

**VAN GOGH'S PALETTE, INC.
POLICY MANUAL**

Subject: Deaf and Hard-of-Hearing	
Date: 11/06/2013	Approval:

01.00 POLICY

- Van Gogh's Palette, Inc. (VGP) will establish guidelines to ensure provisions of services to individuals that are deaf or hard-of-hearing.

02.00 PROCEDURE

- Van Gogh's Palette, Inc. (VGP) will comply with section 504, ADA, and CFOP 60-10 chapter 4, regarding services to individuals who are deaf or hard-of-hearing.
- All deaf or hard-of-hearing members or companions that are in need of Auxiliary Aids will be offered these services at no additional cost as per Federal Law and contractual agreement. Vincent House 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. The SPOC is also required to maintain a list of the information that is submitted via the monthly report to CFBHN.
- All employees who are in direct contact with members or companions will complete three DCF modules regarding serving customers who are deaf or hard-of-hearing. These modules will be completed during orientation, but no later than 60 days of commencing employment. Additionally, all staff will participate in an annual refresher training on how to provide assistance to persons with disabilities and those who are limited English proficient.
- All employees who receive funding through a contract with the Department of Children and Families will sign an attestation form which will be kept in their personnel file.
- A notice of availability of auxiliary aids and services will be posted within Vincent House.
- Any person who is deaf or hard-of-hearing may request auxiliary aids and services. Services will be provided in a timely manner. If the member or 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. The SPOC will ensure that the preferred method of communication is available no later than 24 hours of a non-scheduled appointment when a member or companion is hearing impaired.

- If an auxiliary aid or service is found to be ineffective, the SPOC shall re-assess to determine an alternative form of communication that will be used in order to ensure the member and companion fully understand the information that is being provided.
- In no event will an auxiliary aid or services to a member or companion who is deaf or hard-of-hearing be denied.
- Vincent House staff members will be familiar with the use of 711 relay and video relay services. Vincent House does not have access to TDD/TTY equipment, but are able to accept phone calls from individuals using the following items to communicate. To call the Florida Relay, dial 7-1-1, or use the following toll free numbers:
 - 800-955-8771 (TTY)
 - 800-955-8770 (Voice)
 - 800-955-3771 (ASCII)
 - 877-955-8260 (VCO Direct)
 - 800-955-5334 (STS)
 - 877-955-8773 (Spanish)
 - 877-955-8707 (French Creole)
- If an interpreter is requested, the interpreter will be certified by the Registry of Interpreters for the Deaf (RID). Verification of the interpreter's certification shall be kept on file for future reference. A list of certified interpreters is maintained by the SPOC.
- Offsite video remote interpreters (VRI) may be utilized in lieu of a certified interpreter
- Relay services will not be used in lieu of a certified interpreter.
- If a Vincent House staff member is unfamiliar with an auxiliary aide or service requested, the staff member will contact the SPOC, or if the SPOC is unavailable, the employee can utilize the websites or phone numbers listed in this policy.
- If Vincent House hosts a conference or public meeting, it will state on the advertising documents, "Pursuant to the provisions of the American with Disabilities Act, 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 (name of SPOC) at 727-541-0321. If you are hearing or speech impaired, please contact the agency using the Florida Relay Services, 800-955-8771 (TDD) or 800-955-8770 (Voice)."
- A copy of this Policy and Procedure will be posted on the Vincent House website to be made available to the public for informational purposes for both individuals and organizations. Printed copies of this policy may be made available in alternate formats upon request in order to assist in ensuring effective communication. Formats presented will depend upon the member or companions preferred method.

- Vincent House is open from 8:00 a.m. to 4:00 p.m. on Monday, Tuesday, Thursday and Friday. Business hours are 8:00 am to 8:00 p.m. on Wednesdays. Vincent House does not provide 24/7 assistance. Information for obtaining a sign language interpreter for a member or companion is available during regular business hours.

02.01 Completion of Forms

- Any person who is deaf or hard-of-hearing may request to have an assessment to determine the type of services needed. The assessment will take place prior to services to determine the member or companion's preferred method of communication. The SPOC will accomplish this by completing the Customer Companion Communication Assessment Form and Waiver of Free Communication Assistance Form. These completed forms will be kept in the office of the SPOC. The member and/or companion will be provided with the preferred method of communication and auxiliary aid services needed.
- VGP will complete an Auxiliary Aid and Service Record for each service date.
- If necessary, a Communication Plan will be created for every member who is deaf or hard-of-hearing and will be updated quarterly.
- Anonymous Feedback Form will be provided to each member who is deaf or hard-of-hearing.

02.02 Responsibilities of the Single-Point-of-Contact

The Single-Point-of-Contact will:

- Ensure effective communication with deaf or hard-of-hearing customers or companions in accordance with the ADA and/or Section 504.
- Capture the information required in the Auxiliary Aid Service Record described in Section G.8 within each customer's case record.
- Summarize the records into a report and submit to the DCF Contract Manager who will forward to the appropriate DCF ADA/Section 504 Coordinator, as required.
- Ensure that information is provided to any agency to which a deaf or hard-of-hearing member or companion is referred about the individual's requested auxiliary aid or service.
- Maintain a list of certified interpreters as well as a list of qualified foreign language interpreters.
- Maintain information on obtaining Pocket Talkers and Personal Listening Devices.

- The SPOC will ensure that individuals are aware of and know how to use the Federal Video Remote Interpreting (VRI) and Video Relay Interpreting services. The Video Remote Interpreting software can be downloaded at http://www.fedvrs.us/supports/what_is_vri, the phone number is 877-689-7775 and the service is available Monday-Friday from 7:00 a.m. to 11:00 p.m. EST, and English to Spanish Translation is available with 24 hour notice. The Video Relay Interpreting software can be downloaded at www.fedvrs.us. This service is also available in Spanish. Vincent House does not have access to the equipment needed for Video Remote/Relay Interpreting, but can accept phone calls from those individuals who use these items to communicate.
- 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/index.asp>. A list of CART providers in Florida is maintained in the office of the SPOC.
- Designate a Single-Point-of-Contact as each contractual agreement with DCF is renewed.