

RESOLUTION

Councilmember Ryan offered the following resolution which was seconded by Councilmember Condon, who moved its adoption:

NOW, THEREFORE, BE IT RESOLVED that the Town Board of the Town of LaGrange adopts the attached policy at Exhibit A regarding the use of interpreter services.

The foregoing resolution was voted upon with all councilmembers voting as follows:

Supervisor Bell	AYE
Councilmember Condon	AYE
Councilmember Rabasco	AYE
Councilmember Robin	ABSENT
Councilmember Ryan	AYE

DATED: LaGrangeville, New York
March 5, 2025


CHRISTINE O'REILLY-RAO
TOWN CLERK

Use of Interpreter Services

General:

(a) The Town of LaGrange (the "Town") will provide auxiliary aids and services to member of the public when necessary to ensure equal access to Town of LaGrange services, meetings, or Town Hall by individuals who are deaf or hard of hearing or their companions, unless doing so would create an undue burden or a fundamental alteration of the services being provided. The Town of LaGrange does not discriminate, and will not tolerate discrimination, against any person based on a disability, perceived disability, or any other protected class under local, state, or federal law.

(b) The term "auxiliary aids and services" includes, but is not limited to, qualified interpreters, note takers, computer-aided 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, videotext displays, or other effective methods of making aurally delivered materials available to individuals with hearing impairments. Auxiliary aids and services shall be provided free of charge.

(c) The term "companion" means a person who is deaf or hard of hearing and is a family member, friend, or associate of a member of the public. To be clear, the Town is responsible for providing auxiliary aids and services to both member of the public and their companion.

(d) The term "qualified interpreter" means an interpreter who, via video remote service or an onsite appearance, is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary, and include, for example, sign language interpreters, tactile interpreters, oral transliterators, and cued-language transliterators.

2. Responsibilities:

If a member of the public indicates that she or he, or his or her companion, is deaf or hard-of-hearing when calling, emailing or speaking with a Town employee, that employee shall direct the member of the public to The LaGrange Town Clerk, who shall inquire whether the member of the public wants the Town to arrange for an auxiliary aid or service and, if so, what type of auxiliary aid or service will enable the individual to communicate effectively with the Town.

Members of the public should be notified that auxiliary aids and services will be provided free of charge to the member of the public and companion. Specifically, each member of the public shall receive notice upon check-in to the effect that *"Sign language and oral interpreters, TTYs, and other auxiliary aids and services are available free of charge to people who are deaf or hard of hearing. For assistance, please contact any Town of LaGrange personnel or The LaGrange Town Clerk."*

3. Type of Auxiliary Aids and Services.

TOWN OF LAGRANGE

(a) Once the Town learns that a member of the public needs auxiliary aids or service, the determination of the appropriate auxiliary aids and services, and the timing, duration, and frequency with which they will be provided, will be made by the Town in consultation with the member of the public. The determination will consider all relevant facts and circumstances, including, for example, the individual's communication skills and knowledge, the nature and complexity of the communication at issue, and the request and preferred method suggested by the member of the public or companion. The attached Communication Assessment Form shall be used as a part of this assessment process and the Town shall assist in completing the Form at the member of the public's or companion's request. Strong consideration should be given to the method requested by the member of the public or his or her companion. However, the Town is responsible for making the final decision as part of its responsibility to provide effective service to the public under the Americans with Disabilities Act.

(b) In securing the needed auxiliary aids or services, the Town shall keep a member of the public and/or companion informed of its efforts and provide updates until the services are secured.

(c) If a member of the public prefers the use of sign language, unless it would cause an undue burden or a fundamental alteration to the Town would occur, the Town will ensure that a certified sign language interpreter has been arranged for the member of the public. If a member of the public requests a specific interpreter, efforts will be made to honor that request when practicable.

(d) If a member of the public prefers written communication, the Town will provide a clipboard and paper and pen or pencil. All employees should be instructed to communicate legibly in writing with the member of the public.

(e) A qualified interpreter should be used in all situations where complex information must be conveyed, such as (for example) when explaining legal proceedings or matters involving real property taxes.

(f) The Town shall not rely on an adult accompanying an individual with a disability to interpret except where: (a) a member of the public or companion specifically requests, the accompanying adult agrees to provide such assistance, and reliance on such assistance is appropriate, or (b) in an emergency involving an imminent threat to the safety of an individual or the public where there is no qualified interpreter available. The Town will not rely on a minor child or another member of the public to interpret except in an emergency involving an imminent threat to the safety of an individual or the public where there is no qualified interpreter available.

4. Nondiscrimination:

(a) The Town shall not discriminate against any person based on a disability, perceived disability, or any other protected class under local, state, or federal law.

(b) The Town shall not deny equal services, accommodations, or other opportunities to any individual because of the known relationship of that person with someone who has a disability.

TOWN OF LAGRANGE

(c) The Town shall not retaliate, interfere with, or coerce any person who made, or is making, a complaint of disability related discrimination or exercising his or her rights under applicable antidiscrimination laws.

(d) The Americans with Disabilities Act (ADA) prohibits discrimination against people with disabilities. People who are deaf, are hard of hearing, or have speech disabilities have the right under the ADA to request auxiliary aids and services. For more information about the ADA, call the Department of Justice's toll-free ADA Information Line at 1-800-514-0301 (voice), 1-833-610-1264 (TTY) or visit the ADA Home Page at www.ada.gov.

5. Questions:

All questions and inquiries about this policy and its application should be directed to the ADA Communications Coordinator at the office of the LaGrange Town Clerk and reachable at 845-452-1830, ext 100.

TOWN OF LAGRANGE

COMMUNICATION ASSESSMENT FORM

Name (Please print) _____

Name of Person with Disability (if applicable) _____

Relationship to individual with a Disability:

- ☐ Self
- ☐ Family Member
- ☐ Friend / Companion
- ☐ Other: _____

Do you want a professional sign language or oral interpreter for your visit?

- ☐ Yes. Choose one (free of charge):
 - ☐ American Sign Language (ASL) interpreter
 - ☐ Tactile interpreter
 - ☐ Signed English interpreter
 - ☐ Oral interpreter
 - ☐ Other. Explain: _____
- ☐ No. I do not use sign language.
- ☐ No. I do not feel an interpreter is necessary or do not want one *for this visit*.

Which of these would be helpful for you for effective communication? (free of charge)

- ☐ Assistive listening device (sound amplifier)
- ☐ Writing back and forth
- ☐ CART: Computer-assisted Real Time Transcription Service
- ☐ TTY/TDD (text telephone)

We ask this information so we can communicate with you effectively. All communication aids and services are provided FREE OF CHARGE. If you need further assistance, please direct your questions to _____.

Any questions? Please call our office at 1-845-452-1830, or visit the Town of LaGrange Town Hall at 120 Stringham Road, LaGrangeville, NY 12540 during business hours.

Signature: _____

Date: ____/____/____