

COVENANT HOUSE FLORIDA
POLICIES AND PROCEDURES MANUAL

<u>Policy Title:</u>	Auxiliary Aids Policy	<u>Policy #</u>	1.1.2
<u>Issued By:</u>	Grants and Compliance	<u>Original Date</u>	6/21
<u>Approved By:</u>		<u>Date Revised</u>	12/24

I. POLICY

Covenant House Florida (CHF) will provide appropriate auxiliary aids, including certified American Sign Language interpreters to persons with disabilities, and qualified foreign-language interpreters to persons with Limited-English Proficiency where necessary to afford such persons an equal opportunity to participate in or benefit from our services, activities, programs, and other benefits. Auxiliary aids include, but are not limited to Florida Relay Service (FRS), Telecommunication Devices for the Deaf (TDDs), certified interpreters, readers, assistive listening devices and systems, captioned films and other assistive devices. All necessary auxiliary aids and services shall be provided without cost to the person being served.

All team members will be provided written notice of this policy and procedure, and team members that may have direct contact with persons with disabilities will be trained in effective communication techniques, including the effective use of interpreters.

II. PURPOSE

To ensure effective communication with CHF youth involving their medical needs, treatment services and benefits including the communication of information contained in necessary documents, including client rights, consent to treatment forms, program information and assessments.

III. PROCEDURE

- A. Standard intake procedures will be followed. CHF provides notice of the availability of and procedure for requesting auxiliary aids and services through posted notices in the Welcome Center area. When a youth self-identifies as a person with a disability that affects their ability to communicate, to access written materials, or requests an auxiliary aid or service, team member will consult with the youth to determine what aids or services are necessary to provide effective communication.

- B. For persons who are deaf/hard of hearing, and who use sign language as their primary means of communication, CHF contracts with AMN Healthcare Language Services for 24/7 access to certified ASL audio/visual interpreters.
- C. In the event that an interpreter is needed, AMN Healthcare Language Services will be contacted to provide interpretation services. Only certified interpreters will be utilized for interpretation services. Family members or companions will not be used for interpretation services.
- D. The Single Point of Contact (SPOC) will be consulted when auxiliary aids/services are needed and will provide assistance in acquiring additional resources according to Florida State guidelines CFOP 60-10 Chapter 4 . The SPOC will maintain a record of auxiliary aids/services provided.
- E. Youth receiving auxiliary services/aids will also have those services and resources documented in the client file and incorporated into their Individual Treatment Plan.
- F. In the case that services are denied, CHF will complete the Reasonable Accommodation Request Form and document the reason why services were denied. The Form will be placed in youth's file and submitted in the monthly Deaf/Hard-of-Hearing (HOH) Report. Additional referrals of available community resources will be provided to the youth.
- G. Team members will complete the mandatory ADA Effective Communication for the Deaf/HOH Training within 60 days of commencing employment. This training will be completed annually to ensure that team members maintain their proficiency in aiding persons with disabilities and who are limited English proficient.
- H. CHF utilizes AMN Healthcare Language Services as the primary qualified language interpreter.