

# Charles County Region Accessibility Policy for Persons with Disabilities Updated January 2020

## **St. Charles Region's Accessibility for Persons with Disabilities**

OWD Issuance 12-2017 establishes the minimum standards of the Office of Workforce Development to ensure that programs and services delivered through Missouri One-Stop Job Centers are physically and programmatically accessible to all, including individuals with disabilities.

### **Assistive Technology**

- In the public resource computer center, at least one adjustable height table will be provided to accommodate customers who use wheelchairs, as well as those small or large in stature
- Access to screen-enlargement software and one large screen monitor will be provided for individuals with low vision
- A trackball and alternative keyboard will be provided for use by individuals who have difficulty using a traditional mouse and/or keyboard
- Staff will be familiar with, and communicate to customers the availability of, accessibility features built into the Microsoft Operating System
- At least one assistive listening device will be available for use for individuals with mild to moderate hearing loss
- Staff will be familiar with Relay Missouri as an alternative telecommunications tool for individuals who are deaf, hard-of-hearing, deaf/blind, or have a speech impairment

### **Public Awareness**

- A list or notice that auxiliary aids and services for communication, assistive-technology devices, and materials in accessible formats will be made known in writing or verbally to all customers, regardless of whether they disclose, or appear to have, a disability or not

## **Service Delivery**

- People with disabilities will be served in integrated settings
- All customers will be made aware of the availability of various types of accommodations or special assistance that enable everyone to take full advantage of Job Center services. Staff will not single out individuals and offer specific aids based on their own intuitions or perceptions
- The St. Charles Job Center has a procedure established for responding in a timely manner to requests for auxiliary aids and services not readily available in the center
- The Job Center has identified a source for certified American Sign Language interpreters and can respond quickly to interpreter requests
- Printed publications are available in alternative formats

## **Staff Goals**

- Staff at the St. Charles Job Center recognize the importance of making people with disabilities feel welcome
- All staff have a basic awareness on how to meet the needs of customers with disabilities
- Staff understand that they are required to provide reasonable accommodations to customers with disabilities
- Staff members are aware of, know how to access, and have a basic understanding of how to use assistive technologies and how to assist customers in their use