



Broward Addiction Recovery Center

AUXILIARY AID PLAN

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**Auxiliary Aid Plan in accordance with
Title I, Title II, Title III & Title VI Americans with Disability Act (ADA) of 1990 and the
Florida Department of Children and Families (DCF)
ADA Deaf and Hard of Hearing Settlement Agreement January 2010
Developed: October 2018**

Purpose

This plan outlines the implementation of procedures governing the use of auxiliary aids for persons with disabilities and the use of qualified foreign language interpreters for persons with Limited English Proficiency (LEP).

Scope

This plan applies to all programs and services within Broward Addiction Recovery Center (BARC). The plan provides for assistive devices, interpreters or readers and physical modifications to ensure accessibility of programs and services to clients, potential clients, companions, employees and potential employees.

Notification

All BARC locations will post the following in their main reception area:

- DCF Interpreter Services for the Deaf and Hard of Hearing notice
- DCF Non-discrimination notice
- DCF LEP notice
- LEP language card
- BARC ADA/Single Point of Contact (SPOC) notice
- BARC Complaint/Grievance notice

The plan shall be posted on the agency SharePoint and copies may be distributed to persons with disabilities or LEP clients upon request. The plan shall also be made available in alternate formats upon request.

This plan guide will assist staff in identifying appropriate auxiliary aids to afford such persons an equal opportunity to participate in or benefit from BARC programs and services. Staff should access the DCF Auxiliary Aids Plan for applicable forms and further details and instructions. The DCF Statewide Auxiliary Aids and Service Plan for Persons with Disabilities & Persons with Limited English Proficiency can be found in its totality on the DCF website at <http://www.myflfamilies.com/service-programs/deaf-and-hard-hearing/auxiliary-aids-plan> and in the office of the BARC Single Point of Contact.

The BARC 504/ADA Coordinator (Civil Rights Officer)/Single Point of Contact is Andrea Pollack, whose office is located at 900 NW 31st Avenue, Fort Lauderdale, FL 33312, Her telephone number is (954) 357-4805.

Potential employees are notified of the availability of auxiliary aids to persons with disabilities during the application and interview processes. The availability of auxiliary aids to persons with disabilities is outlined for employees in the ABC's of Broward County Handbook.

Broward County publications, position advertisements, brochures, posters and pamphlets shall include the following statement:

“EQUAL EMPLOYMENT OPPORTUNITY

The County is committed to its policy of providing equal employment opportunities and equal access to all applicants and employees. Employment decisions are made without regard to an individual's age, color, disability, sex, marital status, gender identity or expression, national origin, pregnancy, political affiliation, race, religion or sexual orientation. This means that employment and promotion decisions will be based only on consideration of the job-related qualifications of applicants and employees and the needs of the County. The County will ensure that all other personnel activities, such as benefits, County-sponsored training, and social or recreational programs are established and administered in the same manner.”

For space limitations on some marketing materials and supplies throughout BARC, the following statement may be used:

“An Equal Opportunity Employer and provider of services. For persons with hearing and speech impairments call **(954) 357-5608**”

Provision of Auxiliary Aids and Services

BARC will provide, at no cost to the individual, appropriate auxiliary aids to persons with disabilities and for persons with LEP where necessary to afford an equal opportunity to benefit from services and employment opportunities. The preference of the person with disabilities shall be the primary consideration in what auxiliary aid or service is provided. Auxiliary aids may include but are not limited to audio formats, large print, interpreters and assistive listening devices. BARC staff can access interpreter services, for both LEP and deaf and hard of hearing clients, 24 hours a day, seven days a week.

Only certified sign language interpreters shall be utilized unless another form of communication has been requested by a deaf or hard of hearing client or companion. A family member or friend may be used as a voice interpreter, not a sign language interpreter, if this approach is requested by an LEP client and the use of such a person does not compromise the effectiveness of services nor violate the client's confidentiality, and the client is advised that a free interpreter is available.

During the intake and orientation process, staff shall notify clients, potential clients and companions of the availability of auxiliary aids to persons with disabilities. Using the correct DCF form, staff will document the client or companion's preferred method of communication. Staff shall consult with the individual to determine his or her preferred communication method. If an interpreter is needed, staff shall contact a certified interpreter from their listing of interpreter services. Each hard of hearing client shall be provided with a feedback form following their visit to determine the effectiveness and appropriateness of the auxiliary aid or service provided and the performance of the interpreter provided. Staff shall document in the client record that the form was provided, a copy shall be placed in the client's chart. Staff will provide assistance, if requested, in completing the form.

Assistive Listening Devices and other Resources

BARC will provide the preferred auxiliary aid hearing device at no cost to the client.

Additional resources utilized by staff to secure auxiliary aids shall include:

- Language Training Center 1-888-456-1626
Interpreting for the Deaf- NIC Certified
Interpreting for the Deaf- Florida Registry of interpreters for the Deaf QA3
Limited English Proficiency- In person Interpreting
Limited English Proficiency- In person Video Conferencing/ Remote Interpreting
- Bromberg and Associates (313) 481-4984
Limited English Proficiency- Telephone Interpreting
- Broward County Relay -Human Services TTY
(954) 357-5608

For LEP clients, language services shall include, as a first preference, the availability of bilingual staff who can communicate directly with clients in their preferred language. While BARC has in its employ several bi-lingual employees, the agency utilizes the Language Training Center program for language interpretation. The Language Training Center allows the provision of interpreters in a multitude of languages so that we can adequately meet the needs of the client. When bilingual staff are not available, the next preference is a face-to-face interpretation provided by trained interpreters. In the absence of face-to-face interpretation, the agency has contracted with a telephonic language interpretation service. An interpreter must be available to explain the content of the documents for LEP persons whose language does not exist in written form. BARC Policy HS BARC CC-157 – Interpretive Services (See Attachment 2) outlines how employees can access translation services for LEP clients.

Translation of Written Materials

An effective language assistance program ensures that the written material that is routinely provided in English is also available in regularly encountered languages other than English. Efforts are underway to translate vital documents into the non-English language of each

regularly encountered Limited-English proficiency group eligible to be served or to be directly affected. It is important to note that in some circumstances verbatim translation may not occur accurately or appropriately convey the substance of what is contained in the materials written in English.

Competence of Interpreters

Interpreters for persons who are deaf or hard of hearing must be certified through the RID. A copy of the interpreter's registration card must be requested each time services are provided and included in the client record.

Provision of Interpreters in a Timely Manner

BARC staff shall provide interpreters for clients and companions who are deaf or hard of hearing in a timely manner in accordance to the following standards:

- Non-Scheduled Interpreter Requests: For any emergency situation that is not a scheduled appointment, staff shall make an interpreter available as soon as possible, but in no case later than two (2) hours from the time the client 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 where necessary for effective communication) as convenient to the client or companion, but at least by the next business day
- Scheduled Interpreter Requests: For scheduled events, staff shall make a certified 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 certified interpreter available to the client 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

Effectiveness of Communication

In the event that communication is not effective or if the nature of the communication changes significantly after the initial communication assessment, staff shall reassess which appropriate auxiliary aids and services are necessary for effective communication. This shall be accomplished where possible in consultation with the person seeking the auxiliary aids or services.

Denial of Auxiliary Aid Requests, Complaints and Grievances

Clients in programs funded by the DCF, BARC and/or a managing entity shall record the denial of the requested auxiliary aid or service on the Customer or Companion Communication Assessment and Auxiliary Aid/Service Record (DCF Form CF 761, Appendix B). All staff shall record the denial of requested service in the client's file. Notwithstanding the denial, staff shall nonetheless ensure effective communication with the client or companion by providing an alternate aid or service which must be documented. All denials of the provision of auxiliary aids or services requested by a client or companion shall be submitted to the respective Chief Operating Officer for final review.

If an individual declines the use of free voice or certified sign language interpretation, staff must document the declination of said service in the client file. Staff shall suggest that a trained interpreter be present during the encounters to assure that accurate interpretation occurs. Staff must document that every means necessary has been used to assure the individual that the service is available before documenting that the declination. This information must be placed in the client's file. Documentation, with supporting justification, must also be made if any request was not honored.

Persons who believe they have been wrongfully denied access to services or have been discriminated against may file a grievance in accordance with HSBARC-CC001 Client Grievance/ General Concern / Suggestion Box or via the resources listed below:

- Florida DCF
Office of Civil Rights
1317 Winewood Boulevard, Building 1, Room 110
Tallahassee, FL 32399-0700
(850) 487-1901; TDD (850) 922-9220; or Fax (850) 921-8470

- United States Department of Health and Human Services
Attention: Office for Civil Rights
Atlanta Federal Center, Suite 3B70
61 Forsyth Street, SW
Atlanta, Georgia 30303-8909
(404) 562-7888; TDD/TTY (404) 331-2867; or Fax (404) 562-7881

- United States Department of Justice
Civil Rights Division
Office of the Assistant Attorney General
950 Pennsylvania Avenue, N.W.
Washington, D.C. 20531
(202) 514-4609 (voice); TDD (202) 514-0711; or Fax (202) 307-2839
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Accountability

The Administrative Manager is the ADA 504 Deaf and Hard of Hearing Single Point of Contact (SPOC) for the agency. Each BARC location shall have a designated SPOC who will be an on-site resource to staff. Any staff member may contact the agency SPOC for assistance in locating appropriate resources to ensure effective communication. In addition, each program funded by the DCF, a Community Based Care agency and/or a managing entity shall designate a SPOC for the purpose of fulfilling DCF compliance and reporting requirements.

Auxiliary Aids Documentation and Records Retention

Records relating to the auxiliary aids and services shall be retained by each program and the original documents shall be retained in the clients or customers file or records. All final requests for accommodations, along with relevant documentation will be forwarded to the designated 504/ADA Coordinator (SPOC) who will maintain a record of documentation.

Staff Training

All BARC staff shall complete training on auxiliary aids within 30 days of hire and annually. In accordance with DCF Auxiliary Aid Plan Training Modules 1-3, This training shall include the needs of clients/applicants/employees with disabilities, community resource options, how to access/use auxiliary aids assistance technology, and Reasonable Accommodations requirements for disabled employees, and equal opportunity employment. Staff members shall also sign the DCF Support to the Deaf and Hard of Hearing Attestation form upon completion of said training. All training certificates and attestation forms shall be maintained in personnel files.

Monitoring

Complaints and/or grievances related to the provision of auxiliary aids shall be reviewed in accordance with HSBARC-CC001 Client Grievance / General Concern / Suggestion Box. The BARC Auxiliary Aid Plan shall be reviewed on at least an annual basis and updated as needed.

ATTACHMENTS:

1. BAA (Business Associate Agreement)
2. BARC Policy HSBARC-CC157- Interpretive Services