

# Standard Operating Procedure (SOP): Language and Accessibility Accommodations

This SOP defines **language and accessibility accommodations** to ensure effective communication and inclusivity for all individuals. It covers procedures for identifying accommodation needs, providing appropriate language support such as interpreters and translation services, and implementing accessibility measures including assistive technologies and accessible materials. The goal is to promote equal access to information and services, enhancing participation and compliance with legal and organizational standards.

## 1. Purpose

To establish standardized procedures for providing language and accessibility accommodations in order to facilitate equitable participation and access to information and services for all individuals, regardless of language proficiency or ability.

## 2. Scope

This SOP applies to all staff, programs, communications, events, and services provided by [Organization Name].

## 3. Definitions

Term	Definition
Accommodation	Adjustments or modifications made to ensure equal access for individuals with language or accessibility needs.
Assistive Technology	Tools or devices used to enhance the functional capabilities of individuals with disabilities (e.g., screen readers, captioning).
Interpreter	A professional who converts spoken language from one language to another to facilitate communication.
Translation Services	Written conversion of content from one language to another.
Accessible Materials	Documents or content provided in formats usable by individuals with disabilities (e.g., Braille, large print, accessible PDF).

## 4. Responsibilities

- **Program Managers:** Ensure program accessibility and adherence to this SOP.
- **Staff:** Identify and communicate accommodation needs; facilitate requests as appropriate.
- **HR/Accessibility Coordinator:** Oversee provision and implementation of accommodations; maintain records.

## 5. Procedures

- 1. Identification of Accommodation Needs**
  - Assess the need for language and accessibility accommodations during intake or registration processes.
  - Provide an opportunity for individuals to request accommodations proactively (e.g., form, web portal).
- 2. Providing Language Support**
  - Arrange for qualified interpreters (spoken language, sign language) as needed.
  - Coordinate translation of written materials and critical communications.
  - Ensure telecommunication or remote options include language support features.
- 3. Implementing Accessibility Measures**
  - Ensure all digital and printed materials are available in accessible formats.
  - Deploy assistive technologies (screen readers, captioning, amplification devices) where appropriate.
  - Verify compliance with legal and organizational accessibility standards (e.g., ADA, WCAG).
- 4. Feedback and Continuous Improvement**
  - Solicit feedback from users regarding the effectiveness of accommodations.

- Periodically review and update accommodation procedures and resources.

## 6. Documentation

- Maintain records of accommodation requests and services provided.
- Document actions taken to resolve accessibility and language needs.

## 7. Related Policies and References

- Americans with Disabilities Act (ADA)
- Section 504 of the Rehabilitation Act
- Web Content Accessibility Guidelines (WCAG)
- [Organization] Non-Discrimination Policy

## 8. Contacts

For assistance or further information, contact:

**Accessibility Coordinator:** [Contact Name, Email, Phone]

**HR Department:** [Contact Email/Phone]

## 9. Review and Update

This SOP will be reviewed annually or as required by changes in legal, regulatory, or organizational requirements.