

# VIRGINIA GENERAL ASSEMBLY POLICY REGARDING ACCESS FOR PERSONS WHO ARE DEAF OR HARD OF HEARING

## INTRODUCTION

In compliance with [Title II of the Americans with Disabilities Act](#), the House and Senate Clerk's Offices shall provide the types of auxiliary aids and services necessary to ensure effective communication in accordance with the following policy:

## MEETINGS ORGANIZED BY INDIVIDUAL MEMBERS

Requests for auxiliary aids and services to ensure communication access during meetings with members other than committee, subcommittee, commission, or other legislative body meetings shall be submitted directly to the office of the member of the General Assembly with whom the meeting is requested or scheduled, at least **five business days** prior to the date on which the meeting is scheduled to be held. If a request for auxiliary aids or services is received with less than five business days' notice, such requests will be fulfilled to every extent possible.

Requests shall include the requester's name, contact information, the nature of the aid or service requested, and the date, time, and location at which the aid or service is requested.

Contact information for members of the Virginia General Assembly may be found [here](#).

## MEETINGS ORGANIZED BY THE CLERKS' OFFICES

### Closed Captioned Video Streaming

Live video streaming with closed captioning will be provided on the General Assembly's website for all floor sessions and all regularly scheduled standing committee meetings held in the Capitol or the Pocahontas Building.

### Auxiliary Aids and Services

Requests for auxiliary aids and services to ensure communication access shall be made to the Office of the Clerk for the house in which a committee, subcommittee, commission, or other legislative body resides at least **five business days** prior to the date on which the meeting is scheduled to be held. In the event any such meeting is scheduled or called with less than five business days' notice, which is more common

during the legislative session in light of its unique process and schedule, or if a request for auxiliary aids or services is received with less than five business days' notice, such requests will be fulfilled to every extent possible.

Requests shall include the requester's name, contact information, the specific aid or service requested, and the date, time, and location at which the aid or service is requested.

Requests may be submitted to:

House Committee Operations  
Voice: (804) 698-1540  
TDD: 1-866-267-1474  
[CommitteeOps@house.virginia.gov](mailto:CommitteeOps@house.virginia.gov)

Senate Committee Operations  
Voice: (804) 698-7450  
TDD: 1-866-786-2369  
[Committeeoperations@senate.virginia.gov](mailto:Committeeoperations@senate.virginia.gov)

## LEGISLATIVE SESSION MEETING TRACKING

In order to facilitate the greatest degree of access possible given the unique nature of the legislative session, process, and schedule, individuals who are likely to request auxiliary aids and services during the legislative session may submit lists of meetings that they plan to attend, together with their name, contact information, and the requested auxiliary aid or service to the Office of the Clerk. However, **such lists shall not be considered formal requests** for any auxiliary aids or services at a specific meeting; rather, such lists shall simply be used as a means to provide the Office of the Clerk with a general understanding of the nature and extent of meetings at which auxiliary aids or services may be needed. Any person requiring an auxiliary aid or service for a specific meeting still must submit a formal request in accordance with this policy.

## COMPLAINT POLICY

### Complaint Against a Member

Any person aggrieved by an alleged failure of the office of an individual member of the General Assembly to provide auxiliary aids or services shall file a grievance directly with such member within 30 days of the date of the event leading to the grievance.

Grievances must be in writing and must include the name and contact information of the person making the complaint.

Contact information for members of the Virginia General Assembly may be found [here](#).

### Complaint Against the Office of the Clerk

Any person aggrieved by an alleged failure of either Office of the Clerk to provide auxiliary aids or services may file a complaint with the Office of the Clerk of the House or Senate, as may be appropriate, within 30 days of the date of the event leading to the

grievance under the procedures of each Clerk's office. Grievances must be in writing and must include the name and contact information of the person making the complaint.

Clerk of the House of Delegates  
G. Paul Nardo  
Office (804) 698-1619  
gpnardo@house.virginia.gov

Clerk of the Senate  
Susan Clarke Schaar  
(804) 698-7400  
sschaar@senate.virginia.gov