

# **Auxiliary Aids Plan For Legal Services of North Florida**

Legal Services of North Florida, Inc. (hereinafter referred to as LSNF) 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 will be 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 people who are Limited English Proficient and will be posted on LSNF's website.

## **Single Point of Contact**

The Single Point of Contact, Javan A. Ferguson, will ensure effective communication with Deaf or Hard-of-Hearing customers or companions in accordance with Section 504 and the ADA. Customers refer to clients and applicants. 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**

LSNF 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, LSNF's staff shall obtain auxiliary aids according to the communication assessment and requested 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), 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**

LSNF 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**

LSNF 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 LSNF 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 to:

- 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. LSNF's Executive Director 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 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, LSNF 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 Feedback Forms to customers or companions that are Deaf or hard of hearing and will provide assistance in completing the forms if requested by the customer or companion. The original Customer Feedback Form shall be maintained in the clients file and a copy of the Customer Feedback Form shall be kept in the Executive Director's office.

### **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. All final requests for accommodations, along with relevant documentation, will be forwarded to the designated 504/ADA Coordinator. All documentation related to customer requests for auxiliary aids and services will be retained until January 26, 2020.

### **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 LSNF 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**

LSNF shall submit HHS Reports monthly, no later than the 5<sup>th</sup> day of each month, to the FCADV Contract Manager.

## **Event Accommodations**

LSNF 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:

*LSNF 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 Javan A. Ferguson at [javan@lsnf.org](mailto:javan@lsnf.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. LSNF's staff shall receive an annual refresher training on auxiliary aids and services for persons with disabilities and limited English proficiency (LEP). LSNF'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.

## **Auxiliary Aid 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](mailto: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

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

*Florida Registry of Interpreters for the Deaf*  
[www.fridcentral.org](http://www.fridcentral.org)

**Certified Sign Language Interpreters:**

(703) 838-0030  
[www.fridcentral.org](http://www.fridcentral.org)

**For Limited English Speaking Clients:**

Please use the following service:  
Optimal Phone Interpreters (OPI)

**Before Call:**

- Review LSNF's LEP policy found in the Litigation Manual
- 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.
- If you have non-English Speaker on the phone, call OPI and connect a 3-way call.
- For outbound calls, provide the operator with a dial-out number and she will make a 3-way conference call.

**How to Make a Call to OPI:**

**When you Dial the OPI number you will be asked:**

- What language you need?
- Where you are calling from? Respond: LSNF
- What is your first and last name?
- What is the code number for your agency? Respond: LSNF2119

**During the 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.

**Customer Complaints**

See Client Grievance Procedures (attached).

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

Florida Department of Children and Families  
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