

Letty Bonilla, Principal Management Analyst

Office of Diversity [OOD]

Clark County Government Center

500 South Grand Central Parkway

Las Vegas, NV 89155-1113

Monday through Friday, 8:00 am to 5:00 pm

Phone: (702) 455-5760; (702) 455-1416 [TDD]

Email: BonillaL@ClarkCountyNV.gov

Website: <http://www.accessclarkcounty.com> *[select Office of Diversity]*

In addition to or in lieu of filing a complaint with Harry Reid International Airport's ADA/Section 504 Coordinator or Clark County's Section 504/ADA Compliance Officer, an individual may submit a written complaint within 180 days of the date of the alleged violation to a federal agency, e.g.:

- a) U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Washington, D.C. 20201
Phone: (202) 619-0257
Toll Free: 1-877-696-6775
www.os.dhhs.gov

b) U.S. Department of Justice

950 Pennsylvania Avenue, N.W.

Washington, D.C. 2530-0001

Phone: (202) 514-2000

www.usdoj.gov

Any citizen who elects to first file a complaint with Harry Reid International Airport's ADA/Section 504 Coordinator or Clark County's Section 504/ADA Compliance Officer is advised that the above 180-day deadline for filing a written complaint with a federal agency still applies.

Notification of Policy

Notification of this policy will be provided to County employees and to applicants, participants, and members of the public who have hearing, speech, vision and cognitive limitations in a manner determined by the County Manager including making the policy available in audio and large print format. A Harry Reid International Airport Employee Services staff member may also read this policy to a qualified individual upon request.