

Providing Access to Effective Communication

Guide for Public Entities & Events

What to Know About the ADA – Title III

The Americans with Disabilities Act requires that businesses and nonprofit organizations that serve the public (Title III entities) ensure effective communication with people who have communication disabilities. Covered entities **must provide auxiliary aids and services** when needed to communicate effectively with people who have communication disabilities.¹ Title III entities can include **funeral homes, law practices, medical offices, financial services, driving schools**, and more. Please review these resources for a better understanding of requirements for providing accommodations for the public.

- [ADA Brief: Effective Communication](#) (Department of Justice)
- [General Information - Disability Rights Section Information](#) (Department of Justice)
- [Tax Incentives for Improving Accessibility](#) (Adaptive Environments Center)
- [Undue Hardship](#) (ADA National Network)
- You may also contact the [ADA National Network](#) Hotline for more guidance resources.

How to Find an ASL Interpreter

Individuals and public entities can contact interpreters or interpreter referral agencies directly regarding their services. Please see below for links to a few resources.

- [VDDHH Directory of Certified Interpreters, RID Directory of Certified Interpreters](#)
- [VDDHH Directory of Qualified Interpreters](#)
- [VDDHH Directory of Services](#), interpreter referral agencies on pages 22-24

Please note that VDDHH can only coordinate interpreter services for Virginia state courts, agencies, and governments.

Questions?

Please contact us at isp@vddhh.virginia.gov.

For a digital copy of this document with clickable hyperlinks, please use the QR code or go to <https://www.vadsa.org/apps/DocumentRepository/Viewer/fileviewer/3438>.



¹ADA Requirements: Effective Communication. <https://archive.ada.gov/effective-comm.htm>.