

HOPE FAMILY SERVICES, INC.

OPERATIONAL PROCEDURES

CATALOG NUMBER: HR-00-007

TITLE: Auxiliary Aids and Services Plan

PURPOSE: To ensure accessibility to HOPE services for survivors living with disabilities and to ensure staff members understand the procedures for providing auxiliary aids to assist with communication for persons who are deaf, hard of hearing, visually impaired and/or limited English proficient.

1. Auxiliary Aids Plan:

- HOPE Family Services (HOPE) is committed to serving people living with disabilities. HOPE is pleased to provide accommodations, including sign interpreters, translation services and alternative formats of printed materials upon request from persons who are deaf, hard of hearing, limited English proficient (LEP) or are living with disabilities. This plan will be provided to persons and agencies working with people living with a disability upon request and will be posted on HOPE's website (www.hopefamilyservice.org).
- No person shall on the basis of race, color, national origin, age, sex, religion, disability or political beliefs be excluded from participation in, be denied the benefits of, or be subjected to unlawful discrimination under any program or activity receiving or benefiting from federal financial assistance and administered by HOPE, FCADV, or the Department of Children and Families.
- Initial appointment and intake procedures are implemented by staff members to ensure that persons who are deaf, hard of hearing, visually impaired and/or limited English proficient (LEP) receive their preference of auxiliary aids (at no cost to them) to assist with communication for any requested HOPE service. If communication through a specific auxiliary aid or service is deemed to be ineffective, advocate will ask the client or companion to determine a more effective auxiliary aid or service for communication and documentation attempt to improve the effectiveness of auxiliary aids and services. If a client requests an unfamiliar auxiliary aid, the staff member will contact HOPE's Single Point of Contact (Program Director) for assistance. Any auxiliary aids provided will be evaluated for effectiveness through the weekly supervisory staffing meeting and client feedback forms.
- Foreign language translators are made available to assist clients if HOPE does not have a direct service staff member fluent in the client's native language by using Optimal Phone Interpreters.
- Certified interpreters will be made available (24/7) and CART (Captioning Real Time) will be available to assist deaf and/or hard of hearing clients with services by making arrangements with the Community Center for the Deaf and Hard of Hearing Center of Manatee (941-366-0260 V/TDD or 941-209-1108 VP). All sign language interpreters' certifications shall be verified. Staff members are to utilize the TTD/TTY machine or Florida Relay (711) to communicate with clients who are deaf, hard of hearing or speech impaired in between appointments. Toll free Florida Relay numbers are as follows: 1-800-955-8771 (TTY); 1-800-955-8770 (Voice); 1-877-955-8773 (Spanish); 1-877-955-8707 (French Creole).
- Records for clients who are deaf and hard of hearing will be retained for 10 years to include, but not limited to: the Customer/Companion Communication Assessment of Auxiliary Aids Form (CF 761 Rev 5/23/11), and/or a Waiver for Free Interpreter Service Form (CFOP Rev 5/23/11). The original Customer/Companion Feedback Form (U:HHS Forms/Customer Feedback Form 5/17/11) shall be mailed to DCF, Office of Civil Rights, 1317 Winewood Boulevard, Building 1, Room110, Tallahassee, FL 32399-0700 by the participant or if requested, by HOPE. A copy of the Customer Feedback Form shall not be kept in the file.
- Procedures for client and employee rights are distributed in the center through the Welcome Booklet and posted signs throughout the facility. HOPE's Single Point of Contact's (Program Director) name and contact information shall be on the Deaf and Hard of Hearing Poster as well at the name and contact information for the ADA 504 Coordinator.

- All public announcements, notices, meetings, conferences and presentations will state that accommodations will be available for persons with disabilities if requested 5 days before the event, and the contact information of the person to contact for required accommodation will be provided.

2. Auxiliary Aid and Civil Rights Training

- All staff members and volunteers working with clients will receive the following trainings within 60 days of initial employment and annually (within 60 days of annual contract date) to ensure effective communication and provision of services for clients who are deaf, hard of hearing, visually impaired and/or limited English proficient:
 - a. HOPE Family Services'(HOPE) "Assisting Survivors with Disabilities" training
 - b. DCF's online "Civil Rights" (Title VI, ADA, Section 504, Title IX, etc.) training available at: <http://floridadcf.adobeconnect.com/civilrights08/>.
 - c. DCF's online "Serving Our Customers who are Deaf and Hard of Hearing" available at <http://www.dcf.state.fl.us/admin/HHStraining.shtml>
- Each employee and volunteer who works with clients shall verify completion of the trainings with certificates for DCF's online trainings, HOPE's in-service training sign in sheet (HR 00-002F), HOPE's Attestation form and DCF's Attestation form to be maintained in his/her personnel file.