

# ADA

AMERICANS WITH DISABILITIES ACT

## Deaf and Hard of Hearing Communication Access

Americans with Disabilities Act and 504 Rehabilitation Act were both enacted to provide equal access to buildings and services, which means “effective communication” for the Deaf and Hard of Hearing.

## Why Access is Important?

Avoiding lawsuits and monetary penalties, and acknowledging preferred communication styles.

## Myths of Communicating with the Deaf and Hard of Hearing

- The Deaf communicate by reading lips.
- I only need to provide paper and a pencil/pen or provide written handouts.
- All I need to do is just raise my voice if the client is Hard of Hearing.
- We can provide an ASL interpreter, but we are not responsible for paying the services or any accommodations.

## Who Do I Call for Interpreter?

Interpreting Services of  
Central California (ISCC):  
(559) 225-3382 Voice  
(During business hours)  
(559) 375-0902  
(After hours & emergencies)  
interpreting@dhhsc.org

## Important Tips to Remember

- Your staff needs to understand communication access.
- Advise your front desk staff of laws and regulations.
- The communication needs of individuals vary, so let them decide what works best!

**Contact the ADA Information Line at  
(800) 514-0301 or your nearest  
DHHSC office of Central California.**

## Fresno Headquarters (FHQ):

(559) 225-3323 Voice  
(559) 578-4117 VP  
resources@dhhsc.org

## Central Coast Outreach (CCO):

(559) 225-3323 Voice  
(831) 240-4020 VP  
(831) 240-4021 VP  
resources@dhhsc.org

## South Valley Outreach (SVO):

(559) 225-3323 Voice  
(559) 697-0321 VP  
(559) 302-9820 VP  
resources@dhhsc.org

## Merced Outreach (MOO):

(559) 225-3323 Voice  
(209) 230-9910 VP  
(209) 326-1158 VP  
resources@dhhsc.org

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