

SINGLE POINT OF CONTACT: Services for the deaf and hard of hearing shall be through a single point of contact.

The notice of availability offering these auxiliary aids and services shall be posted within PHFL lobby for patients and/or companions to review and request.

Staff must always verify interpreter's certification prior to beginning services and make copy of the certification form to support and attach with the required DHOH paperwork for each client.

DETAILED PROCEDURES FOR STAFF TO TIMELY REQUEST SERVICES:

Instructions to staff to timely request auxiliary aid or service for customers or companions who are deaf or hard-of-hearing. Staff are aware of the designated SPOC and back-up SPOC and will immediately contact this person to ensure the timeliness of obtaining these services are met. Any staff that are unfamiliar with auxiliary aid or service(s) request by a customer or companion should immediately call their supervisor for assistance.

The designated single point of contact for Deaf and Hard of Hearing has been assigned for PHFL Outpatient and Residential facility, they have these forms, can identify the need, and arrange for services. Within 60 days of commencing employment, all staff will be trained on how to provide auxiliary aids and services for persons with disabilities and limited English proficiency. All staff are required to complete an annual refresher course on how to aid persons with disabilities and those with limited English proficiency.

SPOC Duties are outlined below for clarification:

Single Point of Contact (SPOC] Duties:

Responsibilities of SPOC for PHFL- All Deaf or Hard-of-Hearing customers/companions in need of Auxiliary Aids will be offered these Services at no additional cost as per Federal Law and contractual agreement. PHFL has assigned a Single-Point-of-Contact (SPOC), who is essentially responsible for maintaining files that document the required information for the Deaf and Hard-of-Hearing. This person also maintains a list of the information that is reported on the Monthly Report that providers send to DCF and applicable funding sources. This plan and information will be distributed to individuals and organizations serving persons with disabilities or limited English proficiency. This plan provides the process for obtaining a sign language interpreter for a customer or a companion who is deaf or hard of hearing on a 24/7 basis.

Duties of the SPOC will include but not be limited to: Ensuring that information regarding no -cost auxiliary aids available to customers/companions that are Deaf and Hard -of-Hearing is posted so that it is easily visible when entering the building and how to request these services. This includes the Interpreter services for the hearing-impaired poster, the DCF Non-discrimination poster, and the Limited English proficient poster. Assist in conducting an assessment prior to services to determine the customer or companion's preferred method of communication. SPOC shall accomplish this by first completing the Customer Companion Communication Assessment Form and the Request for or Waiver of Free Communication Assistance Form. These items (when fully completed) will be kept on file in n the

SPOC's office and uploaded into the patients' chart under "Other Folder" in attachments. The customer/companion will be provided with the preferred method of communication and auxiliary aid services needed.

The SPOC will ensure that all Video Remote Interpreting, Video Relay Interpreting, Florida Relay Services, TDD/TYY, Assistive Listening Devices, Captioning in Real Time (CART) Services, sign language interpreters and foreign language interpreter contact information is readily available. These services will be accessible at meetings, conferences and seminars to persons with disabilities or limited English proficient or deaf or hard of hearing, including providing necessary aids and services for those individuals who are in attendance as requested.

Record Retention of all DHOH documents and forms will be uploaded in the client's chart to support Phoenix Programs of Florida, Inc program provided in the aid of obtaining auxiliary aids and services to customers or companions.

Provision of services in a timely manner. If the customer/companion has a scheduled appointment, the preferred method of communication shall be available at the time of the appointment. If for any reason the preferred method of communication is unavailable, a reasonable substitute will be available as soon as possible, but no later than two hours after the scheduled appointment. SPOC will ensure that the preferred method of communication is available within two hours (or no later than twenty-four (24) hours) of a nonscheduled appointment when customer/companion is hearing impaired. If an auxiliary aid or service is found to be ineffective, SPOC shall reassess to determine an alternative form of communication that will be used to ensure the customer/companion fully understands the information that is being provided.

In no event will auxiliary aid or service to a customer or companion who is deaf or hard-of- hearing be denied. Denial determinations can only be made by the Regional Area Director or the Contracted Client Services Provider Administrator (or designee).

Ensuring certified interpreters (when requested) are available at times of scheduled appointments for Deaf and Hard-of-Hearing customers/companions. SPOC shall obtain verification of the interpreter's certification and will keep it on file for future reference. A list of certified interpreters is maintained in the office of the SPOC.

Ensuring qualified foreign language interpreters (when requested) are available at times of scheduled appointments for Deaf and Hard-of-Hearing customers/companions. SPOC shall obtain verification of the interpreter's certification and keep it on file for future reference.

A list of foreign language interpreters is maintained by the SPOC.