



County Technical Assistance Service

Published on e-Li (<http://ctas-eli.ctas.tennessee.edu>)

May 28, 2020

Communication under Title II

Dear Reader:

The following document was created from the CTAS electronic library known as e-Li. This online library is maintained daily by CTAS staff and seeks to represent the most current information regarding issues relative to Tennessee county government.

We hope this information will be useful to you; reference to it will assist you with many of the questions that will arise in your tenure with county government. However, the *Tennessee Code Annotated* and other relevant laws or regulations should always be consulted before any action is taken based upon the contents of this document.

Please feel free to contact us if you have questions or comments regarding this information or any other e-Li material.

Sincerely,

The University of Tennessee
County Technical Assistance Service
226 Capitol Blvd. Suite 400
Nashville, TN. 37219
615-532-3555 phone
615-532-3699 fax
ctas@tennessee.edu
www.ctas.tennessee.edu

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Communication under Title II

Reference Number: CTAS-2037

To ensure effective communications with individuals with disabilities, state and local governments must offer auxiliary aids when necessary. Auxiliary aids include—

- Qualified interpreters,
- Assistive listening headsets,
- Television captioning and decoders,
- Telecommunications devices for deaf persons (TDD's),
- Videotext displays,
- Readers,
- Taped texts,
- Brailled materials and
- Large print materials.

A public entity may not charge an individual with a disability for use of an auxiliary aid. Telephone emergency services, including 911, must provide direct access to individuals with speech or hearing impairments. Public entities do not have to make any changes that will result in a fundamental alteration of the program or service or be an undue financial burden.

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