



**Deaf and Hard of Hearing  
Auxiliary Aids and Services Plan  
2015**

Pam Baker

### **Policy**

It is the Policy of Youth Haven 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. 4, "Auxiliary Aids and Services for the Deaf or Hard-of-Hearing.

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. Youth Haven has assigned a Single Point of Contact (SPOC) who has the following responsibilities:

### **Duties of the Single Point of Contact**

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

- Ensure that information regarding no-cost auxiliary aids available to Deaf and Hard-of-Hearing clients/companions is posted and easily visible when entering each building in which client services are conducted. This includes the Interpreter services for the hearing-impaired, the Non-discrimination poster, and the Limited English proficient poster.
- Conduct 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 provide 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 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 (or designee) or the Contracted Client Services Provider Administrator (or designee).
- Ensures 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

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reference. All American Sign Language interpreters must be scheduled through Absolute Quality Interpreting Services (AQI), the American Sign Language provider contracted for the entire SunCoast Region including Collier County. AQI Contacts are:

813-785-1214 (Voice)  
813-200-3469 (Fax)  
Info@AQIservices.com

- Ensure 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)

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

- Ensure 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.
- Ensure 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](mailto:fmcr@att.net)

### **Staff Training**

Employees of Youth Haven 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 person's personnel file.

If an employee of Youth Haven 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,

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or if the SPOC is unavailable, the employee may go to the website, or call the phone number referenced above.

### **Public Meetings**

If Youth Haven 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 Youth Haven's Single Point of Contact 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**

Youth Haven's regular business hours are 8:00 a.m. to 5:00 p.m. EST Monday through Friday. In the event that a customer or companion requires assistance after hours, Brownie's and Janette's cottages are open 24 hours a day, 7 days a week. Staff on site will follow the procedures listed above to assist the person or persons requesting assistance.

### **Deaf and Hard of Hearing Plan: Availability and Formats**

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

### **Customer Grievance and Complaint Resolution**

Customers and potential customers or Companions of Youth Haven who believe that they have been discriminated against may file a written or oral complaint of discrimination within 180 days of the alleged discriminatory act with any of the following:

(1) Assistant Staff Director Department of Children and Families (DCF) Human Resources – Office of Civil Rights 1317 Winewood Boulevard Building 1, Room 110 Tallahassee, Florida 32399-0700 (850) 487-1901; or TDD (850) 922-9220; or Fax (850) 921-8470.

(2) United States Department of Health and Human Services (HHS) Attention: Office for Civil Rights Atlanta Federal Center, Suite 3B70 61 Forsyth Street, SW Atlanta, Georgia 30303-8909 (404) 562-7888; TDD/TTY (404) 331-2867; or Fax (404) 562-7881.

(3) United States Department of Agriculture (USDA) Attention: Office of Civil Rights Atlanta Federal Center, Suite 8T36 61 Forsyth Street, SW Atlanta, Georgia 30303-3427 (404) 562-0532; TDD/TTY (202) 720-5964; or Fax (404) 527-4517.

(4) United States Department of Justice (USDJ) Office for Civil Rights – Office of Justice Programs 810 7th Street, NW Washington, DC 20531 (202) 307-0690; or TDD/TTY (202) 307-2027; or Fax (202) 616-9865.

(5) United States Department of Justice (USDJ) Civil Rights Division– Disability Rights Section 1425 New York Avenue Washington, DC 20530 (800) 514-0301 or TDD/TTY (800) 514-0383

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The complaint must be signed and contain:

(1) Basis for the complaint: race, color, religion, sex, age, national origin, disability, political beliefs (USDA), or retaliation.

(2) Name, address and phone number of the person (charging party) filing the complaint.

(3) Name and address of the person or provider being filed against.

(4) Description and dates of the alleged discriminatory act(s). 4-10 CFOP 60-10, Chapter 4.

Complaints filed with state and federal agencies listed above are subject to the federal laws governing such complaints. Final determination of the validity of the complaint will be made by that agency.

### **Youth Haven Single Point of Contact (SPOC):**

Pamela Baker, EdD  
239-687-5157 (telephone)  
239-774-2904 (fax)  
Pam.baker@youthhavenswfl.org