

Greater Dayton Premier Management

Effective Communication Policy

It is the policy of the Greater Dayton Premier Management (GDPM) to ensure that communications with applicants, residents, program participants, employees, and members of the public with disabilities are as effective as communications with others.

GDPM, including its employees, agents, contractors and private management companies/agents, shall furnish appropriate auxiliary aids and services, where necessary, to afford individuals with disabilities, including individuals with hearing, visual or cognitive disabilities, an equal opportunity to participate in, and enjoy the benefits of, the programs, services and activities conducted by GDPM.

Auxiliary Aids and Services:

"Auxiliary aids and services" include, but are not limited to: (1) qualified sign language interpreters, note-takers, transcription services, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs), videotext displays, or other effective methods of making aurally delivered materials available to individuals with hearing impairments; and, (2) qualified readers, taped texts, audio recordings, Brailled materials, large print materials, or other effective methods of making visually delivered materials available to individuals with visual impairments.

Request for Effective Communication:

When an auxiliary aid or service is required to ensure effective communication, GDPM will provide an opportunity for an individual with a disability to request the auxiliary aid or service of his or her choice. GDPM will give primary consideration to the choice expressed by the individual. "Primary consideration" means that GDPM will honor the choice, unless the housing authority can show that another equally effective means of communication is available; or, that use of the means chosen would result in a fundamental alteration in the nature of GDPM's service, program, or activity or in an undue financial and administrative burden.

The individual will submit his/her request for auxiliary aids or services to the appropriate GDPM staff person designated below. All requests shall be dated and time-stamped upon receipt by the appropriate GDPM staff person.

Within forty-eight (48) hours of receipt of the individual's request, the designated GDPM staff person will consult with the individual with the disability when the preferred type of auxiliary aid or service is not available or not required, and the staff person is attempting to ascertain whether an alternative means of communication will ensure effective communication.

Within five (5) business days following receipt of the effective communication request(s), the designated GDPM staff person will provide the requesting individual with notification of the proposed auxiliary aid or service to be provided.

The Section 504 Coordinator will maintain copies of all requests for effective communication and, including final disposition. Individual requests for Effective Communication will be directed to the following GDPM staff:

Effective Communication Policy (cont.)

- A. Resident/Client Requests:
 - 1) Public Housing: GDPM resident requests for auxiliary aids or services should be made to the Asset Site Manager at the resident's development or the Section 504 Coordinator at 910-7530.
 - 2) Section 8: Housing Choice Voucher client requests for auxiliary aids or services should be made to the Recertification Supervisor at 910-5454 or the Section 504 Coordinator at 910-7530.

- B. Applicant Requests:
 - 1) Public Housing: Applicants for GDPM public housing should make requests for auxiliary aids and services to GDPM's Admissions Supervisor at 910-5414 or the Section 504 Coordinator at 910-7530.
 - 2) Section 8: Applicants for Housing Choice Vouchers should make requests for auxiliary aids and services to the Section 8 Admissions Supervisor at 910-5480 or the Section 504 Coordinator at 910-7530.

- C. Other Requests:

Requests from members of the public who wish to participate in programs, services and/or activities of GDPM shall submit their request(s) to the ADA Coordinator (937) 910-7530. Individuals who request auxiliary aids or services for public events such as public hearings, Board hearings, public meetings, etc., shall make their requests no later than five (5) business days prior to the event.

- D. GDPM's TTY/TDD number is (937) 910-7570.

If the Section 504 Coordinator is unavailable, the alternate 504 Coordinator can be reached at 910-7520.

Grievance Procedures:

If the requesting individual with a disability is not satisfied with the GDPM's response to the individual's request(s) for an auxiliary aid or service, the individual may file an informal grievance, including appropriate supporting documentation, if any, with GDPM's Section 504 Coordinator. The grievance request may be communicated orally or in writing.

However, all oral grievances will be documented and maintained in GDPM's files. In addition, GDPM shall provide assistance to any individual who requests assistance in filing a grievance, including assistance in reducing the individual's grievance to writing. All grievances shall be dated and time-stamped.

If an informal grievance is requested, GDPM's Section 504 Coordinator will acknowledge the individual's grievance in writing within 72 hours of receipt of the request. The Section 504 Coordinator will provide his/her informal decision, in writing, within ten (10) business days after the grievance hearing.

The individual is dissatisfied with the GDPM Section 504 Coordinator's determination or if the individual chooses to skip the informal grievance procedure, the individual may pursue a formal grievance procedure with the Dayton Mediation Center at 371 W. Second Street, #3, Dayton Ohio, 45402 (937) 333-2345.