

SECTION: Civil Rights**SUBJECT: Audio and Visual Disability Services**

Federal Regulations: § 28 CFR part.35 title II subtitle A, FNS Instruction 113-1,

POLICY

The Americans with Disabilities Act (ADA), prohibits discrimination based on disability. Any individual who applies to or participates in the WIC program who presents with a disability or indicates their need auxiliary aids must be provided with appropriate assistance.

All participants must be advised at the service delivery point of the availability of free auxiliary aids and services. Local WIC agencies must use appropriate auxiliary aids and services to communicate information. Each local agency should have resources available to assure meaningful access for applicants/participants with auditory and visual disabilities.

Auxiliary aids and services include:

- (1) Qualified interpreters on-site or through video remote interpreting (VRI) services; real-time computer-aided transcription services; written materials; exchange of written notes; assistive listening systems; telephones compatible with hearing aids; voice, text, and video-based telecommunications products and systems, including text telephones (TTYs), videophones, and captioned telephones, or equally effective telecommunications devices; accessible electronic and information technology; or other effective methods of making aurally delivered information available to individuals who are deaf or hard of hearing;
- (2) Qualified readers; taped texts; audio recordings; Brailled materials and displays; magnification software; optical readers; secondary auditory programs (SAP); large print materials; accessible electronic and information technology; or other effective methods of making visually delivered materials available to individuals who are blind or have low vision;
- (3) Acquisition or modification of equipment or devices; and
- (4) Other similar services and actions.