

Northwest Wisconsin WDA #7

Accessible Customer Service Policy

(revised 6-15-18)

POLICY STATEMENT

Northwest Wisconsin WDA #7 policy is to ensure that all customers have equal access to all Northwest Wisconsin Job Centers. This policy outlines how Northwest Wisconsin WDA #7 will ensure that all customers impacted by accessibility issues at a Job Center can access services through alternate locations.

BACKGROUND

In June of 2017, Northwest Wisconsin WDA #7 worked with an independent consultant to conduct an ADA accessibility assessment of our service delivery locations. The survey identified some potential barriers for consumer access to Job Center services. Northwest Wisconsin WDA #7 is working with Partner Agencies and current landlords to correct the physical barriers. Northwest Wisconsin WDA #7 is committed to providing equal access to Job Center services and will provide accommodations upon request.

ACCOMODATING A PERSON WHO NEEDS ACCESS AT AN ACCESSIBLE LOCATION

Northwest Wisconsin WDA #7 will ensure that services are as barrier-free as possible. Customers may request to access Job Center services at a barrier-free location which may include:

- 1) A Northwest Wisconsin WDA #7 staff will meet the customer with a mobility disability at an alternative location. Potential locations: Public Libraries, Government Buildings, Community Centers or other accessible locations.
- 2) Customers can use technology such as Skype if the customer has access to such technology.
- 3) Customers may utilize the US Postal service to mail applications, forms or other documents.

HOW TO REQUEST A SERVICE ACCESS ACCOMMODATION

Customers who need to request an accommodation shall:

- 1) Make the request to any Northwest Wisconsin WDA #7 Job Center representative.
- 2) Contact the EO Officer:

Cory Kempf, Human Resource Manager/EEO
Northwest Wisconsin CEP
1805 North 14th St., Superior, WI 54880
Phone: (715) 392-6081
TDD/TTY Dial 7-1-1 toll free
ckempf@nwcep.org

Northwest Wisconsin WDA #7 is an equal opportunity employer and service provider.
If you need assistance to access services or materials in an alternate format, call our EO Officer at 715-392-6081.
Northwest Wisconsin WDA #7 uses WI Relay 711 or 800-947-3529 or WI Relay Spanish 877-490-3723.

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