

Harmony Development Center
Cooper City, Florida

Auxiliary Aid Plan

PROCEDURE:

1. **Single point of Contact:** Person with Disabilities requiring special accommodations in order to participate in a HDC program should contact HDC by emailing Cynthia Moreno at cmoreno@harmonydc1.org or Gabriella Raurell at graurell@harmonydc1.org
2. Staff will conduct an assessment, prior to services, to determine the customer or companion's preferred method of communication. Staff shall consult with the customer to determine his or her preferred communication method.
 - For clients who are deaf or hard of hearing, staff are required to determine, prior to providing services, the method of communication that the client feels most comfortable with and record this information in the client's file. A communication plan will be completed if there are communication needs and will be reviewed quarterly. This will be reflected in each client's Intake Registration and/or Assessment.
 - For clients who are Limited-English Proficient (LEP), staff shall identify at first contact, the preferred language including dialect of each client, and record this information in the client's file in the Intake Registration
3. Auxiliary aids or language interpreters will be available for use by customer and companions in each phase of the service delivery process (e.g., telephone inquiries, requests, intake interviews, service delivery, counseling, complaints, testing, treatment, and training, etc.).
4. If communication through a specific auxiliary aid or service is deemed to be ineffective, staff will ask the customer or companion to determine a more effective auxiliary aid or service for communication. Documentation shall be made in the customer's file regarding the attempt to improve the effectiveness of auxiliary aids and services.
5. If a participant or companion is Deaf or Hard of Hearing, HDC's staff shall obtain auxiliary aids according to the communication assessment and requested for services.
6. If an interpreter is needed, HDC's staff shall contact a certified interpreter from their listing of interpreter services.
7. HDC's Staff shall obtain verification of the interpreter's certification.
8. If the consumer declines the use of the free foreign language or sign language interpreter, or other auxiliary aids, the client's files must be noted and the declination documented

9. Family members will only be used for sign language interpretation upon written authorization of the client.
10. The use of auxiliary aids, certified sign language interpreters, or translators will be at no cost to the customer or companion.
11. Documentation of Customer Companion Communication Assessment, preferred method of communication and any requested auxiliary aids shall be recorded in the case file or record. Documents and forms evidencing when and how HDC provided auxiliary aids and services to customers or companions shall be retained within the customer's corresponding file for seven years
12. HDC staff shall receive training on how to provide auxiliary aids and services for persons with disabilities and limited English proficiency (LEP) within 60 days of commencing employment. HDC's staff shall receive an annual refresher training on auxiliary aids and services for persons with disabilities and limited English proficiency (LEP).
13. If consumer or companions are referred to other agencies, HDC must ensure that the receiving agency is notified of the client or companion's preferred method of communication and any auxiliary aid or service needs. In order to accommodate this, HDC will ensure that the referral is desired by the client and that she or he signs a Release of Information Form
14. HDC supports and protects the fundamental human, civil, constitutional and statutory rights of all clients. Upon admission, consumers are given a client's rights and responsibilities statement that is signed by the client and staff (Intake package). The Client Rights monitoring process includes a grievance procedure (Intake package)

ABOUT FLORIDA RELAY 711

Florida Relay is the communications link for people who are Deaf, Hard-of-hearing, Deaf/Blind, or Speech Impaired. Through the Florida Relay, people who use specialized telephone equipment can communicate with people who use standard telephone equipment.

To call Florida Relay, dial 7-1-1, or use the 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)
- 1-877-955-8773 (Spanish)
- 1-877-955-8707 (French Cr)

Types of Florida Relay Calls

Thousands of Floridians depend upon Florida Relay every day to make both personal and business phone calls. Here are examples of how the specialized telephone equipment and services work.

Voice (for a hearing caller)

Standard telephone users can easily initiate calls to TTY users. The relay operator types the hearing person's spoken words to the TTY user and reads back the typed replies.

1. Dial 7-1-1 for the Florida Relay Service.
2. You will hear, "Florida Relay Operator (number), May I have the number you are calling please?"
3. Give the Relay operator the area code and telephone number you wish to call and any further instructions.
4. The Relay operator will process your call, relaying exactly what the TTY user is typing. The Relay operator will relay what you say back to the TTY user.
5. When you finish the conversation and are ready to hang up, do not forget to say "SK" which stands for "stop keying" (which alerts both the Relay Operator and the other party that you are ready to end the conversation) then hang up