

**BAY COUNTY LIBRARY SYSTEM
AMERICANS WITH DISABILITIES ACT (ADA)
COMMUNICATION WITH PERSONS HAVING HEARING OR SPEECH
IMPAIRMENT POLICY**

The Bay County Library System will communicate with hearing/speech impaired persons using the most reasonable option to meet the needs of the person making the request and the Bay County Library System, from the following options:

1. Provide a sign language interpreter for public meetings, and when appropriate for other business, when a request is made in a reasonable amount of time in advance of the meeting or other business being conducted. Whenever possible, the request should be made at least ten days in advance of the date the interpreter is needed. The expense of hiring a sign language interpreter will be borne by the Bay County Library System, as required by the Americans with Disabilities Act.
2. On occasions such as face-to-face encounters with library staff, the most efficient method of communication may be with paper and pencil. The Bay County Library System will also offer training in American Sign Language to interested employees. Upon receipt of a request, signers for the hearing impaired will be requested from one or both of the following sources:

Valley Organization for Improved Communication and Equality for the Deaf and Hard of Hearing, Inc. (VOICE, Inc.)
4274 State Street
Saginaw, MI 48603
(989) 497-7111

Communication Access Center for the Deaf and Hard of Hearing (CACDHH)
1505 West Court Street
Flint, MI 48503
(810) 424-0807

3. The Bay County Library System has a Telecommunications Device for the Deaf (TDD) which is available for use by hearing/speech impaired persons. It is located at the Alice & Jack Wirt Public Library, 500 Center Avenue, Bay City, MI 48708. The TDD number is (989) 893-7052.
4. Each branch of the Bay County Library System provides a Sorensen Video Relay System (VRS) for hearing/speech impaired persons. This telephone system allows American Sign Language (ASL) users to carry on a telephone conversation with non-ASL users via a live interpreter. Hearing persons may also use the system to call ASL users.

5. The Michigan Relay Center (MRC), operated by AT&T on behalf of Michigan's local phone companies, is available to persons who are hearing/speech impaired, or hearing persons. Relay calls may be made any time of day, any day of the week, and as often as desired. The MRC handles only calls within the state of Michigan.

To use the relay system, hearing/speech impaired persons must use a Telecommunications Device for the Deaf (TDD). By dialing 1-800-649-3777 they will reach a relay representative who then calls the person with which the TDD caller wishes to communicate. The caller types a message into the TDD, which the relay representative receives and "voices" to the called party. The representative then types the called party's responses back to the caller.

Hearing persons or non-TDD users may also use this service by calling the same "800" number. The caller tells the representative the area code, telephone number, and name of the person they are calling. As the conversation is relayed, the non-TDD user talks as though speaking directly to the TDD user.

In addition to direct dial calls, users can make local calls, long distance calls within Michigan, collect calls, calling card calls, and calls billed to a third number.

The Bay County Library System TDD telephone number, (989) 893-7052, will be printed on Bay County Library System letterhead, and in general on all documents, including public notices, that display regular voice telephone numbers.

01/20/10 board approved