

## unBefuddled EFFECTIVE COMMUNICATIONS POLICY

### Policy for Ensuring Effective Communication with Individuals with Disabilities

It is unBefuddled's policy to offer meaningful access and an equal opportunity to participate in our services through effective communications. To achieve this, unBefuddled provides, free of charge, appropriate auxiliary aids and services, whenever necessary, to ensure that individuals with disabilities have an equal opportunity to participate in, and benefit from, unBefuddled's, services.

#### What are appropriate Auxiliary Aids?

Appropriate auxiliary aids and services may include a wide variety of equipment, materials, and services.

For people who are blind or have low vision, appropriate auxiliary aids and services may be qualified readers; printed information provided in Braille, in large print, in electronic format, or through audio recordings; oral descriptions of action; note takers; or assistance in filling out forms or accessing materials in a computer database.

For people who are deaf, are hard of hearing, or have speech impairments, appropriate auxiliary aids and services include, may be qualified oral/sign language interpreters (including on-site and video remote interpreting (VRI) services), written notes, note takers, computer-assisted real-time transcription services, video text displays, amplified and hearing aid compatible telephones, assistive listening systems, open or closed captioning and caption decoders, and other effective methods of making information or materials delivered using sound available to individuals who are deaf or hard of hearing.

#### Which Auxiliary Aid will be used?

When determining what types of auxiliary aids and services will be offered, unBefuddled will give primary consideration to the requests of the client. unBefuddled will endeavor to meet reasonable requests of a client when doing so is necessary to ensure meaningful communication between unBefuddled and the client, and it would not cause a fundamental alteration to the program or pose an undue hardship. In such cases, reasonable alternative auxiliary aids or services will be offered.

The type of auxiliary aids or services necessary to ensure effective communication will vary in accordance with the method of communication used by the individual; the nature, length, and complexity of the communication involved, and the context in which the communication is taking place.

For questions regarding this policy or to request an accommodation, please contact: Brooke Godwin at (208) 891-6776 or Ashley Locke at (208) 695-4328.