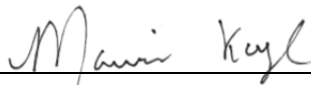


<b>Effective Date:</b> March 16, 2016	<b>Number:</b> ADMN 114	Page 1 of 2
<b>Approved By:</b> 	<b>Title:</b> Marni Kuyl, RN, MS Director	

## Compliance with the Americans with Disabilities Act (ADA)

### POLICY

In compliance with the federal Americans with Disabilities Act (ADA), the Department of Health and Human Services (HHS) 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 will comply with the ADA requirements.
2. All public meeting notices and advertisements regarding department services must inform community members of the availability of sign language, interpreters and auxiliary devices, and the method for accessing such assistance.

All HHS programs should ensure that signage is posted at 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. Staff will arrange to have necessary auxiliary devices available to the person with disabilities at the time of their meeting or appointment and return all devices to their storage location after use.
  - b. Staff should select sign language interpreters from a pre-approved list of signers under contract with the County. 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 015, 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.

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

- A requirement to explain all materials requiring signatures and/or consent.
- The need to inform all clients of their rights and the department grievance procedure at intake.
- Inform clients 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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