

City of Minneapolis
**Procedure
for
Equal Access to City Services**

Policy: Americans With Disabilities Act (ADA)

History of Procedure:

Administering Department: Neighborhood and Community Relations Department, Access and Outreach Division

Contact: Ahmed Muhumud (673-3737)

General Conditions

1. City employees are responsible for making reasonable accommodations for people with disabilities
2. The City of Minneapolis is strongly committed to making City services, programs, information and activities available to everyone, regardless of language barriers or disabilities. This commitment stems from overall City goals of responsive government, community engagement, and customer service. As residents, workers or visitors who contribute to city life, people with disabilities are entitled to fair and equal access to service.
3. The City and its employees also have a legal obligation to meet federal Americans with Disabilities Act (ADA) requirements. That includes ensuring that information and meeting and other notices that are sent to the public include mandatory ADA accommodation language.

Written Notices

Printed Materials: Include this language in all printed materials (brochures, fact sheets, etc.) that go to the public:

“If you need this material in an alternative format please contact (department name and telephone number).”

Public Meeting/Event Notices: Include this language in all written notices of public events (public meetings, hearings or other events):

“If you need a disability-related accommodation, such as a sign language interpreter, wheelchair accessible meeting site or materials in alternative format, please contact (department name and telephone number) by (date).

Or

“The meeting site is wheelchair accessible. If you need other disability related accommodations, such as a sign language interpreter, or materials in alternative format, please contact (department name and telephone number) by (date).

Other Considerations

1. In all instances, the lead-time needed to provide the accommodation should be as short as possible (a few days to a week).
2. To schedule sign language interpreting access services, a lead time of about 5 business days is recommended.
3. Many requests for alternative format can be handled on a computer by increasing font size or providing the information on a computer disk. Often a quick phone call or e-mail to the person who has requested the alternative format can resolve the access issue.
4. Here's an example of an accessible format for a person with vision impairment:

Century Gothic – bold – 18 pts

5. For sign language interpreter services, or if you have questions about how to provide information in alternative formats, contact Ahmed Muhumud (673-3737).
6. If you are holding an event outside of City Hall and you are unsure if it is accessible, please use the Accommodations Checklist.
7. Sign language and other language interpreter services can be requested by contacting Access and Outreach Division.