



**The Longmont  
Housing Authority**

**EFFECTIVE COMMUNICATION POLICY**

It is the policy of the Longmont Housing Authority ("LHA") to ensure that communications with applicants, residents, program participants, employees, and members of the public with disabilities are as effective as communications with others.

LHA, 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 LHA.

**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, LHA will provide an opportunity for an individual with a disability to request the auxiliary aid or service of his or her choice. LHA will give primary consideration to the choice expressed by the individual. "Primary consideration" means that LHA will honor the choice, unless it 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 its 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 LHA staff person designated below. While LHA provides reasonable accommodation forms for the requests to be made in writing, applicants, residents, and the public may request a auxiliary aid or service orally, in writing, or by any other effective means of communication. This provision does not prohibit LHA staff the ability to transfer the request to its standard forms so long as such transfer of information to a standard form does not involve unnecessary delay in processing the request. All requests shall be dated and time-stamped upon receipt by the appropriate LHA staff person.





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Within two (2) business days of receipt of the individual's request, the designated LHA 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 LHA staff person will provide the requesting individual with notification of the proposed auxiliary aid or service to be provided.

Individual requests for Effective Communication will be directed to the following LHA officials:

**Resident Requests:**

LHA resident requests for auxiliary aids or services should be made to the Community Manager at the resident's development.

**Applicant Requests and all other Current Program Participants:**

Applicants for LHA housing should make requests for auxiliary aids and services to the Section 504/ADA Coordinator(s) as follows:

**Lisa Gallinar  
350 Kimbark Street  
Longmont, CO 80501  
Lisa.Gallinar@longmontcolorado.gov  
(303) 651-8581  
TDD: 800-659-2656**

**Other Requests:**

Requests from members of the public who wish to participate in programs, services and/or activities of the LHA shall submit their request(s) for auxiliary aids and services as directed in LHA notices, appointment notifications, forms, or brochures. They may also submit requests for auxiliary aids to the LHA Section 504/ADA Coordinator.

However, individuals with disabilities who request auxiliary aids or services for public events such as public hearings, Board meetings or hearings, public meetings, etc., shall make their requests no later than five (5) business days prior to the event.





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**GRIEVANCE PROCEDURES:**

An individual (“complainant” or “requestor”) with questions or a grievance about a reasonable accommodation (“RA”) decision made by the Section 504/ADA Coordinator should first request an informal grievance with the Community Manager or Director of the Program pertaining to the RA request and the Section 504/ADA Coordinator within ten (10) business days of the decision. If the matter is not satisfactorily resolved, it should be reported to the Executive Director of the LHA. The complainant may pursue remedies in accordance with the LHA’s Reasonable Accommodation Grievance and Appeal Policy and Procedures.

**NONDISCRIMINATION:**

In accordance with the requirements of Section 504 of the Rehabilitation Act of 1973, LHA and its employees do not discriminate on the basis of disability in admission or access to, or employment in its federally assisted programs and activities.

Questions regarding the interpretations and implementations of the above policies and procedures may be addressed by the Section 504/ADA Coordinator in writing, by telephone, or by appointment, as follows:

Name of Section 504/ADA

Coordinator:	Lisa Gallinar
Address:	350 Kimbark Street, Longmont, CO 80501
Email:	Lisa.Gallinar@longmontcolorado.gov
Telephone Number:	303-651-8581
Fax Number:	303-682-2899
TDD:	800-659-2656 or 711

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Reviewed and Approved:

Harold Dominguez, Executive Director

Date

00-9-22



