King County

Office of Civil Rights

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ALTERNATE FORMATS AND RESOURCES

REQUIREMENT TO PROVIDE ALTERNATE FORMATS

King County is committed to ensuring that all individuals have equal access to government programs, services, activities and facilities. Title II of the Americans with Disabilities Act requires local governments to provide “equally effective communication” of information to all people served, including people with disabilities.

One way that King County staff can ensure access is to provide "auxiliary aids and services", including written materials in alternate formats – large print, Braille, computer disk or electronic format, etc.

County programs will provide alternate formats of print materials as a reasonable accommodation upon request by a qualified person with a disability.

HOW THE ALTERNATE FORMAT PROCESS WORKS

You can make a request for any King County publication in an alternate format. This includes forms, brochures, reports, program information, or any other county-produced written materials.

Let county staff know what alternate format you need:

- Large print -- Tell them what size font works for you.
- Braille – Tell them if you want Grade 1 or 2.
- Computer disk or electronic format – Tell them whether you want it in Word or PDF format, on a disk or as an attachment to an email.

County staff must give "primary consideration" to the specific type of alternate format you requested. For example, if you ask for Brailled material, we must try to provide the information in Braille. The county agency can provide a different format only if the agency can demonstrate that another less expensive but "equally effective means of providing access" is available, or that use of the means requested would result in undue financial or administrative hardship.

County staff might offer other alternatives. For example, if you ask for information in Braille, they might mention that they can also provide it on computer disk. You can opt for the computer disk, or you can confirm your desire for Braille because you prefer having a "hard copy" of the information.

Sometimes county staff might determine that your request is not a reasonable accommodation. For example, if you want a bus schedule in Braille, they might refer you to other options, such as the Rider Information Line or the Metro web site. Or you may want to discuss which particular pickup locations and times of day that you most often use (thus limiting the volume of Braille transcription needed).

Special fees cannot be charged for materials in alternate formats:

King County departments may not set a fee for alternate format materials (such as large print, Braille, or tape recordings) that is greater than the amount charged for the same material in a standard format. For example, if a report costs $2.00, we may only charge $2.00 for an alternate format version of the report, even if it cost more than that to produce.

FREE POSTAGE FOR ALTERNATE FORMAT MATERIALS

Alternate format materials can be mailed free through the U.S. Postal Service to people who are blind, low vision, or who cannot use or read conventionally printed materials due to a physical disability. These materials are subject to inspection by the Postal Service and may not contain any advertising. Handwritten or standard size typewritten letters are subject to regular postage.

If you want the alternate format materials mailed to you, remind the county staff person that this free postage option is available.