

## DEAF AND HARD OF HEARING PLAN

### PROCEDURE

1. On an annual basis, Phoenix Houses of Florida will evaluate its facilities, programs, services, policies, and practices to determine their compliance with Section 504, ADA, accreditation standards and other pertinent laws and regulations. Attitudinal, architectural, environmental, financial, employment communication, transportation and other barriers that affect accessibility will be considered in this review.
2. Written survey instruments will be utilized, noting the areas examined results of the examination, remedial steps to be taken where deficiencies are identified, and the timelines for completion. This self-evaluation result in the development of an Accessibility Status Report.
3. These documents will be maintained by the Facilities Manager/ADA Coordinator.
4. Requests for reasonable accommodations from patient, staff and others will be acted upon as received at the facility level with consultation with the Facilities Manager/ADA Coordinator. Every effort will be made to meet such requests but when accommodations cannot be made, referrals to an appropriate alternate agency will be provided.

### COMMUNICATION ACCESS

1. Phoenix Houses Florida staff will be instructed to use the State specific relay service that provides full telephone accessibility to people who are deaf, hard of hearing or speech disabled. By dialing 711, specially trained Communication Assistants complete all calls and stay on-line to relay messages electronically over a text telephone (TT), so called TTY for "Teletype", or verbally to hearing parties. Phoenix Houses of Florida shall also have access to a Telecommunication Device for the Deaf (TDD). At least one Phoenix House employee will be trained in the use of the TDD.
2. Upon being provided with reasonable prior notice of need, Phoenix Houses of Florida will provide interpreters for services and/or activities.
3. For complete detailed information Reference: Auxiliary Aids and Service Plan Review; Deaf and Hard of Hearing Information Manual (located in the Director of Outpatient Services office in Brandon and Director of Residential Services office in Citra).
4. All written materials provided to consumers will, upon reasonable prior notice of need, be made available in alternative formats, such as large print, recording device, or flash drive .

## **EMERGENCY COMMUNICATIONS**

1. Emergency alarm devices in all public areas will be both visual and auditory.
2. Emergency evacuation procedures that include persons with disabilities have been developed for each facility.
3. The individual responsible for coordinating training for emergency evacuation procedures will, as appropriate, provide this information to consumers verbally, in written form, and in alternative formats as earlier described.

## **ASSISTIVE DEVICES**

1. If a program has a TV, a closed caption decoder will be utilized upon reasonable prior notice of need and, as available, all movies and videos used in conjunction with consumer services or activities will contain closed captioning.
2. If such products are not available, alternative means of providing communication access, as previously described, will be provided. As needed, visual and/or tactile signaling devices will be provided.