



# TOWN OF BROOKLINE

## OFFICE OF DIVERSITY, INCLUSION AND COMMUNITY RELATIONS

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*11 Pierce Street, Brookline, Massachusetts, 02445*  
*Telephone: (617) 730-2300 Facsimile: (617) 730-2388*

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### **Caitlin (Haynes) Starr, MPH**

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**December 18, 2018**

### **Procedure for Responding to Communication/Auxiliary Aid and Reasonable Accommodation Requests**

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Under Title II of the Americans with Disabilities Act, the Town of Brookline is required to provide aids and services where necessary to ensure effective communication in order to provide equal access to programs and services to all Brookline residents and visitors. As a public entity, the Town of Brookline is required to provide auxiliary aids and accommodations at its own cost and allow the individual requesting the communication aid or accommodation to determine what is most effective for them. The individual with a disability is in the best position to determine what type of aid or service will be effective.

Any individual seeking access to a public entity service, activity, program, or benefit within the Town of Brookline may request a communication/auxiliary aid or a reasonable accommodation request.

Auxiliary aids and communication services requested could be any of the following:

- Sign language, oral, or cued speech interpreters
- Video remote interpreting services
- Computer-assisted real time transcription (CART)
- Assistive Listening Devices, which the Town owns and are located for use at the Public Safety Department
- Open and closed captioning for video
- Braille
- Large print
- Audio recording
- Accessible electronic formats of written documents that can be accessed by screen reading software
- Screen reader software on public computers
- Magnification software on public computers
- Optical readers
- Other

The request may be made in writing or verbally. If your Office is able to provide the accommodation or communication request without assistance from the ADA Coordinator, your Office should move forward with fulfilling the accommodation or request.

If your Office is unsure of how to provide the accommodation or communication request (for example - if you are unaware on how to secure an ASL interpreter) or has questions about how to proceed, the request should be sent to the ADA Coordinator:

**Sarah E. Kaplan**  
**ADA Coordinator and Community Relations Specialist**  
**11 Pierce St.**  
**Brookline, MA 02445**  
**617-730-2329**

**OR**

**[skaplan@brooklinema.gov](mailto:skaplan@brooklinema.gov)**