



The Salvation Army of Lee, Hendry, and Glades Counties

AUXILIARY AID AND SERVICES PLAN

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POLICY

The Salvation Army shall ensure compliance by their agency staff with the requirements outlined by DCF Deaf and Hard of Hearing pursuant to the laws of Title VI of the Civil Rights Act of 1990, as amended, Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 and Limited English Proficiency (LEP). Authority: 45 CFR, Part 80, and Florida CFOP 60-16.

PROCEDURES

- **Single Point of Contact (SPOC):**
 - The Single Point of Contact (SPOC), for The Salvation Army of Lee, Hendry, and Glades is the Director of Program Services. The back-up SPOC for the agency is the Assistant Director of Program Services
 - The SPOC will ensure effective communication with deaf or hard- of- hearing consumers and companions, as well as consumers with limited English proficiency.
 - The Salvation Army will ensure that their employees are aware of the requirements, roles, responsibilities, and receive the required training upon hire. The Salvation Army will ensure a yearly refresher training on serving deaf or hard-of-hearing consumers and a civil rights training.
 - The SPOC will ensure that their auxiliary aids and services plan and auxiliary aids monitoring plan is updated as needed, with any updates communicated to Area Command Administration
 - This plan can be made available in alternative formats upon request.
 - This plan is also available on our website: www.salvationarmyflorida.org/fortmyers
 - Agency Staff at any time during the process of assessing and providing for auxiliary aids/services can request the assistance of the SPOC or backup SPOC at 239.334.3745
- **Assessing for Communication Needs**

- At the initial point of contact, the SPOC or SPOC backup will be notified immediately. An assessment of communication needs will be conducted for all individuals or companions who are deaf or hard-of-hearing using the required Florida Department of Children and Families documents. The required documents will be completed at each interaction/service to the client or companion. The purpose of these tools is to facilitate the collection and coordination of auxiliary aids and services to meet the needs of Consumers or Companions who are deaf or hard-of-hearing.
- The Salvation Army will at all times recognize that the Consumer or Companion's preference is the primary consideration in determining what auxiliary aids or services to provide. If communication through a specific aid or service is deemed to be ineffective, the SPOC will assist the consumer or companion in determining a more effective aid or service for communication. Documentation shall be made in the consumer's file regarding the attempt to improve the effectiveness of auxiliary aids and services. Once the assessment is completed, the SPOC or assigned agency staff shall obtain auxiliary aids according to the communication and request for services assessment.

- **Provision of Interpreters/Services**

- **At no time is it acceptable for staff to deny services to a Consumer without notifying the SPOC. If staff, based on the Communication Assessment results find that auxiliary aids or services are not essential, staff are to contact the SPOC. Additionally, if staff are unsure of how to proceed they are to immediately contact the SPOC at 239.334.3745.**
- Agency staff shall provide interpreters for Consumers and Companions who are deaf or hard-of-hearing in a timely manner in accordance with the following standards:
 - For unscheduled emergency appointments, staff shall make an interpreter available as soon as possible, but in no case later than two (2) hours from the time the customer or companion or staff requests an interpreter, whichever is earlier. If the situation is not an emergency, staff shall offer to schedule an appointment and provide an interpreter for effective communication at the convenience of the Consumer or Companion, or at least by the next business day.
 - For scheduled events, staff shall make a qualified interpreter available at the time of the scheduled appointment. If an interpreter fails to appear for the scheduled appointment, staff shall take whatever additional actions are necessary to make a qualified interpreter available to the Consumer or Companion who is deaf or hard-of-hearing as soon as possible, but in no case later than two (2) hours after the scheduled appointment. The SPOC shall be notified immediately, in the event a scheduled interpreter fails to appear.

- **Auxiliary Aids Documentation**

- Agency staff shall document the Consumer or Companion's preferred method of communication and any requested services provided in the Consumer's record. Documents and forms evidencing when and how the staff provided aids and services to Consumers or Companions shall be retained in the Consumer's record for seven years. Forms included but are not limited:
 - Consumer or Companion Assessment and Assessment Aid and Service Record

- Consumer or Companion Request for Free Communication Assistance or Waiver
 - Consumer or Companion Feedback Form
 - Consumer Plan (for providing auxiliary aids or services on an ongoing/continuous basis)
 - Documentation will be kept for record keeping with the SPOC, and in the Consumer's record
- **Referrals**
 - If Consumers are referred to other agencies, the attending staff and/or SPOC must ensure that the receiving agency is notified of the Consumer's preferred method of communication and any auxiliary aid for service needs. In order to accommodate this effectively, the attending staff and/or SPOC will ensure that the referral is approved by the participant and that he or she signs a Release of Information for each referral being made. These actions will be recorded and maintained in the Consumer's record
- **FL DCF Customer Feedback Form**
 - The attending staff shall distribute the required Florida DCF Consumer/Companion Feedback form to Consumers or Companions that are deaf or hard- of- hearing and provide assistance in completing the forms if requested by the Consumer or Companion. Consumers and Companions shall be instructed to mail the original feedback form to DCF, Office of Civil Rights, 1317 Winwood Boulevard, Building 1, Room 110, Tallahassee, FL 32399-0700, or if requested by the Consumer or Companion; by the SPOC. A copy of the Consumer/Companion Feedback Form **shall not** be kept in the Consumer record/file.
- **Limited English Proficiency Consumers**
 - The Salvation Army will provide foreign language interpretation for any Consumer who requests such assistance. The Salvation Army also has an account with Language Translation for foreign language interpretation.
 - The Salvation Army also utilizes the Deaf Service Center of SW Florida Fort Myers, www.dsc.us, 239.461.0334, TTY 239.461.0438 and 7-1-1
- **Documentation/Record Retention**
 - Records relating to auxiliary aids and services provided shall be retained by the SPOC for at least 7 years.
- **Signage**
 - The SPOC will ensure that conspicuous notices which provide information about the availability of appropriate auxiliary aids and services at no-cost to the deaf or hard-of-hearing Consumers or Companions are posted near Consumer/Companion entrances, and locations where Consumers and Companions receive services. The SPOC's name and contact information will be available on the Deaf and Hard of Hearing Poster as well the name and contact information for the FL DCF Regional Civil Rights Officer/ ADA 504 Coordinator. *Approved Notices can be downloaded from The Department's website.*

- The SPOC shall ensure submission of the monthly HHS Report, no later than: The 5th of each month, for the previous month. Submission will be made to The Salvation Army's Contract Manager and to the Regional Civil Rights Officer/ADA 504 Coordinator.

- **Event Accommodations**

- The Salvation Army shall ensure accessibility to meetings, conferences and seminars to persons with disabilities, limited English proficiency, and those who are deaf or hard-of-hearing. The Salvation Army will notify the public by placing the following statement on all notices and advertisements prior to the event:
- The Salvation Army will provide accommodations, including American Sign Language interpreters, assistive listening devices, alternative formats of printed materials and real-time captioning upon requests for persons who are deaf, hard of hearing or are living with disabilities. To ensure accommodations, please make your request within 7 days prior to the event to Shannon.cherizier@uss.salvationarmy.org and Cc to laura.grainger@uss.salvationarmy.org

- **Staff Training**

- Designated staff members shall receive the Florida DCF approved training Service Delivery for the Deaf or Hard-of-Hearing, and a general Civil Rights Training within 60 days of commencing employment.
- Designated Staff members shall receive annual refresher training on both, and provided ongoing training as needed on how to use video relay services. Training documentation shall be maintained in each employee's file.

- **Auxiliary Aid Services Plan**

- **Florida Relay – 7-1-1**

- Through the Florida Relay Service, 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 appropriate toll free numbers below:

1. Dial 7-1-1 (or the Florida Relay toll-free number appropriate for you specific call listed below)
2. A specially trained Florida Relay Operator will answer and identify themselves by their Operator number.
3. Give the Operator the phone number of the person you are calling.
4. The operator will connect you with the person you are calling and will assist you with communication.

- NOTE: If the phone from which you are calling does not accept 7-1-1, we have a list of dedicated toll free numbers for each call-type that you can utilize for the same great service!

TTY	800-955-8771	If you are using TTY equipment.
Voice	800-955-8770	If you are a standard (voice) user, and are

ASCII	800-955-1339	trying to connect with a Relay user.
Speech to Speech (STS)	877-955-5334	If you are utilizing a computer. If you have a speech disability and would prefer to have our specially trained Relay Operators serve as your voice and repeat your responses to the called party.
Video Assisted STS	877-955-5334	Video-Assisted STS supports a one-way video call between the CA and STS user. The video connection assists the CA in understanding the STS user's speech. Callers can enter contact information in the STS Profile to reduce set-up time. In order to use Video-Assisted STS, please inform the Operator after dialing the toll free number that

- **CART (Captioning Real Time Resources)**

- Captioning (Real Time). This is the simultaneous conversion of spoken words to text, through computer-assisted transcription or court reporting, and displaying that text on a view screen. This communication service is beneficial to individuals who are deaf or hard-of-hearing that do not use sign language or for whom assistive listening devices and systems are ineffective.
 - Caption Crew Florida Realtime Reporting Services 954-767-0450 110 E Broward Blvd # 1850, Fort Lauderdale, FL 33301
 - Glenda M. Powers, CRR, RPR, FPR Powers Certified Realtime Reporting, Inc. 13050 S.W. 6th Court Davie, Florida 33325 954.829.1758

- **Consumer Complaints**

- If you believe you were wrongfully denied access to services or discriminated against:
 - Ask to speak to the Area Command Admin or Single Point of Contact immediately.
 - You may submit your complaint/grievance in writing and mail it to: The Salvation Army, 10291 McGregor Blvd, Fort Myers, 33919

NON-DISCRIMINATION POLICY

No person shall, on the basis of race, color, religion, national origin, sex, age, disability, sexual orientation, or gender identity, be excluded from participation in, be denied the benefits of, or be subjected to unlawful discrimination under any program or activity receiving or benefiting from federal financial assistance and administered by The Salvation Army of Lee, Hendry, and Glades.