

POLICY and PROCEDURE



Policy Name Deaf and Hard of Hearing Plan
Version Number 2
Department Clinical Care

Date Developed 09/01/2013
Date Reviewed 04/03/2023

Approval Status

Approved by Dianne Clarke (President/CEO), Marvin Coleman (V. P. Legislative & Community Affairs)

Approval Date: 02/25/2020

POLICY: It is the policy of Operation PAR (PAR) to provide quality care and make every reasonable effort to provide care to clients and companions in a manner that is easily understood. PAR complies with the deaf and hard –of-hearing requirements as defined in the master contract and meet requirements pursuant to Section 504 of the Rehabilitation Act, the Americans with Disabilities Act (ADA) and CFOP 60-10, Chapter 4, “Auxiliary Aids and Services for the Deaf or Hard-of Hearing”.

PURPOSE: The purpose of this plan is to provide guidelines for ensuring the provision of services to the deaf or hard-of-hearing customers, companions, or referrals.

PROCEDURE:

1. All Deaf or Hard-of-Hearing customers, companions or organizations will be screened for the need of auxiliary aids. Auxiliary aids will be offered at no additional cost as per Federal Law and contractual agreements.
2. Services are provided in a timely manner, within 2 (two) hours of need. Request for interpreters are made prior to any appointments. Interpreters are available 24/7.
3. Notices that provide information about the availability of appropriate auxiliary aids and services at no cost to customers or companions who are deaf or hard of hearing, including how to request them are posted near a location where people enter or are admitted.
4. The use of a Single-point-of-contact (SPOC), to assist staff with complying with the ADA and Auxiliary Aid requirements and to:
 - a. Ensure the client or companions are offered process for assessing the need for Auxiliary Aids.
 - b. Customer Companion Communication Assessment Form

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- c. Request for or Waiver of Free Communication Assistance Form
- d. Forms are maintained electronically in the ADA file and the original in the SPOC's office.
- e. Maintaining files that document the required information for the Deaf and Hard-of-Hearing cases that present at Operation PAR.
- f. Maintaining list of information that is reported on the Monthly Report provided to DCF
- g. Maintaining the list of available resources and Auxiliary aid to ensure timely availability.
 - a. Interpreters
 - b. Pocket Talkers and Personal Listening Devices
- h. Ensure the plan is posted on the Agency website
- i. Ensure that information regarding the availability of auxiliary aids to our clients, companions and organizations is posted so that it is easily visible upon entering buildings where services are available.
- j. Ensure the information of the availability and use of auxiliary aid
 - a. TDD/TYY equipment, there is limited availability of TDD/TYY based
 - b. Florida Relay Service available to all staff and programs
 - c. Devices – Pocket Talkers and Personal Listening Devices available at request and need
 - d. Video Remote Interpreting (aka Federal Video Relay) available at all locations.
 - e. Captioning in Real Time (CART) Services available providers can be found online at <http://psl.ncra.org/index.asp>
- k. Ensure interpreters providing services for deaf or hard-of-hearing are certified, or for foreign language interpreters are qualified.
- l. Ensure the list of qualified sign or foreign language interpreters is readily accessible in the form of full time staff or contracted interpreting services.

American Sign Language Interpreter Service.

Purple Communication Services

VRS Support: 877-885-3172
On-Site Interpreting: 866-669-7707
Video Remote Interpreting: 800-618-2418
CART Services: 866-669-7707

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Foreign Language Services

LanguageLine Solutions

Online, Telephone, Video: 800-752-6096

Operation PAR Staff with Foreign Language Capability List can be accessed by contacting your designated SPOC for services.

5. Program Staff will
 - a. Screen participants and/or companions prior to assessment to determine if assistive technology is needed for effective communication in the client/companion preferred method of communication. The customer and or companions preferred method of communication is the primary consideration in what auxiliary aid or service to provide.
 - b. The Customer Companion Communication Assessment Form and the Request for or Waiver of Free Communication Assistance Form (located on shared/forms/ada) are completed. The forms are then forwarded to the Single Point of Contact
 - c. The request for Interpreter form on PARNet page.
 - d. The "Customer/Companion Communication Assessment and Auxiliary Aid/Service Record" and "DCF Customer/Companion Feedback" forms (located on shared/forms/ada) are completed at each outpatient treatment session, per admission for detox, and monthly for residential and MAPS programs.
 - e. Both forms "Customer/Companion Communication Assessment and Auxiliary Aid/Service Record" and "DCF Customer/Companion Feedback" forms (located on shared/forms/ada) are then scanned and emailed to the SPOC within twenty-four hours. The original forms are forwarded to SPOC. The SPOC shall retain the forms until the completion of services and forward them to medical records after the client has been discharged.
 - f. Services that were found to be ineffective are immediately notified to the SPOC with follow-up instructions given to the customer and or companion as to the next step.
6. Denial of any auxiliary aid or service to a customer or companion who is deaf or hard-of-hearing may be authorized by the Section 504 Agency Coordinator, Regional Managing Director or Hospital Administrator (or designee) or the Contracted Client Services Provider Administrator (or designee). The SPOC is notified to address any denial of auxiliary aid or services.
7. All staff with client contact completes required training for the deaf and hard-of-hearing in their Orientation when they are hired, but no later than 60 days from hire date. Annual

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refresher training is attended by all staff with client contact.

8. At Operation PAR public meetings, conference, or seminar, an addendum to the documents advertising the events will be added, stating: "Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in these meetings is asked to advise the agency at least 72 hours before the meeting by contacting (Marvin Coleman 727-499-2338). If you are hearing or speech impaired, please contact the agency using Florida Relay Services, (800) 955-8771 (TDD) or (800) 955-8770 (Voice)."
9. Any staff who are unsure or not familiar with the process of assisting clients or companions who are deaf or hard-of-hearing are to contact their clinical supervisor and/or the SPOC.