

## **NOTICE OF NONDISCRIMINATION AND REASONABLE ACCOMMODATION**

Family Promise of Gainesville, Florida, Inc. (Family Promise) shall comply with Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 794, as implemented by 45 C.F.R. Part 84 (hereinafter referred to as Section 504) and the Americans with Disabilities Act of 1990, 42 U.S.C. 12131, as implemented by 28 C.F.R. Part 35 (hereinafter referred to as ADA).

This plan will be available to persons and agencies working with people living with a disability or who are Limited English Proficient and will be available via the Family Promise website.

### **Non-Discrimination Policy:**

Family Promise of Gainesville, Florida, Inc. does not, and shall not, discriminate in any aspect against a person because of race, color, religion, age, national origin, mental or physical disability/disability status, sex/gender, pregnancy, military status/status as a veteran, genetic information, citizenship, immigration status, marital status, sexual orientation, gender identity, gender expression, limited English proficiency, language spoken, or other legally protected status.

### **Single Point of Contact**

The Single Point of Contact, the Housing Stabilization Case Manager (Shari Jones), will ensure effective communication with deaf or hard-of-hearing participants or companions in accordance with Section 504 and the ADA. The Single Point of Contact shall ensure that employees are aware of the requirements, roles, responsibilities, and contact points associated with compliance with Section 504 and the ADA.

**Shari Jones 352-378-2030 is the single point of contact for Family Promise of Gainesville.**

### **Provision of Auxiliary Aids and Services**

Family Promise, Inc. will at all times recognize that the participants or companion's preference is the primary consideration in determining what auxiliary aids or services to provide. If communication through a specific auxiliary aid or service is deemed to be ineffective, staff will ask the participant or companion to determine a more effective auxiliary aid or service for communication. Documentation shall be made in the participant's file regarding the attempt to improve the effectiveness of auxiliary aids and services.

If a participant or companion is Deaf or hard of hearing, Family Promise staff shall obtain auxiliary aids according to the best of their ability. If staff is not familiar with an auxiliary aid or service requested by a participant or companion, they should access the information from the Single Point of Contact.

**(continued on the next page)**

**Dissemination:**

- A) A copy of this program's auxiliary aids and service plan will be posted on the program's web site.
- B) Copies are distributed upon request to individuals or organizations serving persons with disabilities.

**Resources:**

American Sign Language Interpreters Staff must contact the Director of Programs or AOC prior to contacting an interpreter service

Certified Sign Language Interpreter – 1-888- 332-3260 –

Deaf Communication Specialist Alternative Sign Language Interpreter –

Accessible Communications for the Deaf (ACD) (813)926.0008 or (954) 578.3081 (954) 232.6942

After 5pm Video Remote Interpreter – call (813).926.0008 or (954) 578.3081 to schedule video remote interpreter.

**Florida Video Relay – 7-1-1** Through the Florida Relay Service, people who use specialized telephone equipment can communicate with people who use standard telephone equipment. To call Florida Relay, dial 7-1-1, or use the appropriate toll free numbers below:

1-800-955-8771 (TTY)

1-800-955-8770 (Voice)

1-800-955-1339 (ASCII)

1-877-955-8260 (VCO-Direct)

1-877-955-5334 (STS) 1-877-955-8773 (Spanish)

1-800-955-8771 (TTY) 1-800-955-8770 (Voice)

1-877-955-8773 (Spanish) 1-877-955-8707 (French Creole) Florida Relay makes it easy for Spanish-speaking and English-speaking Florida Relay users to call one another by phone.

All call types processed through Florida Relay are also available in Spanish. This includes TTY, VCO, HCO, and STS. In addition to Spanish-to-Spanish relay, Florida Relay also offers English-to-Spanish and Spanish-to-English translation 24/7 365 days a year. In order for a Relay call to be translated, callers must request a Spanish CA when dialing 711 or dial the Florida Relay Spanish number directly at (877) 955-8773.

**Notification:**

- a) The program's non-discrimination policy, Limited English Proficient and Interpreter Services for the deaf or hard of hearing posters will be displayed in buildings' main areas, and on bulletin boards.
- b) The name, telephone number, for the 504/ADA Coordinator or Civil Rights Officer will be listed on the poster for the deaf or hard of hearing to ensure accessible services to customers and companions.
- c) Descriptive information on the availability of auxiliary aid and services to persons requiring assistive listening devices or aids will be included in announcements related to services, meetings, employment or job opportunities.

**[www.familypromisevl.org](http://www.familypromisevl.org)**