

SERVICES FOR STUDENTS WHO ARE DEAF OR HARD OF HEARING.

AoH utilizes an extensive intake process to gather information about its learners and determine the best way to maximize the likelihood of educational success and minimize barriers to learning. If a need is identified during this process, a learner will be assigned an Adult Learning Support Specialist who will work closely with the learner to provide the appropriate accommodation.

If a learner wishes to seek accommodation after the intake process has been completed, they can contact AoH's Manager of Personalized Learning at ADAsupport@aohdc.org. Once the learner provides the relevant information, the learner will be assigned an Adult Learning Support Specialist.

For its core academic programs, AoH provides learners with whose reading comprehension is determined to be at levels 1-3 with the ability to use ASL interpreters. Class modality (in-person or virtual) is at the discretion on AoH leadership. All learners in AoH's core academic programs whose reading comprehension is determined to be at levels 4 and 5 will be provided with the appropriate auxiliary aids and services, such as speech to text or captioning services. For its certification workforce classes, AoH provides interpreters for learners as needed by class modality and location. With at least 72 hours' notice, AoH provides ASL interpreters for learners for testing, orientation, and other on-site meetings.

Any learner who believes that the above stated policy would not be appropriate considering their particular circumstances can request an accommodation by providing a detailed explanation of their particular needs and any supporting document from a licensed provider they believe will help AoH further understand their request.

Accommodation requests should be sent to the Adult Learning Support Specialist at the learners' campus.

For Ward 5: katherine@aohdc.org

For Ward 8: charles@aohdc.org

AoH will provide a written response to the accommodation request.

In the event a learner disagrees with the written response, they may submit a formal complaint via AoH APCS's Section 504/ADA grievance procedure.