



## Effective Communication Policy

### 1. Purpose

In accordance with Section 504 of the Rehabilitation Act, the Americans with Disabilities Act (ADA), and Millcreek Resolution 19-04, Millcreek shall ensure that communications with applicants, participants, members of the public, and companions with disabilities are as effective as communications with others.

A copy of this policy will be published on the City's website ([www.millcreekut.gov](http://www.millcreekut.gov)) for all applicants, participants, members of the public, and companions with disabilities to inform them of the rights and protections afforded by this policy in a manner determined by the ADA Coordinator.

### 2. Request for Auxiliary Aids and Services

Upon request, Millcreek shall furnish appropriate auxiliary aids and services where necessary to afford qualified individuals with disabilities, including applicants, participants, members of the public, and companions, an equal opportunity to participate in and enjoy the benefits of a service, program, and/or activity of Millcreek.

Requests for an auxiliary aid or service should be made 48 hours prior to the time the auxiliary aids or services are needed. Requests for auxiliary aids and services should be made to the ADA Coordinator at [adainfo@millcreekut.gov](mailto:adainfo@millcreekut.gov).

The type of auxiliary aid or service necessary to ensure effective communication will vary in accordance with the method of communication used by the individual; the nature, length, and complexity of the communication involved; and the context in which the communication is taking place. In determining what types of auxiliary aids and services are necessary, Millcreek shall give primary consideration to the requests of individuals with disabilities, and in such a way as to protect the privacy and independence of the individual with a disability. Millcreek does not require an individual with a disability to bring another individual to interpret for him or her. Millcreek is not required to take any action that it can demonstrate would result in a fundamental alteration in the nature of a service, program, or activity, or that may cause undue financial and administrative burdens.

### 3. Website Accessibility

Millcreek is committed to providing a website that is accessible to the widest possible audience, regardless of circumstance and ability.

To fulfill this, Millcreek aims to adhere as strictly as possible to Section 508 and the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines 2.0 (WCAG) at the A and AA levels. The following guidelines explain how to make web content accessible to persons with disabilities.

- *Assistive Technology and Browser Accessibility*— Millcreek intends to support the widest array of browsers and assistive technologies as possible, so users can choose the best fitting tools for them, with as few limitations as possible. Millcreek supports all major systems including Google Chrome, Mozilla Firefox, Apple Safari, Microsoft Edge, JAWS, NVDA, VoiceOver, and keyboard-only navigation.
- *Alternative Text* - Whenever possible, Millcreek labels non-text content imagery presented to the user with a text alternative that serves the equivalent purpose. Screen readers can then present this alternate information to the user in place of the image.
- *Additional User Interface (UI), Design, and Readability Adjustments* - Millcreek utilizes an accessibility interface, powered by Audioeye, that allows persons with specific disabilities to adjust the website's UI and configure it for individual preferences. Options include:
  - **Big Cursor:** enlarges the cursor display for ease of tracking and improves usability for low-vision users.
  - **Reading Guide:** enhances focus and improves reading comprehension by creating a horizontal line controlled by the cursor position. Similar to using a bookmark to underline sentences as you read, this tool creates a moveable line under the text on a screen.
  - **Emphasize:** enhances focus and improves reading comprehension by blurring out the majority of the page view as controlled by the cursor position. Users can focus on just one line of text at a time.
  - **Contrast:** improves readability for users with color blindness. Users can choose to invert colors on the site, make everything black and white, or just change the color scheme for better contrast of elements.
  - **Keyboard Focus:** draws a colorful box around buttons and links, making them easier to find and select for visual keyboard users.
  - **Highlight Links and Buttons:** gives a bright highlight over either headings, links, or the entire text for visual keyboard users.
  - **Text Size:** enlarges web copy for improved readability and usability for low-vision users.
  - **Text Spacing:** changes the distance between words and lines of text. This tool improves the readability of web copy for low-vision users and individuals with cognitive and/or learning disabilities.
  - **Change Font:** can change the font of the text on the page in order to make reading easier. This option includes a font intended to assist individuals with dyslexia.
  - **Disable Animations:** eliminates potential hazards, like moving, flashing animations that may trigger epileptic seizures. It also improves focus and reading comprehension for individuals with cognitive and/or learning disabilities.

- **Display Alternative Text:** shows alternative text that describes any button or image on the website when hovered over. It provides more context for comprehension for individuals with cognitive and/or learning disabilities.
- **Keyboard Shortcuts:** provides quick access to a particular accessibility function.

All of these tools are “atomic,” meaning they can be combined with other tools or used independently, with only one tool on at a time. For example, if a user wants both larger font and a larger cursor, but doesn’t need the contrast tools, they can pick and choose what they need and turn off what they don’t.

- *Additional plug-ins* - Adobe Reader is required to view and print PDF documents that appear on Millcreek’s website. To download Adobe Reader for free, visit the Adobe website. To read PDF documents with a screen reader, please visit the Adobe Reader Accessibility website at <https://helpx.adobe.com/reader/using/accessibility-features.html>, which provides several useful tools and resources.

#### 4. Grievance Procedure

Despite Millcreek’s best efforts to allow adjustments to its website, there may still be pages or sections that are not fully accessible, are in the process of becoming accessible, or are lacking an adequate technological solution to make them accessible. Millcreek is continually improving its accessibility by adding, updating, improving its options and features, and developing and implementing new technologies. All this is meant to reach the optimal level of accessibility, following technological advancements.

Complaints alleging Millcreek’s noncompliance with this policy or alleging any actions that would be prohibited by this policy (including website accessibility), should be directed to the ADA Coordinator at:

[adainfo@millcreekut.gov](mailto:adainfo@millcreekut.gov)

or

Millcreek, a Utah Municipal Corporation

Attn: ADA Coordinator

1330 E Chambers Ave

Millcreek, UT 84106

801-214-2700

To enable Millcreek to promptly and equitably resolve the complaints, please indicate the nature of your accessibility problem, the preferred format in which to receive the material, and your contact information. Please allow seven (7) business days response time.