West Central WI One Stop Career Centers (Job Centers)

**Provision of Reasonable Accommodation, Reasonable Modification,**

**and Auxiliary Aids and Services to Persons with Disabilities**

Addendum: Polk County Job Center: Accessible Customer Service Policy

**PURPOSE**

The purpose of this policy addendum is to ensure that Polk County Job Center customers have equal access to all Workforce Resource (WRI) and Job Center services. This policy outlines how WRI will ensure that customers unable to access the Job Center due to no automatic door opener or handicapped parking spot near the building can access services without barriers.

**BACKGROUND**

The Polk County Job Center is located at 317A Main Street, Balsam Lake. There is not an automatic door opener as the installed door will not accommodate a door opener. There is not a handicapped parking spot near the Job Center entrance. WRI will ensure that all customers are provided services accessible to them while respecting their privacy, dignity and independence.

**ACCOMODATING A PERSON WHO NEEDS BARRIER FREE ACCESS TO THE JOB CENTER**

WRI will ensure that services are as barrier free as possible. Customers may request to access Job Center services at a barrier free location which include:

1. A WRI staff will meet the customer with a mobility disability at an alternative location. Potential locations: Balsam Lake Public Library, Polk County Government Center, Barron County Job Center or other accessible, mutually agreed upon location.
2. Customers may be served via technology such as TEAMS 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 AN ACCOMODATION ON HOW SERVICES ARE ACCESSED**

Customers who need to request an accommodation shall:

1. Make the request to the local Polk County Job Center at 715-485-3115
2. Contact the EO Officer, Kathy Talford, at 855-792-5439 Ext. 1010 or [talfordk@workforceresource.org](mailto:talfordk@workforceresource.org)



Workforce Resource Inc. is an Equal Opportunity employer and service provider functioning under an Affirmative Action Plan. If you have a disability and need assistance to access services or need information in an alternative format, including language assistance or translation, contact our EO Officer, Kathy Talford, 401 Technology Drive E., Menomonie, WI at 1-855-792-5439 or call through Wisconsin Relay Service 711 (800-947-3529).