



## DISABILITY ACCESS STATEWIDE PROTOCOL

1. An individual with a disability who needs a reasonable accommodation can direct a request to the local Disability Access Coordinator (DAC) by phone, in-person, direct email or by submitting the online [Request for Disability Accommodation](#) form which will then be sent to the appropriate DAC via email at [County.DAC@nccourts.org](mailto:County.DAC@nccourts.org).
  - a. Attorneys representing the individual, other members of the public, or Judicial Branch employees may submit an accommodation request on behalf of someone else.
  - b. All requests for accommodation should be made prior to the scheduled court date or business with the court, preferably at least two weeks in advance as some accommodations take time to coordinate.
  
2. The DAC will gather information to better understand how the court can help provide a reasonable accommodation as required by the ADA. All requesters will be asked to provide the following information:
  - a. County in which assistance is needed
  - b. Name and contact information of the individual needing the assistance
  - c. Whether the individual needing assistance is the plaintiff, defendant, juror, witness, or court observer
  - d. Case file number
  - e. Date and time of the hearing or other judicial activity
  - f. If applicable, the name and contact information for the attorney representing the individual
  - g. Explanation of the nature of the disability
  - h. Exact type of reasonable accommodation(s) needed
  
3. The Disability Access Coordinator (DAC) will process the request by making arrangements for existing equipment or resources to be available to accommodate the individual. If necessary, the DAC will direct accommodation requests to the local judicial branch employee or official that has authority to modify the policy, practice, or procedure that is implicated by the accommodation request.
  
4. The DAC or judicial authority will follow up with the person who made the request to ensure they know the request was received, considered, and whether the request is granted. If what is requested is not possible or not available, then the DAC works with the person and the court to figure out potential alternative accommodations.

***Spoken foreign language court interpreters do not fall under the Americans with Disabilities Act (ADA). If a spoken foreign language court interpreter is needed, please submit a [Request for Spoken Foreign Language Court Interpreter](#) form to the appropriate Language Access Coordinator.***