



City of St. Louis
Office on the Disabled
Communications Services



Introduction

The City will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City of St. Louis programs, services, and activities. Aids include sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Providing Sign Language Interpreters

The Office on the Disabled will provide sign language interpreters to assist City departments in communicating with deaf or hearing impaired employees and citizens requesting services from City departments. The request must come from the City department or office providing the service and must be with sufficient advance notice for the Office on the Disabled to arrange for an interpreter. Interpreters are paid for out of the Office on the Disabled budget.

In the case of communicating with City employees who are deaf or hearing impaired, appointing authorities are expected to work out day-to-day communications through hand written notes, simple signs and other techniques. The Office on the Disabled provides sign language interpreters for significant events such as explanation of rights and benefits to City employees, job performance reviews, negotiation of job accommodations, etc.

The Office on the Disabled also has a sign language interpreter on duty in Room 30 of City Hall each Friday morning that City Hall is open from 8:00 a.m. to 12:00 noon. The interpreter will provide communications services for any citizen who comes in for assistance.

The Office on the Disabled also has a TTY and Video Relay for use by any deaf or hearing impaired citizen during normal business hours.

If there is an unscheduled, important need for the assistance of a sign language interpreter, the Office can arrange for remote video interpretation. Such situations, obviously, may take some time to arrange because of the need to find a remote interpreter.

Providing Braille And Large Print

The Office on the Disabled will arrange to have documents by City departments and offices republished in Braille or audio. The Office reserves the right to restrict reasonably the size of the document to be republished in Braille or audio depending on the size of the original document and the use that will be made of the document. The Office will assist City departments and offices producing documents in large print.

Providing Other Communications Assistance

The Office makes itself available to work with City employees and other citizens who have other difficulties with communications in order to make communication by City agencies effective for them.

Contact:

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Hours: 8 AM – 5 PM M – F

TDD – Answering Machine

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