



Know your ADA compliance responsibilities

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University of Wisconsin-Extension faculty and staff are responsible for providing equal access and opportunity to people with disabilities, as required under the Americans with Disabilities Act (ADA). Publications must be made available in alternative formats, such as Braille or large print, if requested by a person with a disability. You must also provide accommodations to people with disabilities so that they may participate in events or programs offered by Extension.

Alternative formats

UW-Extension publications, program announcements and promotional materials must include the following statement advising participants of these rights: "This document can be provided in an alternative format by calling (name of contact) at (XXX) XXX-XXXX (voice) (711 for Wisconsin Relay)."

Accommodations

Program announcements or other materials used to inform the public of the event or program must also include the following statement: "If you need an accommodation for a disability to fully participate in this program/event, please contact (name of contact) at (XXX) XXX-XXXX (voice) (711 for Wisconsin Relay). Please allow sufficient time to arrange the accommodation."

In some offices, these statements are automatically included on publications and letterhead. However, you should make sure that the statement is accurate. For example, some statements still include a TTY phone number, even though Extension uses Relay rather than designated TTY numbers.

For additional information regarding UW-Extension policy #EO 007 "Non-Discrimination on the Basis of Disability: Reasonable Accommodation Policy and Procedures": www.uwex.edu/diversity/policies/eeo/007.pdf

711 Relay Service

Relay service enables communication between standard telephone users and people who use TTY. A TTY (also called TDD, TT or text telephone) is a device that allows people who cannot hear and/or speak to type and read telephone conversations. It is often used by people who are deaf, hard of hearing, deaf-blind or have speech disabilities.

When using Relay, a communications assistant (CA) will speak everything typed by the TTY user, and type everything that is said by the standard telephone user.

The CA is the link between the person using the TTY and the standard telephone user.

Callers can access Relay by dialing the nationwide, toll-free number 711. There is no charge to use Relay, although long-distance charges apply on long-distance calls. The default long-distance provider is AT&T, although you can request an alternative provider. There is no limit on the length of calls and Relay service is available 24 hours a day, seven days a week. Spanish-to-Spanish Relay is available.

How to use Relay

- Dial 711.
- A CA will answer and say “Wisconsin Relay, CA (identification number). Number to call please.”
- Provide the area code and number you want to call.
- Speak directly to the person you are calling, just as you would if talking with a hearing person.
- Say “GA” or “go ahead” when it is the other person’s turn to respond.

Things to remember

- The CA will type everything you say verbatim.
- The CA is not allowed to become involved in the conversation for any reason.
- If you are asking a series of questions, ask one question, wait for a response, and then ask the next question.

For more information: www.hamilton.net/relay

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