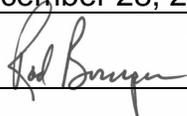


Effective Date: December 28, 2012	Number: ADMN 113	Page 1 of 2
Approved By: 	Title: Rod Branyan, Director	

COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT

POLICY

In compliance with the federal Americans with Disabilities Act (ADA), the Department of Health and Human Services is committed to making reasonable accommodations to ensure that members of the community with physical and/or mental impairments are not excluded from department supported services, programs or activities.

PROCEDURE

1. Department contracts with community-based agencies will include language reflecting the County's expectations that subcontractor's will comply with the ADA in department funded programs.
2. All public meeting notices and advertisements of department services will inform community members of the availability of sign language interpreters and auxiliary devices, and the method for accessing such assistance.

Ensure that signage is posted in all department sites and on the department's website promoting no cost language resources, including sign language interpreters that are available to all clients seeking services.

In an effort to ensure proper communications with individuals who are deaf or hearing impaired, department staff will utilize the state's relay system – 711 for communications over the telephone.

3. When receiving a specific request for such assistance, or when recognizing that a client needs such assistance in order to participate in the program, service, or activity, program staff will notify the appropriate supervisor of the nature of the needed assistance.
 - a. With supervisor approval, staff will make arrangements to have necessary auxiliary devices available to the person with disabilities at the time of their meeting or appointment, and ensure that all devices are returned to their storage location after use.
 - b. Sign language interpreters will be selected from a pre-approved list of signers under contract with the department. With prior supervisor approval, a signer not on the department's list may be used, but signer services cannot be compensated unless an authorized Professional Services Agreement is in place before the signer services are provided to the client. (See ADMN 014, Communication with Individuals Who Are Low English Proficient (LEP).)

Once the appropriate agreement is in place, program staff will contact the signer to schedule an appointment date with the client.

Where the signer will assist the client to access department services, program staff must instruct the interpreter of the following:

- 1) All materials requiring signatures and/or consent must be fully explained to the client.
- 2) Clients must be fully informed of their rights and the department grievance procedure at intake.
- 3) Clients must be informed of other services available through the department.

The program supervisor is responsible for reviewing the bill submitted by the sign language interpreter, to ensure that the signature, dates of services, length of services, and charges are consistent with the Professional Services Agreement.

The supervisor will initial the request for reimbursement and identify the expenditure in their program budget.

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