



Guidelines of Alternative Forms of Communication for Individuals with Disabilities

In accordance with the applicable Federal regulations, the Housing Authority of the County of Salt Lake (HACSL) shall, upon request, provide alternative forms of communication for individuals who are visually, hearing, mentally or manually impaired. Some examples of alternative communication include but are not limited to, provision of a sign language interpreter, have material orally explained by staff, or having a third party representative (friend, relative or advocate) receive, interpret and explain housing material and be present at all meetings. Additionally HACSL will furnish appropriate auxiliary aids such as qualified sign language and oral interpreters, or readers, where necessary to facilitate communication with an individual with a disability. The following guidelines outline the process for ensuring that disabled individuals with these needs will be provided with the appropriate assistance.

Initial Point of Contact

HACSL will inform potential applicants of alternative forms of communication that can be used. HACSL will include the following statement on the website, application and at the front desk.

If you have a disability and require an alternative form of communication including but not limited to, sign-language, interpreter, or assistance completing forms, you may make your request at the application process or after admission. Please put your request in writing or ask the Eligibility Specialist, Property Manager, or Housing Specialist.

Requests for Alternative Forms of Communication

Requests may be made orally or in writing by filling out the Request for Reasonable Accommodation form. If the request is made orally, HACSL staff will assist with completing the form.

Available Alternative Forms of Communication

The following alternative forms of communication are examples. If an individual requires an alternative form of communication not listed, HACSL will consider it on a case by case basis.

Visually Impaired

HACSL staff member will read materials upon request.

Hearing Impaired

HACSL staff member will arrange for a sign language interpreter to attend appointments upon request.

Mentally Impaired

HACSL staff member will allow for a third party representative to be allowed to receive, interpret and explain housing material and be present at all meetings upon request.

Manually Impaired

HACSL staff member will assist individuals in completing all paperwork upon request.

Utilization of Professional Services

If a paid accessibility professional is used to provide alternative forms of communication, HACSL will pay reasonable fees for such services it deems reasonable.

