

# Providing Access to Effective Communication

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## *Guide for Public Entities & Events*

### What to Know About the ADA – Title III

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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.<sup>1</sup> 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

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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](mailto: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/DocumentRepositoryViewer/fileviewer/3438>.



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

