



National Alliance on Mental Illness

NAMI Collier County

		Policy No: ASE 704
		Replaces: NEW
SUBJECT: Auxiliary Aids Deaf and Hard-of-Hearing Plan		Effective date 05/02/16
		Review date 08/22/18
		Review date 06/11/20
		Revision no
Attachments:	Area: Risk Management	Board Approval N/A
		CEO Program Managers SPOC
References: ADA Title III CFOP 60-10 COA – ASE 2.01		Applies To: All NAMI Collier County Staff

It is the Policy of NAMI Collier County (NAMI CC) to comply with the deaf and hard-of-hearing requirements pursuant to Section 504 of the Rehabilitation Act, the Americans with Disabilities Act (ADA) and CFOP 60-10, Ch. R, “Auxiliary Aids and Services for the Deaf or Hard-of-Hearing.

Purpose

The purpose of this procedure is to establish guidelines for ensuring the provision of services to the deaf and hard-of-hearing clients/consumers.

Procedures

When dealing with a consumer or companion who is Deaf or Hard-of-Hearing, NAMI CC shall comply with guidelines set forth in Section 504, ADA, and CFOP 60-10 Ch. 4 in regards to make support available to those in need of Auxiliary Aid/Service.

Responsibilities of NAMI CC

All Deaf or Hard-of-Hearing clients/companions in need of Auxiliary Aids will be offered these Services at no additional cost per Federal Law and contractual agreement. NAMI CC has assigned a Single Point of Contact (SPOC), who is essentially responsible for maintaining files that document the required information for the Deaf and Hard-of-Hearing.

Duties of the Single Point of Contact for NAMI CC

Single Point of Contact duties will include the following but not be limited to:

- Ensuring that information regarding no-cost auxiliary aids available to clients/companions that are Deaf and Hard-of-Hearing is posted to that it is easily visible when entering the building. This includes the Interpreter services for the

hearing-impaired poster, the DCF Non-discrimination poster, and the Limited English proficient poster.

- Conducting an assessment prior to services to determine the client or companion's preferred method of communication. SPOC (or designee) shall accomplish this by first completing the Customer Companion Communication Assessment Form (CCCAF) and the Request for or Waiver of Free Communication Assistance Form (RWFCAF).
- Record Retention. The CCCAF and RWFCAF forms (when fully completed) will be kept on file in the SPOC's office. The client/companion will be provided with the preferred method of communication and auxiliary aid services needed.
- Provision of services in a timely manner. If the client/companion has a scheduled appointment, the preferred method of communication shall be available at the time of the appointment. If for any reason the preferred method of communication is unavailable, a reasonable substitute will be available as soon as possible, but no later than two hours after the scheduled appointment, SPOC (or designee) will ensure that the preferred method of communication is available within two hours (or no later than twenty-four hours) of a non-scheduled appointment when client/companion is hearing impaired. If an auxiliary aid or service is found to be ineffective, SPOC shall re-assess to determine an alternative form of communication that will be used in order to ensure the client/companion fully understands the information that is being provided.
- In no event will an auxiliary aid or service to a customer or companion who is deaf or hard-of-hearing be denied. Denial determinations can only be made by the Regional Managing Director of Hospital Administrator (or designee) or the Contracted Client Services Provider Administrator (or designee).
- Ensuring certified interpreters (when requested) are available at time of scheduled appointments for Deaf and Hard-of-Hearing clients/companions. SPOC shall obtain verification of the interpreter's certification, and shall keep it on file for future reference. A list of certified interpreters is maintained in the office of the SPOC (or designee).
- Ensuring that individuals are aware of and know how to use the Florida Relay Service. To call the Florida Relay, dial 7-1-1, or use the following toll free numbers:
 - 1-800-955-8771 (TTY)
 - 1-800-955-8770 (Voice)
 - 1-800-955-3771 (ASCII)
 - 1-877-955-8260 (VCO-Direct)
 - 1-800-955-5334 (STS)

NAMI CC does not have TDD/TTY equipment, but can accept phone calls from individuals who use these items to communicate.

- Ensuring that individuals are aware of and know how to use the Federal Video Remote Interpreting (VRI) and Video Relay Interpreting (VRS) services. The VRI software may be downloaded at <https://www.fedvrs.us>. The service is available Monday through Friday from 7:00 a.m. to 11:00 p.m. Est. English to Spanish translation is also available.
- Maintain information for obtaining Assisted Listening Devices, including Pocket Talkers and Personal Learning Devices.

- Ensuring that individuals are aware of and know how to use the Captioning in Real Time (CART) services. CART providers can be found online at <http://psl.ncra.org>. The local CART provider is:

Marianne E. Sayers, RPR, CRR
Fort Myers Court Reporting
2231 First Street
Fort Myers, FL 33901
941-334-1411 941-334-1476 fax
fmcr@att.net

Limited English Proficiency

In the case that vision impairment, hearing impairment or language needs are verified and cannot be provided within the routine staffing pattern within NAMI Collier County, the SPOC or designee should be contacted to supply names of individuals who are under contract to provide such services and verification of certified interpreters. When NAMI CC employees are assisting a Deaf or Hard-of-Hearing client or companion who is unfamiliar with an auxiliary aid or service requested, the employee may contact the designated SPOC or if the SPOC is unavailable, the employee can access this plan and related ADA policy.

Staff Training

Employees of NAMI CC are initially trained on the requirements for the deaf and hard-of-hearing in their Orientation when they are hired, but no later than 60 days from the commencement of employment. All direct service employees complete annual Department of Children & Families training found on the DFC website and as required by contract. Attestation of Understanding and Certificates of Completion are filed in each staff persons personnel file.

If an employee of NAMI CC is assisting a deaf or hard-of-hearing client/companion and is unfamiliar with an auxiliary aid or service requested, the employee may contact the SPOC, or if the SPOC is unavailable, the employee may go to the website, or call the phone number referenced above.

Public Meetings

If NAMI CC holds (or hosts) a public meeting, an addendum to the documents advertising the event shall be included, stating the following: “Pursuant to the provisions of the Americans with Disabilities Act (ADA), any person requiring special accommodations to participate in these meetings is asked to advise the agency at least 48 hours before the meeting by contacting (Insert name of the SPOC or Designee) at (239) 774-2904. If you are hearing or speech impaired, please contact the agency using the Florida Relay Service at (800) 955-8771 (TDD), or (800) 955-8770 (voice)”.

Hours of Operation

NAMI CC’s regular business hours are 8:00 a.m. to 5:00 p.m. EST Monday through Friday.

Deaf and Hard of Hearing Plan: Availability and Formats

A link to this plan will be posted on NAMI CC's website. If requested, the plan will also be available in alternate languages and formats, including Braille, taped recording, and large print.