Auxiliary Aids Plan
Family Life Center

P.O. Box 2058 Bunnell, FL 32110
(386) 437-7747
trishg@flcfv.org

Domestic Violence 24 Hour Helpline:
Flagler County: 386-437-3505

Sexual Assault 24 Hour Helpline:
Flagler County: 866-456-HELP (4357)
Volusia County: 800-503-7621

The Family Life Center shall comply with Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 794, as implemented by 45 C.F.R. Part 84 (hereinafter referred to as Section 504) and the Americans with Disabilities Act of 1990, 42 U.S.C. 12131, as implemented by 28 C.F.R. Part 35 (hereinafter referred to as ADA).

This plan is available in alternative formats at the request of staff and participants. This plan will be disseminated to persons and agencies working with people living with a disability and Limited English Proficiency. The plan will be posted on the center's website, www.flcfv.org.

Single Point of Contact

The Single Point of Contact, Candice Wilkie, will ensure effective communication with Deaf or Hard-of-Hearing customers or companions in accordance with Section 504 and the ADA. The Single Point of Contact shall ensure that employees are aware of the requirements, roles, responsibilities, and contact points associated with compliance with Section 504 and the ADA.

Provision of Auxiliary Aids and Services

The Family Life Center will at all times recognize that the customer or companion's preference is the primary consideration in determining what auxiliary aids or services to provide. If communication through a specific auxiliary aid or service is deemed to be ineffective, staff will ask the customer or companion to determine a more effective auxiliary aid or service for communication. Documentation shall be made in the customer's file regarding the attempt to improve the effectiveness of auxiliary aids and services.

If a participant or companion is Deaf or hard of hearing, The Center's staff shall obtain auxiliary aids according to the communication assessment and requested for services. All ASL interpreters' certifications shall be verified.

Staff that is unfamiliar with the auxiliary aid or service requested shall contact their Single Point of Contact (SPOC) Candice Wilkie, 504/ADA Coordinator (Civil Rights Officer), or their Supervisor, for assistance in locating appropriate resources to ensure effective communication with clients, customers and companions.

Provision of Interpreters in a Timely Manner

Family Life Center staff shall provide interpreters for customers and companions who are Deaf or hard-of-hearing in a timely manner in accordance to the following standards:

a. **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 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 where necessary for effective communication) as convenient to the customer or companion, but at least by the next business day

b. **Scheduled Interpreter Requests:** 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 customer 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

Auxiliary Aids Documentation

The Family Life Center shall document the customer or companion's preferred method of communication and any requested auxiliary aids and services provided in the customer's program file. Documents and forms evidencing when and how The Center provided auxiliary aids and services to customers or companions shall be retained within the customer's corresponding file for seven years. Forms include but are not limited:

- Customer or Companion Assessment and Assessment and Auxiliary Aid and Service Record
- Customer or Companion Request for Free Communication Assistance or Waiver
- Customer or Companion Feedback form
- Auxiliary Aid Service Record Monthly Summary Report

This documentation will continue to be kept for record keeping with the SPOC.

Denied Auxiliary Requests

Documentation, with supporting justification, must also be made if any request was not honored. The Center's Chief Executive Officer is the only person that can deny auxiliary aid requests made by a customer or companion. If a staff person is not familiar with an auxiliary aid request, please contact the SPOC for information as well as ask the survivor for any information that you may need to secure this aid, but reiterate that the cost of any auxiliary aid is the responsibility of the agency and not the participant.

Referrals
If customers or companions are referred to other agencies, the provider must ensure that the receiving agency is notified of the customer or companion's preferred method of communication and any auxiliary aid or service needs. In order to accommodate this, The Shelter will ensure that the referral is desired by the participant and that he or she signs a Release of Information Form.

Customer Feedback Form
The provider shall distribute Customer/Companion Feedback Forms to customers or companions that are Deaf or hard of hearing and provide assistance in completing the forms if requested by the customer or companion. Information regarding the Customer/Companion Feedback Form is available in ASL format on video in English, Spanish, and Creole on the DCF website.

The original Customer/Companion Feedback Form shall be mailed to DCF, Office of Civil Rights, 1317 Winewood Boulevard, Building 1, Room110, Tallahassee, FL 32399-0700 by the participant or if requested, by The Center. A copy of the Customer Feedback Form **shall not be kept in the file.**

Documentation/Record Retention
Records relating to auxiliary aids and services provided shall be retained by each local office and the original document retained in the client or customer's file or records for ten years. All final requests for accommodations, along with relevant documentation, will be forwarded to the designated 504/ADA Coordinator.

Signage
The Single-Point-of-Contact 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 customers or companions are posted near where people enter or are admitted within the center locations. The SPOC's name and contact information should be on the Deaf and Hard of Hearing Poster as well as the name and contact information for the ADA 504 Coordinator.

The approved Notices can be downloaded through the Internet at: http://www.dcf.state.fl.us

HHS Reports
The Center shall submit HHS Reports monthly, no later than the 3rd day of each month, to the FCADV Contract Manager.

Event Accommodations
The Center shall ensure accessibility to meetings, conferences and seminars to persons with disabilities, limited English proficiency, and Deaf or hard of hearing by placing the following statement on all event notices and advertisements prior to the event:

The Center will provide accommodations, including American Sign Language interpreters, assistive listening devices, alternative formats of printed materials and real-time captioning upon request 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 Candice Wilkie candiw@flcfv.org.

Staff Training

The staff shall receive training on how to provide auxiliary aids and services for persons with disabilities and limited English proficiency (LEP) within 60 days of commencing employment. The Center's staff shall receive an annual refresher training on auxiliary aids and services for persons with disabilities and limited English proficiency (LEP). The Center's staff shall be trained to use the TTY phone and video relay call. Training documentation shall be maintained in each employee's training file.

AuxiliaryAid Resources

Florida Video 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:

1-800-955-8771 (TTY)
1-800-955-8770 (Voice)
1-877-955-8773 (Spanish)
1-877-955-8707 (French Creole)

Video Remote Interpreting

Through a video remote interpreter people can use an interpreter via technology to communicate with a participant instead of an in person interpreter. This is a good resource for emergency situations with limited time to get an in person interpreter as well as if there are few local community resources for certified interpreters. Below is the phone number for the Registry of Interpreters for the Deaf which will provide contact information for certified video remote interpreting.

Registry of Interpreters for the Deaf: (703) 838-0030 (Video Remote Interpreters)

CART-Captioning Real Time and Providers

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 video 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.

Kaptions4U, LLC
Brandi Kent, RPR, CBC, CRR, CCP
352-516-8310

Tanya Ward English, CRR-CCP-CBC tanya@floridarealtime.com
CAPTION CREW

Florida Realtime Reporting
954.767.6363

Marianne E. Sayers, RPR, CRR
Fort Myers Court Reporting
2231 First Street
Fort Myers, FL 33901
941-334-1411 941-334-1476 fax

Certified Sign Language Interpreters:

Easter Seals of Volusia/Flagler Counties
1219 Dunn Avenue
Daytona Beach, FL 32114
386-257-1700 toll-free 1-877-255-4568

Deaf and Hard of Hearing Services of Volusia and Flagler Counties
116 S. Palmetto Avenue
Daytona Beach, FL 32114-4320
(904)257-1700 v, (904) 257-3600 tty
(904) 257-9888 fax

Interpreter Source
American Sign Language Interpreting Services
P.O. Box 860157
St. Augustine, FL 32086
(904) 687-1022

Registry of Interpreters for the Deaf:

(703) 838-0030
Florida Registry of Interpreters for the Deaf
www.fridcentral.org

For Limited English Speaking Survivors:

Please use the following service: Telelanguage Line 888-540-5543

Before Call:

- Know the language that is needed
- Be prepared to brief the interpreter about the nature of the call before he/she speaks to your Limited English Speaker: "I am calling from a domestic violence hotline/center."

To Make A Call To Telelanguage Line:

- If you have non English Speaker on the phone, conference call a 3 way call to Telelanguage.
    - To conference:
        - 1. With the caller still on the line, select "conference" on the phone

        - 2. Select a second line button
        - 3. Dial the second person (Telelanguage Line) Dial 1-888-540-5543
        - 4. When the second person answers select “add” then select “begin”
    - You will be asked:
        - what language you need
        - your name
        - your center’s code (609)

- For outbound calls, call Telelanguage Line at 1-888-540-5543 and provide the operator with a dial out number and they will make a 3 way conference call.
    - If appropriate, provide the operator with a message you wish to leave if there is no answer.

During a Telelanguage Line Call:

- Speak in short phrases or sentences
- Avoid slang, jargon, and technical terms
- Check for understanding from your Limited English Speaker throughout the call. If needed, rephrase the questions or statements until understood
- When speaking to the interpreter, do not give and/or ask too much information at one time.
- Ask questions in the first person

Ending the Call:

Be sure the Limited English Speaker and Optimal Interpreter know that the call is ending.

<u>Customer Complaints</u>

If you believe you were wrongfully denied access to services or discriminated against:

1. Inform the person who denied access to services that you believe they wrongfully denied you services and why you believe that is the case.
2. Ask to speak to a manager, immediately.
3. You may submit your complaint/grievance in writing or verbally. Direct your concern to the Advocate Services Manager or Director of Victims Services. Include the following information:
    a. What service were you denied?
    b. What were you told was the reason you were denied service?
    c. What person denied you services?
    d. What was the date you were denied service?

In addition to the above actions, discrimination complaints may also be filed externally with the state and federal government.

Assistant Staff Director for Civil Rights
1317 Winewood Boulevard
Building 1, Room 110
Tallahassee, FL 32399-0700
850-487-1901

Executive Director
Florida Commission on Human Relations
2009 Apalachee Parkway, Suite 100
Tallahassee, FL 32301-4857
850-488-7082

US Department of Health & Human Services
Office for Civil Rights
Atlanta Federal Center, Suite 3B70
61 Forsyth Street, SW
Atlanta, GA 30303-8909
404-562-7881

US Department of Justice
Coordination & Review Section
Civil Rights Division
P.O. Box 66118
Washington, DC 20035-6118
202-514-0301