

**BOISE COUNTY RESOLUTION #2006-21
A RESOLUTION ADOPTING THE BOISE COUNTY
TITLE II SECTION 504 SELF-EVALUATION**

WHEREAS, the Boise County Board of Commissioners has reviewed the draft updated version of the Boise County Title II Section 504 Self-Evaluation, prepared by Sage Community Resources; and

WHEREAS, diligent review and discussion of the new policy has been held by the Board;

NOW THEREFORE BE IT RESOLVED, that the Boise County Board of Commissioners does hereby approve and adopt attached Exhibit A, as the Boise County Title II Section 504 Self Evaluation for Boise County.

APPROVED and ADOPTED this 7th day of March, 2006, during the regular meeting of the Board of Boise County Commissioners.

BOARD OF BOISE COUNTY COMMISSIONERS

Roger B. Jackson

Roger B. Jackson, Chairman

Fred H. Lawson

Fred H. Lawson, Commissioner

Paul Stutzman

Paul Stutzman, Commissioner

Attest:

Rora A. Canody

Rora A. Canody, Clerk to the Board



TITLE II
SECTION 504 SELF-EVALUATION

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January 2006

Boise County

Roger Jackson, Commissioner

Prepared on behalf of Boise County by

Sage Community Resources
1001 So. Orchard Street
Suite 100
Boise, ID 83705

with funding provided by

Idaho Community Development Block Grant

Boise County
TITLE II
SECTION 504 SELF-EVALUATION

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PART 1. PROGRAM ACCESSIBILITY:

1. Who is designated as responsible for coordinating this County's compliance with the Americans with Disabilities Act?

Name: Rora Canody
Title: County Clerk
Agency: Boise County
Address: P.O. Box 1300, Idaho 83631
Telephone Number: (208) 392-6636

2. Identify the persons who assisted in the completion of this self-evaluation and describe their participation.

John Foard, County Commissioner, Rora Canody, County Clerk, and Building Committee served as members of the 504 ADA Committee and participated in the preparation of Boise County's 504 Self-Assessment and Transition Plan. Their participation consisted of research of policies and programs offered by Boise County as well as the review and recommendation of the draft Self-Assessment and Transition Plan.

3. Briefly describe the nature of the County's programs, including their purpose, scope, activities and participants.
4. List the sources that govern the administration of the County's programs, including statutes, rules, policies, manuals and other guidelines.
5. Have individuals with disabilities used the County's services in the past?

Yes. Boise County residents who must use canes, crutches, walkers or other assistive devices have visited the county courthouse regularly to participate in county programs.

6. Have there been obvious difficulties or complaints from individuals with disabilities about their participation in a particular program, service or activity?

No.

If yes, list the problems or complaints.

N/A

7. What response have you made to deal with those specific problems or complaints?

N/A

8. If your office cannot accommodate a certain disability, what do you do?

Boise County will utilize its Reasonable Accommodation Request forms to ascertain what is needed by the individual to assure accommodation is reasonable. Once the determination is made that the request for accommodation is reasonable, but the County is not sure of how to provide such an accommodation, county staff will make contact with various organizations, including state, Federal and non-profit, seeking technical and other assistance in making the accommodation.

9. Describe any services provided by the County to particular disability groups.

Boise County provides no services to any disability groups.

10. If you have a separate or special program for the individuals with disabilities, how do you ensure that they may also participate in programs available to the general public?

N/A

11. Describe any program eligibility or admission criteria, licensing standards or procedures for participation in any aid, benefit or service provided by the County that may directly or indirectly:

- a. Deny a qualified individual with a disability the opportunity to participate in or benefit from the aid, benefit or service;

Boise County has no program eligibility or admission criteria that would deny a qualified individual with a disability the opportunity to participate in or benefit from any aid, benefit or service.

- b. Afford an opportunity for participation or benefit that is not equal to that afforded others;

Boise County has no program eligibility or admission criteria that would deny a qualified individual with a disability the opportunity to participate in or benefit from any aid, benefit or service.

- c. Provide a qualified individual with a disability with an aid, benefit or service that is not as effective in affording equal opportunity to obtain the same result, gain the same benefit, or reach the same level of achievement as that provided to others;

Boise County has no program eligibility or admission criteria that would deny a qualified individual with a disability the opportunity to participate in or benefit from any aid, benefit or service that is not as effective in affording equal opportunity to obtain the same result, gain the same benefit, or reach the same level of achievement as that provided to others.

- d. Provide different or separate aids, benefits or services to individuals with disabilities unless necessary to make them as effective as those provided to others;

Boise County has no program eligibility or admission criteria that would provide different or separate aids, benefits, or services to individuals with disabilities unless necessary to make them as effective as those provided to others.

- e. Provide significant assistance to another person or entity that discriminates on the basis of disability;

Boise County has no program eligibility or admission criteria that would provide significant assistance to another persons or entity that discriminates on the basis of disability.

- f. Deny a qualified individual with a disability the opportunity to participate as a member of planning or advisory boards;

Boise County has no program eligibility or admission criteria that would deny a qualified individual with a disability the opportunity to participate as a member of planning or advisory boards.

- g. May otherwise limit the enjoyment by a qualified individual with a disability of any right, privilege, advantage or opportunity enjoyed by other recipients.

Boise County has no program eligibility or admission criteria that would otherwise limit the enjoyment by a qualified individual with a disability of any right, privilege, advantage, or opportunity enjoyed by other recipients.

- 12. For any item identified in questions 1-10 as excluding or limiting qualified individuals with disabilities from participating in or benefiting from the County's aids, benefits and services, describe the steps taken to modify the County's policies, practices and procedures.

N/A

- 13. For any item identified in questions 1 - 10 as excluding or limiting the participation of or benefit by individuals with disabilities and (b) that will not be modified, explain why modification would fundamentally alter the nature of the service, programs or activity, or why the criterion is necessary to the provision of service.

N/A

14. If any forms are required for admission to the County's program or services, is the following assistance provided?

- a. audio tape
- b. braille
- c. reader
- e. aide
- f. mailed to homes
- g. large print
- h. interpreter
- i. other assistance

15. Do forms contain a notice that the County complies with the ADA and will offer accommodation for disabilities?

Yes.

PART 2. EMPLOYMENT:

1. Describe the County's policies, practices or procedures that are taken to ensure that there is no discrimination based on disabilities in the following areas:

a. recruiting advertisements -

All recruiting advertisements include a brief description of job, minimum qualifications, starting date, and starting salary. Cut off date and time for acceptance of applications and a statement that the County is an equal opportunity employer are also included. If needed, Boise County will seek assistance from the Idaho Human Rights Commission, Idaho Department of Employment, and/or other appropriate source of technical assistance in implementing its employment procedures.

b. processing of applications -

After the closing date and time, all applications are reviewed by the appropriate department head, County Commissioners or Council Liaison for the department. The top applicants are scheduled for interviews. If needed, Boise County will seek assistance from the Idaho Human Rights Commission, Idaho Department of Employment, and/or other appropriate source of technical assistance in implementing its employment procedures.

c. employment testing -

Additional testing to supplement the application may be required for police and heavy equipment operator applicants. If needed, Boise County will seek assistance from the Idaho Human Rights Commission, Idaho Department of Employment, and/or other appropriate source of technical assistance in implementing its employment procedures.

d. interviewing -

Interviews are scheduled with at least two people comprising the panel conducting the interviews. Questions are reviewed in advance of the interview by the panel and deviation from the pre-determined questions is not permitted. If needed, Boise County will seek assistance from the Idaho Human Rights Commission, Idaho Department of Employment, and/or other appropriate source of technical assistance in implementing its employment procedures.

e. orientation -

Boise County provides each new employee with a copy of the County's Personnel

Policy Manual and assures that the employee has read and understands the requirements, policies, and procedures of his/her position. If needed, Boise County will seek assistance from the Idaho Human Rights Commission, Idaho Department of Employment, and/or other appropriate source of technical assistance in implementing its employment procedures.

- f. promotion, transfer, demotion, layoff, reinstatement including changes in compensation resulting from these actions -

Boise County strongly believes in promoting its employees. All County employees are encouraged to apply for any position they feel that they are qualified to fill. If needed, Boise County will seek assistance from the Idaho Human Rights Commission, Idaho Department of Employment, and/or other appropriate source of technical assistance in implementing its employment procedures.

- g. job assignments -

A detailed job description is provided to all employees along with a copy of Boise County's Personnel Policy Manual.

- h. job classifications -

See response to 1-g. above.

- i. use of vacation and sick leave, unpaid leave of absence, compensatory time, EAL -

All Boise County full-time employees earn vacation and sick leave. Vacation leave accrual is based upon the number of years the employee has worked for the County. Vacation leave may not be used until the employee has successfully completed six (6) month probation period.. Vacation is capped at 160 hours. Sick leave is earned at the rate of one (1) day per month, after each month of employment. Maximum accrual of sick leave is 720 hours (90) days. Full-time employees who are required to work more than forty hours in a work week, or eight hours a day, shall be given compensatory time figured at one and one-half time. Boise County allows the accumulation and use of compensatory time, in amounts not to exceed accumulation of one hundred (100) hours. After an employee has exhausted vacation time and paid sick leave, the employee may be granted additional leave, without pay, as directed by the elected official in charge of that department or the Boise County Commissioners.

- j. opportunity for and financial support of training opportunities, conferences -

Boise County actively encourages employee self-improvement and professional development. The County will pay for approved classes, training, etc., which will

assist an employee in the performance of his/her job.

k. health and insurance benefits -

Boise County provides comprehensive health and dental insurance to employees and offers family coverage at the employee's option. Continued health coverage is available to former employees at their own cost pursuant to federal law. Limited life insurance coverage and limited disability programs are available to full-time employees. Worker's Compensation insurance covering job-related injuries is provided for all employees.

l. County-sponsored activities, including recreational or social programs -

N/A

2. Describe how you ensure that any employment-related criteria (including minimum qualifications and testing requirements), which would adversely affect the opportunities of individuals with disabilities, are related to the job and are a business necessity.

Individuals with disabilities will be given the same consideration when applying for a position they feel they are qualified to fill. If needed, Boise County will seek assistance from the Idaho Human Rights Commission, Idaho Department of Employment, and/or other appropriate source of technical assistance in implementing its employment procedures.

3. Describe how the County responds to a request for an accommodation in testing (where applicable) and the hiring interview.

Boise County shall provide the individual its Reasonable Accommodations Process forms and follow the established guidelines therein. If needed, Boise County will seek assistance from the Idaho Human Rights Commission, Idaho Department of Employment, and/or other appropriate source of technical assistance in implementing its employment procedures.

4. Describe the steps taken by the County to ensure that nondiscriminatory questions are asked in a hiring interview.

Interviews are scheduled with a least two people comprising the panel conducting the interviews. If needed, Boise County will seek assistance from the Idaho Human Rights Commission, Idaho Department of Employment, and/or other appropriate source of technical assistance in implementing its employment procedures.

5. Describe the steps that are taken to determine if an individual with a disability is capable of performing the essential functions of a particular job, with or without a reasonable accommodation.

If an individual does not request a reasonable accommodation, then the individual will be expected to perform their job responsibilities as any other employee. Boise County, however, shall provide the individual its Reasonable Accommodations Process forms upon request and follow the established guidelines therein. If needed, Boise County will seek assistance from the Idaho Human Rights Commission, Idaho Department of Employment, and/or other appropriate source of technical assistance in implementing its employment procedures.

6. Describe the process the County uses to determine whether a request for a reasonable accommodation on the job can be granted or would cause undue hardship.

In accordance with 24 CFR, Part 8, Boise County will review its financial and administrative burden in providing any accommodation requested to evaluate its reasonableness, impact of the position, and the County. If needed, Boise County will seek assistance from the Idaho Human Rights Commission, Idaho Department of Employment, and/or other appropriate source of technical assistance in implementing its employment procedures.

7. Describe the steps taken by the County to ensure that inappropriate pre-employment medical examinations or inquiries are not conducted.

Only applicants for police officers are required to take pre-employment medical examinations as part of their P.O.S.T. certification process. Police applicants are required to meet the minimum physical requirements for P.O.S.T. certification.

8. Describe the County's policy or procedure for maintaining the confidentiality of employee medical information, voluntary self-identification of disability, and requests for accommodation.

All County employee records are kept in a locked file cabinet and the County Clerk or Chief Deputy is the only person who has access to this cabinet. All employee issues requiring a decision of the County Commissioners are discussed in Executive Session.

9. Describe the training or other measure taken to ensure that employees and supervisors do not subject individuals with disabilities to discrimination because of insensitivity or lack of knowledge.

All County employees are encouraged to attend any training sessions made available through the Idaho Association of Counties Risk Management Program. Employees will be paid regular wages while attending these training events. The County Clerk attends the annual ICRMP meeting where such training is provided.

PART 3. FACILITIES ACCESSIBILITY:

1. List all facilities (including surrounding grounds and parking lots), or portions of facilities, used for the County's activities.

County Courthouse, County Annex Building, Courthouse Annex in Horseshoe Bend.

2. Identify the person or entity responsible for evaluating the architectural accessibility of the County's facilities and for taking corrective action. Include name, address and phone number.

Rora Canody
Boise County Clerk
Idaho City, Idaho 83631
(208) 392-6636

3. Complete the Architectural Barriers Checklist and, to the extent removal of architectural barriers is within the control of the County, prepare a transition plan.

See Attachment B.

4. For each "no" answer in the Architectural Barriers Checklist, what alternative methods of providing service are employed to provide accessibility in areas that serve the general public?

See Attachment B.

5. Describe the procedures used to evacuate individuals with disabilities during an emergency (consider visual, hearing, mobility and learning disabilities).

Evacuation routes shall be posted in all facilities. In addition, smoke alarms have a strobe light for the hearing-impaired.

PART 4. COMMUNICATIONS:

1. Describe the steps taken by the County to ensure that communications with applicants, participants and members of the public with disabilities are as effective as communications with others.

All Commissioner, Planning and Zoning, and other meetings and public hearings are held in a handicapped accessible facility. Information presented in all notices and advertisements make note of this as well as inform persons with disabilities that the County will make reasonable accommodations upon advance request. The County shall provide any individual its Reasonable Accommodations Process forms upon request and follow the established guidelines therein. If needed, the County will seek assistance from the Idaho Human Rights Commission and other appropriate state, Federal, or non-profit organizations for technical assistance.

2. Describe the auxiliary aids and services that will be furnished where necessary to afford an individual with a disability an equal opportunity to participate in and benefit from the County's services, programs or activities.

Boise County will provide auxiliary aids and services which may include, but not be limited to, qualified interpreters, assistive listening devices, note takers and written materials for individuals with hearing impairments, and taped texts, qualified readers, and large print materials for individuals with vision impairments.

3. Describe how an individual with a disability may request assistance and express their preference for aids and services.

Any individual with a disability may make a verbal or written request for a reasonable accommodation. Boise County shall provide any individual its Reasonable Accommodations Process forms upon request and follow the established guidelines therein. If needed Boise County will seek assistance from the Idaho Human Rights Commission and other appropriate state, Federal, or non-profit organizations for technical assistance.

4. Describe how the County will use TDD (telecommunications device for the deaf) or relay telecommunications systems to communicate with those who have impaired hearing or speech, including training of staff.

Boise County may use the Idaho Relay System. See Attachment C for information.

5. If you use TDD's, identify their locations, telephone numbers and phone directories in which the numbers are listed.

Boise County may use the Idaho Relay System. See Attachment C for information.

- 6a. If the public uses the phones at the County, is there at least one designated phone that is hearing-aid compatible?

NA

- 6b. If you use relay services, list the name of the company and type of service.

Boise County will use the Idaho Relay System. See Attachment C for information.

7. Are your TDD or relay service phone numbers printed on all County brochures, notices and letterhead?

The County will include this information in the text of the letter.

8. If the County determines that equally effective communication cannot be provided, attach a statement from the head of your agency or designee describing (a) the reasons why the service, program or activity would be fundamentally altered or would result in undue financial and administrative burdens, and (b) what other action will be taken to provide the benefits or services to the maximum extent possible.

N/A

9. Describe how the County will ensure that meetings, hearings and conferences will be held in accessible locations.

All Commissioner, Planning and Zoning, and other meetings and public hearings are held in a handicapped accessible facility. Information presented in all notices and advertisements make note of this as well as inform persons with disabilities that the County will make reasonable accommodations upon advance request.

10. Describe how the County will provide auxiliary aids or services on request.

Boise County shall provide any individual its Reasonable Accommodations Process forms upon request and follow the established guidelines therein. If needed, Boise County will seek assistance from the Idaho Human Rights Commission and other appropriate state, Federal, or non-profit organizations for technical assistance.

PART 5. COMPLAINT PROCEDURES:

1. How do you notify employees of their right to file complaints alleging disability discrimination?

Written notification of the complaint is made by the employee through processes provided in the Boise County Personnel Policy Manual. See Attachment D for the Boise County Grievance Procedure.

2. Describe how you will make known the County's procedure for prompt and equitable resolution of complaints alleging violations of Title II of the ADA.

Boise County has adopted its Policy regarding Non-Discrimination on the Basis of Disability and published this Policy in the Idaho World on February 6, 2002. See Attachment D.

**Boise County Transition Plan
January 2006**

Facility	Description of Structural Changes	Cost Estimate	Implementation Schedule			
			2006	2007	2008	2009
Sheriffs Office	RAMPS Add railings to ramps that are longer than 6 feet.	\$100.00	X			
	PARKING Implement a policy to check periodically for violators to ensure handicapped accessible parking spaces are being used by those who need it.	NA	X			
	ENTRANCES Install signs before inaccessible entrances so that people do not have to retrace the approach.	\$25.00	X			
	RESTROOMS Add tactile signage, placed to the side of the door to identify restrooms.	\$50.00	X			
Courthouse (Planning and Zoning Office)	Replace standard door knobs with a lever or loop handle so they can be operated with a closed fist.	\$300.00	X			
	RESTROOMS Install signs at inaccessible restrooms that give directions to accessible ones.	\$25.00	X			
Recorder's, Auditors, Treasurer's and Assessor's Office	PARKING Add signs, (placed so they are not obstructed by cars) marking the accessible parking spaces.	\$100	X			
	PARKING Implement a policy to check periodically for violators to ensure handicapped accessible parking spaces are being used by those who need it.	NA	X			
	ENTRANCES Install signs before inaccessible entrances so that people do not have to retrace the approach.	\$25.00	X			

ATTACHMENT A

REASONABLE ACCOMMODATION REQUEST

NOTICE OF RIGHT TO REASONABLE ACCOMMODATION

If you have a disability and you need . . .

- a change in the rules or policies or how we do things that would make it easier for you to use the facilities or take part in the County's programs, or
- a change in the way we communicate with you or give information,

you can ask for this kind of change, which is called a REASONABLE ACCOMMODATION.

If you can show that you have a disability and if your request is reasonable, if it is not too expensive, and if it is not too difficult to arrange, we will try to make the changes you request.

We will give you an answer in twenty (20) days unless there is a problem getting the information we need or unless you agree to a longer time. We will let you know if we need more information or verification from you or if we would like to talk to you about other ways to meet your needs.

If we turn down your request, we will explain the reasons and you can give us more information if you think that will help.

If you need help filling out a REASONABLE ACCOMMODATION REQUEST FORM or if you want to give us your request in some other way, we will help you.

You can get a REASONABLE ACCOMMODATION REQUEST FORM at the Boise County Courthouse, P.O. Box 1300, Idaho City, ID 83631.

REQUEST FOR A REASONABLE ACCOMMODATION

Name _____ Phone _____

Address _____

1. The following member of my household has a disability:
2. Please provide the following change or changes so that the person listed above can use County facilities or participate in the County's programs. Please be specific about what you need. You may use the other side of this form if necessary.

3. I need this reasonable accommodation because:

4. You may verify the need for this request by contacting:

Name _____
Address _____
Phone _____

5. Please use this space to list any company or organization that might help us provide you with this request for a Reasonable Accommodation. (If you don't know of any, we will try to get this information ourselves.)

I give you permission to contact the above individual for purposes of verifying that I or a family member needs the reasonable accommodation requested above.

Signed _____ Date _____

LETTER TO VERIFICATION SOURCE
FOR
REASONABLE ACCOMMODATION REQUEST

Dear:

Enclosed is a form signed by _____ asking you to verify his or her need for a reasonable accommodation.

The applicant in question has requested the accommodation described on the enclosed form. Please indicate on that form whether you believe the accommodation is necessary and will achieve its stated purpose. You may also add any other information that would be helpful in making the right accommodation for this person. This form should not be used to discuss the person's diagnosis or any other information that is not directly relevant to the request for an accommodation.

Please note that the applicant has signed the form requesting you to answer the questions. You can call Rora Canody at 392-6636 if you have any questions. Thank you.

Please return the form to:

Rora Canody
County Clerk
P.O. Box 1300
Idaho City, ID 83631

ATTACHMENT B

ARCHITECTURAL BARRIERS TRANSITION PLAN

**Boise County Transition Plan
January 2002**

Facility	Description of Structural Changes	Cost Estimate	Implementation Schedule			
			2002	2003	2004	2005
Sheriffs Office	RAMPS Add railings to ramps that are longer than 6 feet.	\$100.00		X		
	PARKING Implement a policy to check periodically for violators to ensure handicapped accessible parking spaces are being used by those who need it.	NA		X		
	ENTRANCES Install signs before inaccessible entrances so that people do not have to retrace the approach.	\$25.00		X		
	RESTROOMS Add tactile signage, placed to the side of the door to identify restrooms.	\$50.00		X		
Courthouse (Planning and Zoning Office)	Replace standard door knobs with a lever or loop handle so they can be operated with a closed fist.	\$300.00		X		
	RESTROOMS Install signs at inaccessible restrooms that give directions to accessible ones.	\$25.00	X			
Recorder's, Auditors , Treasurer's and Assessor's Office	PARKING Add signs, (placed so they are not obstructed by cars) marking the accessible parking spaces.	\$100		X		
	PARKING Implement a policy to check periodically for violators to ensure handicapped accessible parking spaces are being used by those who need it.	NA		X		
	ENTRANCES Install signs before inaccessible entrances so that people do not have to retrace the approach.	\$25.00		X		

ATTACHMENT C

IDAHO RELAY SYSTEM

P. 02
FAX NO. 4026945037
HAMILTON
SEP-17-97 WED 15:07

Connecting With Care

Quality Service

Idaho Relay Service is committed to meeting your communication needs and providing you with quality relay service. Our highly trained Communication Assistants (CAs) give each call their complete attention to ensure the highest standards in the industry.

Our CAs are continually undergoing training to enhance typing and spelling skills. Another key to our CA training program is classes in sign language and deaf culture. This type of information has assisted our CAs in connecting every call through the relay with care.

Confidentiality

All calls handled by the Idaho Relay Service are kept strictly confidential. As required by law, CAs cannot disclose any information from a conversation, and records of the contents of conversations are not kept.

Technology

To ensure that our CAs are able to connect each call with care, Idaho Relay Service has implemented a "self-learning" database. When you make your first call, our CAs will ask you for your long distance carrier and our database will automatically capture the type of equipment you are using to connect to the relay system. After your first call, our database will recognize your equipment and know your long distance carrier. This makes the setup time on your next call through the Idaho Relay Service significantly shorter.

If you change long distance carriers, inform the CA during your next relay call. If you change equipment, simply call our customer service number and we will update our database.

Accessing the Relay

Idaho Relay Service provides the vital link for effective communication between individuals with a speech and/or hearing disability and hearing individuals via the telephone—24 hours a day, seven days a week. Calls may be initiated by either TTY customers or voice customers. Our CAs act as the "invisible" link, voicing any conversation typed by a TTY user and typing any conversation spoken by a voice person to the TTY user.

By Text Telephone

Dial the Idaho Relay Service Toll Free Number:

1-800-377-3529 (TTY)

The Idaho Relay Service will type:

"TRS CA# ____ Number to call pls Q GA."

- Please have the area code and telephone number you would like to call.
- Direct your conversation to the voice user as if the CA were absent.
- The CA will relay everything that is typed. Please be aware that all comments directed to the CA during the course of the conversation will be relayed as well.

If you wish your call to be interpreted, please inform the CA at the time you make the call.

By Voice Telephone

Dial the Idaho Relay Service Toll Free Number:

1-800-377-1363 (Voice)

The Idaho Relay Service will answer:

"Idaho Relay CA# ____ Area code and number to call please."

- Please have the area code and telephone number you would like to call.
- Speak slowly and clearly, directing your conversation to the TTY user as if the CA were absent.

- The CA will relay your conversation, word-for-word. Please be aware that all comments directed to the CA during the course of the conversation will be relayed as well.

Voice Carry Over (VCO)

A person with a hearing disability and understandable speech may request voice carryover (VCO) which will allow them to speak directly to the hearing person. The CA will type everything the hearing person says to the TTY user.

Hearing Carry Over (HCO)

A person with a speech disability and sufficient hearing may request hearing carryover (HCO) which will enable the person with a speech disability to directly hear what the other party is saying. The CA will voice the TTY user's response to the party they are calling.

When receiving or placing a relay call, please inform the CA you want VCO or HCO. (If you are using a TTY, please type VCO or HCO.)

Emergency Calls

Write down the numbers of your local emergency services. If your community has access to 911 services, simply dial 911 for emergencies and summon help as you have done in the past. Although Idaho Relay Service will make every effort to assist you in an emergency situation, relay centers are not the same as 911 centers and cannot assume responsibility for emergency calls.

Common TTY Terms

TT	Text Telephone
TTY	Teletypewriter
TDD	Telecommunications device for the deaf
GA	Go Ahead (your turn to talk)
SK	Stop Keying (end of conversation)
HD	Hold
PLS	Please
Q	Question
XXX	Mistake
U	You
R	Are
UR	Your
MSG	Message
MIN PLS	One moment, please
CUZ	Because
THOT	Thought
THRU	Through
DR	Doctor
OPR	Operator
MTG	Meeting
HCSP	Hospital
OFC	Office
OIC	Oh, I See
XOXOXO	Hugs and Kisses
ILY	I Love You
ANS Machine	Answering Machine
ANS Service	Answering Service
AM	Morning
PM	Afternoon/Evening
HA HA	Laughing
S	Speech Impaired user
NI	Do not identify the relay
NE	The CA can identify the relay but does not offer an explanation

For Additional Information

Please feel free to call us with any questions or to request more information:

Idaho Relay Service
Customer Service
800/368-6185 TTY/Voice

ATTACHMENT D

GRIEVANCE PROCEDURE
POLICY ON NON-DISCRIMINATION ON BASIS OF DISABILITY
COMBINED NOTICE

[Faint, illegible handwritten text]

The Idaho World

P.O. Box 99
Garden Valley, ID 83622
(208) 462-3487

State of Idaho)
)
County of Boise)

Deanna Stevenson, being duly sworn, deposes and says: that she is the Editor of THE IDAHO WORLD, a weekly newspaper published at Idaho City, in the County of Boise and the State of Idaho; the said paper has been and is in general circulation in the county aforesaid, and in the vicinity of Idaho City; that the advertisement, a copy of which is hereto attached, was published in said newspaper once a week for One (/) consecutive weeks in the entire and regular issue of every number of said paper during the period and time of publication and was published in the newspaper and not a supplement; that said paper has been established and regularly and continuously published for more than seventy eight weeks past previous to the first publication of this notice. Such notice was published with the issue beginning with Feb 6, 2002 and ending with the issue of Feb 6, 2002.

Deanna Stevenson

State of Idaho)
)
County of Boise)

On this 7 day of Feb in the year 2002, before me, a notary public, personally appeared Deanna Stevenson known or identified to me to be the person whose name subscribed to the within instrument, and being by me first duly sworn, declared that the statements therein are true, and acknowledged to me that she executed the same.

Tami Weber

Notary Public for Idaho
Residing at Garden Valley, Idaho

My commission expires 2/10/05



BOISE COUNTY RESOLUTION #97-16

LET IT BE KNOWN TO ALL PERSONS OF Boise County that discrimination in the sale, rental, leasing, financing of housing or land to be used for construction of housing or in the provision of brokerage services because of race, color, religion, sex, or national origin is prohibited by Title VIII of the 1968 Civil Rights Act (Federal Fair Housing law).

It is the policy of Boise County to implement programs to ensure equal opportunity in housing for all persons regardless of race, color, religion, sex, or national origin. The Fair Housing Amendments Act of 1988 expands coverage to include handicapped persons and families with children. Therefore, the County does hereby pass the following Resolution:

BE IT RESOLVED that, within available resources, Boise County will assist

all persons who feel they have been discriminated against because of race, color, religion, sex, national origin, handicap, or familial status to seek equity under federal and state laws by filing a complaint with the U.S. Department of Housing and Urban Development, Office of Fair Housing and Equal Opportunity, Compliance Division.

BE IT FURTHER RESOLVED that Boise County shall publicize this Resolution and, through this publicity, shall encourage owners of real estate, and developers, builders, and managers of residential properties to become aware of their respective rights and responsibilities under the Federal Fair Housing Law and amendments, and any applicable state or local laws or ordinances.

SAID PROGRAM will at a minimum include: 1) printing and publicizing of this policy and other applicable fair housing information through local media and community contacts; 2) distribution of posters, flyers, and any other means that will bring to the attention of those affected, the knowledge of their respective responsibilities and rights concerning equal opportunity in housing; and 3) prepare an analysis of impediments to fair housing choice, and actions to mitigate such impediments.

EFFECTIVE DATE:

This Resolution shall TAKE EFFECT March 17, 1997.

Chief Elected Official: John N. Dyer
Attest: Rora A. Canody, Clerk to the Board

Published in The Idaho World February 6, 2002

State of Idaho }
County of Boise } ss.

I hereby certify that this is a true and correct copy of the original document on file with this office.

Dated: 02-08-02
Rora A. Canody, Auditor/Recorder
By: *Roseanne A. Long*
Deputy

The Idaho World

P.O. Box 99
Garden Valley, ID 83622
(208) 462-3487

State of Idaho)
)
County of Boise)

Deanna Stevenson, being duly sworn, deposes and says: that she is the Editor of THE IDAHO WORLD, a weekly newspaper published at Idaho City, in the County of Boise and the State of Idaho; the said paper has been and is in general circulation in the county aforesaid, and in the vicinity of Idaho City; that the advertisement, a copy of which is hereto attached, was published in said newspaper once a week for One (1) consecutive weeks in the entire and regular issue of every number of said paper during the period and time of publication and was published in the newspaper and not a supplement; that said paper has been established and regularly and continuously published for more than seventy eight weeks past previous to the first publication of this notice. Such notice was published with the issue beginning with Feb 6, 2002 and ending with the issue of Feb 6, 2002.

Deanna Stevenson

State of Idaho)
)
County of Boise)

On this 7 day of Feb in the year 2002, before me, a notary public, personally appeared Deanna Stevenson known or identified to me to be the person whose name subscribed to the within instrument, and being by me first duly sworn, declared that the statements therein are true, and acknowledged to me that she executed the same.

Jami Weber

Notary Public for Idaho
Residing at Garden Valley, Idaho

My commission expires 2/10/05

RESOLUTION #2001-36

A BOISE COUNTY RESOLUTION TO ESTABLISH A GRIEVANCE PROCEDURE FOR BOISE COUNTY, IDAHO TO MEET THE REQUIREMENTS OF SECTION 504 OF THE REHABILITATION ACT AS AMENDED AND THE AMERICANS WITH DISABILITIES ACT OF 1990(ADA)

WHEREAS, the Boise County Board of Commissioners is a recipient of Idaho Community Development Block Grant (ICDBG) funds; and

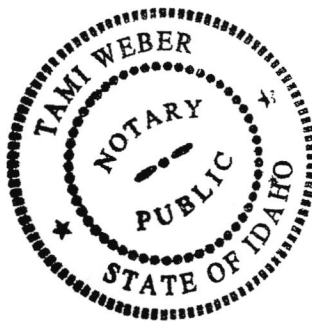
WHEREAS, the Boise County Board of Commissioners wishes to be in compliance with all State and Federal rules and regulations governing block grant monies.

NOW THEREFORE BE IT RESOLVED, by the Boise County Board of Commissioners that the attached Grievance Procedure for Boise County be adopted.

Approved and adopted during the regular meeting this 27th day of August 2001.

BOISE COUNTY BOARD OF COUNTY COMMISSIONERS
John S. Foard, Jr. Chairman
Roger B. Jackson, Commissioner
Dale Hanson, Commissioner
Attest: Rora A. Canody, Clerk to the Board

Published in The Idaho World February 6, 2002



State of Idaho } ss.
County of Boise }

I hereby certify that this is a true and correct copy of the original document on file with this office.

Dated: 02-08-02
Rora A. Canody, Auditor/Recorder
Juanita Roy
Deputy