

## **Mental Health Community Centers, Inc** **Auxiliary Aids Plan**

**PLAN:** Mental Health Community Centers, Inc. is dedicated to equal opportunity for all clients and companions without regard to race, color, religion, gender, pregnancy, sexual orientation, creed, age, national origin, ancestry, marital status, disability, status as a disabled veteran, military service connection, HIV, AIDS, or sickle cell anemia status, or on the basis of any other condition or characteristic protected by federal, state, or local law. We will comply to the fullest extent with the applicable regulations. It is the intent of Mental Health Community Centers, Inc. to provide reasonable accommodation to clients and companions with impaired sensory, manual or speaking skills and provide, as available, interpreters for persons with limited proficiency in the English language. Appropriate assistance will be afforded to such individuals.

### **PROCEDURE:**

Auxiliary aids for clients and companions with sensory impairment may include:

- Amplified telephones and other assisted listening devices and systems
- Florida Relay Service
- Braille, large print, audio tapes and computer disks
- Certified sign language interpreters, note takers and readers

Assistance for persons with limited proficiency in English may include:

- Bilingual staff
- Staff interpreters
- Volunteer community interpreters
- Outside interpreter-services
- Telephone Interpreter services

The following resources are available in providing auxiliary aids to persons with disabilities and providing interpreters for persons with limited proficiency in the English language:

1. Auxiliary aids or interpreters shall be provided in a timely manner that will not unreasonably delay, impede or deny services to clients and companions.
2. The clients' and companions' wishes and needs for auxiliary aids or interpreters should be taken into consideration before deciding on the appropriate auxiliary aids or interpreters.
3. Posters containing information about the availability of auxiliary aids and Limited English Proficiency (LEP) are in all of our facilities.

See Appendix A for list resources for obtaining other auxiliary aids and services for clients and companions such as Florida Relay, Video Remote Interpreting, CART, Deaf Interpreters; or Pocket Talkers.

### **• RESPONSIBILITY:**

All of Mental Health Community Centers' employees are responsible for ensuring equal accessibility and equally beneficial services to all current and potential clients and companions including providing appropriate auxiliary aids or interpreters.

Auxiliary aids or interpreters shall be provided in a timely manner that will not unreasonably delay, impede or deny services to clients and companions.

If MHCC holds a public meeting, conference, or seminar, an addendum to the documents advertising the events will be added, stating: "Pursuant to the provisions of the Americans 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 Jennifer Ernst at 941-953-3477. If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, (800)955-8771 (TDD) or (800) 955-8770 (Voice).”

If an employee of MHCC is assisting a deaf or heard-of-hearing customer/companion and is unfamiliar with an auxiliary aid or service requested, the employee may contact the SPOC (or designee), or if the SPOC (or designee) is unavailable, the employee can go to the website or phone number referenced below.

- **ACCESSIBILITY**

A copy of this plan is available upon request or in alternative formats.

A copy of this Policy and Procedure will be posted on MHCC’s website to be made available to the public for informational purposes for both individuals and organizations.

The Communication Assessment and Auxiliary Aid/Service Record is used at all points of contact with clients or companions who are deaf or hard-of-hearing, have limited English proficiency, are visually impaired or need other services that require auxiliary aids or services.

1. Complete this form for each service date, including the top information regarding the facility/program/subsection, name of Client or Companion.
2. Document the date and time of arrival of the Client or Companion and Case Number.
3. Document the Client’s or Companion’s communication challenge (e.g., deaf or hard-of hearing, visually impaired, or Limited English Proficient).
4. Conduct an assessment of the Client’s or Companion’s communication ability and complexity of the situation.
5. Complete a Communication Plan for foreseeable multiple or long-term visits.
6. As soon as staff determines that a certified interpreter is necessary for effective communication with a deaf or hard-of-hearing Client or Companion, inform them of the status of the efforts to secure a certified interpreter on his or her behalf and the estimated wait until the interpreter will arrive.
7. **Scheduled Appointment** – A certified interpreter must be available at the time of the schedule appointment. If interpreter fails to appear, staff shall take whatever additional actions are necessary to make a certified interpreter available to the deaf or hard-of-hearing Client or Companion as soon as possible, but in no case later than two (2) hours after the scheduled appointment.
8. **Non-Scheduled Appointment** – Interpreter shall be made 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 when necessary for effective communication) as convenient to the Client or Companion, but no later than the next business day.
9. **Individual Health Status or Medical Concerns** – Staff may not use electronic device or equipment constituting an appropriate auxiliary aid, service when its use may interfere with medical or monitoring equipment, or may otherwise constitute a threat to any Client’s or Companion’s medical condition. Staff shall provide alternative means to ensure effective communication with the Client or Companion and document the same in the Client’s case file.
10. **Denial of Auxiliary Aid/Service** –Staff must provide a reason for denial of service. Provide the name and title of person that made the denial determination with the time and date.
11. **Document** all auxiliary aids and services requested and provided to the Client or Companion and indicate the date and time provided.
12. **Referral Agency Notification** – Provide advance notice to referral agencies of the Client’s or Companion’s requested auxiliary aid or service. This must be documented on the Communication Assessment and Auxiliary Aid/Service Record (form CF761) with a statement indicating MHCC notified the referral agency of the Client’s or Companion’s requested auxiliary aid or service.

The Original form must be placed in the Client's case file and a copy must be provided to the Point-of-Contact or your ADA/504 Coordinator.

All records regarding services must be retained by agency for 10 years.

- **TRAINING:**

Training is essential to the on-going success of providing auxiliary aids and services to persons with disabilities or those who are Limited English Proficient.

MHCC orientation will include training and will be accomplished within 60 days of employee's start date for staff providing direct client services.

All staff will receive refresher trainings annually on how to provide assistance to persons with disabilities and who are Limited English Proficient. This training is mandatory and will be tracked.

Training will include:

- a) Procedures for serving hearing-impaired, sight-impaired, mobility impaired, and Limited-English proficiency and potential employees and or applicants,
- b) Awareness of hearing impairments and deafness; speech impairments; sight impairments and blindness; reading impairments and dyslexia; and mobility impairments,
- c) Communication options available,
- d) How to provide reasonable accommodations for clients and companions
- e) Awareness of Auxiliary Aids and Limited-English Proficiency Plan.

**APPENDIX A**

**CART PROVIDER LIST**

AREA	PROVIDER	PRIMARY AREA
Fort Lauderdale	Tanya Ward English, CRR, CCP, CBC Florida Realtime/Caption Crew 5571 SW 94th Avenue Ft. Lauderdale, FL 33328 954-684-1259 Tanya@floridarealtime.com www.captioncrew.com	Miami, Florida West Palm Beach, Florida Statewide Florida
	Lew Balaban Lew Balaban 621 S.W. 14th Court Ft. Lauderdale, FL 33315 954-767-0361 954-767-0381(fax) lbalaban@bellsouth.net	New York
Hollywood	Gina P. Garcia, RPR, CRR, CCP A La CART Services 6420 Thomas St. Hollywood, FL 33024 305-484-4862 ginarpr@bellsouth.net	Miami, Florida Fort Lauderdale, Florida West Palm Beach, Florida
Lithia	Phyllis DeFonzo, RPR 6028 Sandhill Ridge Drive Lithia, FL 33547 732-547-5592 813-662-3842(fAX) clarke.csr@verizon.net	
Odessa	Mike J. Cano, RMR, CRR, CBC, CCP Alternative Communication Services 9236 Brindlewood Dr. Odessa, FL 33556 800-335-0911 813-926-7855 info@accaptions.com	International
Oldsmar	Tammy Milcowitz, RMR, CRR, CCP SignWrite Reporting Services, Inc. 4958 Turtle Creek Trail Oldsmar, FL 34677 727-422-6758 727-781-7141(fax) tmlcowitz@yahoo.com	
Orlando	Rita G. Meyer, RDR, CRR, CBC, CCP All Good Reporters, LLC P.O. Box 536084 Orlando, FL 32853-6084 800-208-6291 Toll Free Fax 407-325-0281 rgm@allgoodreporters.com	

Oviedo	Katy J. Hanbury, RMR, CRR, CCP 1030 Catfish Creek Court Oviedo, Florida 32765 407-359-9143 407-359-1580 (fax) cfcaption@bellsouth.net	Orlando, Florida Central Florida
Palm Bay	Lisa B. Johnston, RMR, CRR, CCP 1070 Hoyt Court NE Palm Bay, FL 32907 321-698-9050 Cell 321-951- 7722 Home 321-951-7723(fax) LJohnston27@cfl.rr.com	Orlando, Florida Melbourne, Florida Vero Beach, Florida
Pinellas Park	Gayl Hardeman RDR, CRR, CCP FAPR Hardeman Realtime, Inc. (HRI) CART and Video Services 7901 42nd Street Pinellas Park, FL 33781 727-547-9409 813-404-2488 (cell) 727-547-0896 (fax) TampaGayl@aol.com	
Plantation	Lynn D. McCulloch, RPR 251 SW 62nd Terrace Plantation, FL 33317 954-830-4935 954-585-8345 LynnDMcCulloch@aol.com	College Classes
Rockledge	Debra M. Arter, RDR, CRR Arter Reporting Services P.O. Box 560368 Rockledge, FL 32956-0368 321-632-5806 321-632-0386(fax) arterreporting@cfl.rr.com	Orlando, Florida
Sarasota	Deanna C. Boenau, RDR, CRR, CBC, CCP AmeriCaption, Inc. P.O. Box 50653 Sarasota, FL 34232 941-359-8100 americaption@comcast.net	
Tampa	Theresa Marie Crowder, RPR, CRR, CCP TMT Reporting, Inc. 7809 Bay Drive Tampa, FL 33635 813-814-7736 813-814-7746(fax) TMT.Tess@Verizon.net	

## DIRECTORY OF AGENCIES AND ORGANIZATIONS

AGENCY	TELEPHONE	TDD/TTY/ 800	URL/Email/Address
Ability1st Interpreter Listing Services <sup>6</sup>	(850) 575-9621 ext.120	(850) 298-8793 video phone or voice calls) (850) 576-5245 (TDD/TTY)	<a href="http://www.ability1st.info/splash">http://www.ability1st.info/splash</a>
AbleData Assistive Technology		800-227-0216	<a href="http://www.abledata.com">www.abledata.com</a>
Absolute Quality Interpreting (AQI) <sup>7</sup> Contact: Lisa Schaefermeyer Certified; Suncoast Region	(813) 785-1214 voice/text (813) 200-3469 fax *Provides video remote interpreting services.	Contracted ASL provider	<a href="mailto:infor@AQIservices.com">infor@AQIservices.com</a>
Accessible Communication for the Deaf; Lisa Gauntlett	(854) 347-5749 (954) 578-3081	(954) 347-5749	
Access Transport Service	(407) 330-9113		
ADA Help (Broward)	(954) 484-3539		
Advocacy Center for Persons with Disabilities	(850) 488-9071 (800) 342-0826	(800) 346-4127	<a href="http://www.advocacycenter.org">www.advocacycenter.org</a>
A La CART Services Gina P. Garcia, RPR, CRR, CCP	(305) 484-4862		<a href="mailto:ginarpr@bellsouth.net">ginarpr@bellsouth.net</a>
Albors and Associates Language (face to face) Interpretation (LEP) & Translation	(800) 785-8634		5971 Brick Ct. Suite 200 Winter Park, FL 32792
American Foundation for the Blind	(212) 620-2000	(800) 232-5463	
Audiology – Easter Seals	(386) 255-4568		
Birnbaum Interpreting Services (BIS)	(301) 587-8885 (301) 565-0366 fax	(800) 471-6441	8555 16th Street, Suite 400 Silver Springs, MD 20910 <a href="http://www.bisscheduling.com">www.bisscheduling.com</a>
Bureau of Braille and Talking Book Library	(800) 226-6075		
Canine Companions for Independence	(407) 834-2555	(800) 572-2275	
Center for Assistive Technology Services (CATS)	(386) 255-4568 (386) 736-9849		
Center for Hearing & Communication, Kim Schur	(954) 731-7200	(954) 731-7208	
Center for Independent Living of Broward	(954) 722-6400		
Center for Independent Living of North Central Florida	(352) 378-7474	(800) 265-5724	<a href="http://www.cilncf.org">www.cilncf.org</a>
Center for Independent Living of Northwest Florida	(850) 595-5566	(877) 245-2457	<a href="http://www.cilncf.org">www.cilncf.org</a>

<sup>6</sup> Ability1st keeps an up-to-date listing of interpreters available in our area. The list is available to the community upon request and to all deaf and hard of hearing people in our community. It is meant to be used as a resource to doctor's offices, social security office, etc. when an appointment is being made.

<sup>7</sup> "Absolute Quality Interpreting Services, LLC is an agency that provides exceptional and professional sign language interpreting services in all settings while focusing on outstanding practices with our clients, consumers and independent contractors." Provides services statewide 24 hours a day, 7 days a week.

Center for Independent Living of South Florida (Auxiliary Aids and Services for persons with disabilities)	(305) 751-8025		<a href="http://www.soflacial.org/">http://www.soflacial.org/</a>
Center for the Deaf and Hard of Hearing of Manatee/Sarasota (Sarasota) Covering Manatee and Sarasota Counties	(941) 366-0260		dcarlton@ccdhh.org
Center for the Visually Impaired	(386) 253-8879	(800) 227-1284	
Center on Deaf Awareness of Jacksonville	(904) 779-0957		
Coda Link Sign Language for Deaf/Hard of Hearing	(954) 423-6893 (954) 423-2315		Fort Lauderdale
Collier County Foundation for the Hearing Impaired, Inc.	(239) 793-3613		
Conklin Center for the Blind	(386) 258-3442		
Command Technologies, Inc. <sup>8</sup> 1535 Killearn Center Boulevard, Suite A-5 Tallahassee, Florida 32309	(850) 894-5023		
Deaf and Hearing Connection for Tampa Bay (Seminole) covering Pinellas and Hillsborough County	(727) 399-9983 (866) 282-5375 Fax	TTY: (727) 399-9422	hlisowski@dhctb.org
Deaf and Hard of Hearing Interpreter Services of Jacksonville	(904) 797-2020 (904) 377-2020		
Deaf and Hard of Hearing Services of Northwest Florida	(850) 433-7128		<a href="http://www.dhhsnwfl.org">www.dhhsnwfl.org</a>
Deaf and Hard of Hearing Services of Volusia County	(386) 257-1700	TDD: (386) 257-3600 (800) 643-2447	Dbdeafhh@aol.com
Deaf Communications Specialists Center	(850) 433-1130		<a href="http://www.edcsc.com">www.edcsc.com</a>

<sup>8</sup> Telephone interpretation, document translation, and interpreter training for refugee customers.

Deaf Service Bureau of West Central Florida, Inc. (New Port Richey)	(727) 861-7015 Fax	Voice or TDD: (727) 861-7074	
Deaf Service Bureau of West Central Florida, Inc. (Tampa)	(813) 930-7682	(813) 930-7586 (813) 930-7678	<a href="http://www.deafservicebureau.org/">www.deafservicebureau.org/</a>
Deaf Service Center of Florida (Venice)	(941) 758-2539 (941) 758-3565 Fax	941-758-3057	
Deaf Service Center of Manatee (Bradenton)	(941) 758-2539	(941) 758-3057	
Deaf Svcs Ctr of PBC Delray Beach	(561) 278-1444 TDD	(561) 278-1444 TDD	
Deaf Svcs Ctr of PBC West Palm Beach	(561) 802-3353	TDD: (561) 802-3351	
Deaf Service Center of Pinellas (Pinellas Park)	(727) 541-4488		
Deaf Service Center of SW Florida Fort Myers	(239) 461-0334	TTY: (239) 461-0438	<a href="http://www.dsc.us">www.dsc.us</a>
Division of Blind Services	(850) 488-1330 (386) 254-3800	(800) 342-1828	<a href="http://www.state.fl.us/dbs">www.state.fl.us/dbs</a>
Division of Vocational Rehab.	(850) 488-6210	(800) 451-4327 Voice or TDD	<a href="http://www.rehabworks.org">www.rehabworks.org</a>
Family Center on Deafness (Pinellas Park) Covering families in Pinellas County	(727) 549-6664 (727) 547-7837 Fax	TTY: (727) 549-6664	<a href="mailto:caurand@familycenterondeafness.org">caurand@familycenterondeafness.org</a>
Florida Alliance for Assistive Services and Technology	(850) 487-3278	TDD: (850) 487-2805	<a href="http://faast.org">http://faast.org</a>
Florida Clearing House on Disability Information	(850) 414-8908 Fax	TDD: (877) 232-4968	<a href="mailto:Simcokp@dms.state.fl.us">Simcokp@dms.state.fl.us</a>
Florida Division of Blind Services (Visual Impaired)	(305) 377-5339		<a href="http://www.soflacil.org/">http://www.soflacil.org/</a>
Florida Governors' Alliance for the Employment of Disabled Individuals	(850) 224-4493	(888) 838-2253 Voice or TDD	<a href="http://www.abletrust.org">www.abletrust.org</a>
Florida Keys, Center for Independent Living	(305) 453-3491		<a href="http://www.soflacil.org/">http://www.soflacil.org/</a>
Florida Real-time/Caption ERR, CCP, CBC Tanya Ward English (CART)	(954) 767-6363 (954) 680-776(FAX)		<a href="mailto:tanya@floridarealtime.com">tanya@floridarealtime.com</a>
Florida Registry for Interpreters for the Deaf	(813) 996-9644		<a href="http://www.fridcentral.com">www.fridcentral.com</a>
Florida Relay Services 7-1-1	(800) 955-8771	TDD: (800) 995-8771	<a href="http://www.ftri.org">www.ftri.org</a>
Florida School for The Deaf & The Blind	(904) 827-2200		<a href="http://www.fldb.k12.fl.us">www.fldb.k12.fl.us</a>
Florida Vocational Rehabilitation	(850) 245-3399	(800) 451-4327	
Glades Initiative Julio Mariaca, Sign Language & Language Interpreter	(561) 996-3310		
Hearing Impaired Persons Center of Charlotte County	(941) 743-8347	TTY: (941) 743-9286	
Independence for the Blind of West Florida, Inc.	(850) 477-2663		<a href="http://www.ibwest.org">www.ibwest.org</a>



International Institute of Northeast Florida	(904) 993-1885		
Institute For Cultural Competency	(800) 654-7064	Language Only	*Call Center Use Assigned Code
Interpreters Network (American Sign Language, Translation and Interpretation)	(305) 381-9555		
Jackson Memorial Hospital Mental Health Hospital Center Outpatient Program for Deaf/Hard of Hearing Individuals	(305) 355-8059	TDD: (305) 355-8066	
Language Line, Inc.	(866) 874-3972		www.language.com
Language Speak Inc. (Translation, Interpreters, C.A.R.T, and ASL)	(305) 668-9797		www.languagespeak.com
LeChateau (Court Translation)	(239) 274-5700		
Lew Balaban (CART)	(954) 767-0361 Phone & Fax		ibalaban@bellsouth.net
Light House of the Big Bend (formerly FIRE) <sup>9</sup> 3071 Highland Oaks Terrace Tallahassee, Florida 32301 Contact: Wayne Warner	(850) 942-3658 ext. 210	Toll Free: (888) 827-6033	www.firesight.org Email: Info@lighthousebigbend.org
Lighthouse for the Blind	(954) 463-4217		vision@lhob.org
Lighthouse for the Blind of Miami-Dade	(305) 856-2288		
Lighthouse for the Blind of Palm Beach	(561) 586-5600		
Link Translations and Interpretation, Inc. (Translation & Interpretation Services)	(305) 790-9071		
MacDonald Training Center (Tampa)	(813) 870-1300		http://www.trac_tampa.homestead.com/macdonald.html
McNeil Technologies/Telelanguage, Inc.	(800) 514-9237		www.telelanguage.com
Miami Dade City Disability Svc. & Independent Living	(305) 547-5444 (305) 547-7355 Fax		
Miami Lighthouse for the Blind Visually Impaired, Inc.	(305) 856-2288		www.miamilighthouse.com
Nationwide Interpreter ATTN: June Backer Sign Language for Deaf/Hard of Hearing	(888) 647-9788 (561) 715-2346 C		PO Box 272142 Boca Raton, FL 33427-2142
Pacific Interpreters	(503) 445-5500		www.pacificinterpreters.com
Pacific Interpreter Service (Refugees)	(800) 311-1232		

<sup>9</sup> This is a nonprofit agency dedicated to guiding people through vision loss. This organization's primary benefit to DCF is translating documents to Braille.

Partners In Communications Post Office Box 15454 Tallahassee, Florida 32317-5454	(850) 942-6882 or after hours (850) 531-7452		
Professional Interpreting Consultants (PIC) Hillsborough, Pinellas, Pasco & Hernando Counties	(813) 948-9225		
Professional Interpreting Services for the Deaf, Inc.	(850) 477-2876	72.215.139.66 Video phone/VP	
Purple Language – (Hearing Impaired) (Tampa) Contact: Kimberly Shank	(813) 793-4034		
RID Registry of Interpreters for the Deaf	(703) 838-0030 (703) 838-0454 Fax	(703) 838-0459 TTY	<a href="http://www.rid.org">http://www.rid.org</a> (Search for a list of all Certified Interpreters in Florida) 333 Commerce Street Alexandria, VA 22314
Russ Tech Language Services. <sup>10</sup> 1338 Vickers Drive Tallahassee, Florida 32303	(850) 562-9811 (850) 562-9815 Fax		<a href="http://www.russtechinc.com">www.russtechinc.com</a>
Seven Languages Translating (Translation, Interpreters and audio equipment)	(305) 374-6761		
Signs of Interpreting, LLC	(904) 207-0290		<a href="http://www.signsofinterpreting.com">www.signsofinterpreting.com</a>
Sign Language Associates (Brandon)	(800) 752-5777	301-946-9710 TTY	<a href="mailto:SLATampaBay@signlanguage.com">SLATampaBay@signlanguage.com</a>
SignOnVRI – Video Remote Interpreting	(206) 632-7100 Voice (206) 632-0405 Fax (206) 445-7434 VP	(866) 688-7100	130 Nickerson Street, Suite 107 Seattle, WA 98109 <a href="mailto:info@signonasl.com">info@signonasl.com</a> <a href="http://www.signonasl.com">www.signonasl.com</a>
Sorenson Communications (Video Relay)	(801) 287-9400	Sorenson Communications (Video Relay)	801-287-9400
Speech Therapy – Easter Seals	(386) 255-4568		
Tavi Mays Nationally Certified Sign Language	(772) 240-8655 (772) 240-8665		Fort Lauderdale
Tico Translating (conference call)	(866) 876-7025		
Visually Impaired Persons of SW FL	(941) 997-7797		

<sup>10</sup> This agency translates forms to other languages, as well as provides interpreter services for meetings, training, and during telephone/video conference calls