

Requirements for CareerForce locations

Americans with Disabilities Act

Title I Reasonable accommodations and modification for employees

Title II Reasonable accommodations and modifications for customers

Physical and Programmatic Accessibility

Customers with disabilities must be able to equally benefit from the services as all other customers do

for persons with disabilities to ensure an equivalent level of information is provided to all populations

Assistive Technology

Availability of auxiliary aids and services

- Braille
- Audio
- Large print upon request
- Reader Services
- Use of Zoom Text, JAWS, or similar such as Windows 10 magnification and NVDA

Effective Communication

- People with disabilities
 - Deaf, hard of hearing
 - Blind or visually impaired
 - Cognitive disabilities
- Effective cross-cultural communication
 - Keep language clear, concise, and straightforward
 - Avoid jargon, slang terms
 - Speak slowly
 - Practice active listening
 - Write things down
 - Be careful with humor
 - Be supportive
- Limited English proficiency
 - Language Access Plan
 - Voice interpreters – Language Line or another similar service
 - Translation Services