



<b>TITLE: Deaf &amp; Hard of Hearing Clients and Auxiliary Aids CL 003</b>	
<b>DEPARTMENT:</b> Organization-wide	<b>ORINATION DATE:</b> March 2010
<b>CATEGORY:</b> Client Rights	<b>APPROVED DATE:</b> August 2021

**Policy Statement:** CASL provides all appropriate auxiliary aids or services for clients or their companions who are deaf or hard of hearing. These aids or services are provided at no cost to the client or companion.

**Scope:** All current or potential CASL clients, or their companions who are deaf or hard of hearing.

**Exceptions:** NA

**Guidelines:**

CASL team members will conduct an assessment, prior to services, to determine the customer or companion’s preferred method of communication. Team members will consult with the customer to determine his or her preferred communication method or, if applicable, with assigned caseworkers, counselors, parents, family members, guardians or another representative.

Documentation of the Customer/Companion Communication Assessment is documented using the state’s official form and is maintained in the client’s file.

**Definitions:**

**Aid Essential Communication:** Any circumstance or situation in which the importance, length, and complexity of the information being conveyed is such that the exchange of information between parties should be considered as “Aid Essential”, meaning that the requested auxiliary aid or service is always provided.

**Non-Aid Essential Communication:** A situation where the importance, length, and/or complexity of the information being conveyed is such that the Department is provided flexibility in its choice of an appropriate auxiliary/ accessibility aid or service to customers or companions who are deaf or hard of hearing.

**Outcome Monitoring:** Records are reviewed on an ongoing basis to confirm timely, accurate, and complete documentation. Data collected from the reviews is used to inform feedback to team members and general education. Data on record reviews are maintained by the Director of Quality and Client Safety. Data is submitted to the Quality Operations Committee at least 2 times a year, and subsequently to the Senior Leadership Team, and the Board.

**Related Documents:** Deaf and Hard of Hearing Procedure

**References:**

Section 504 of Title V of the Rehabilitation Act of 1973, as amended



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45 CFR, Part 80 Nondiscrimination Under Programs Receiving Federal Financial Assistance through the US Department of Health and Human Services Effectuation of Title VI of the Civil Rights Act of 1964  
Title VI Civil Rights Act of 1964  
Titles I and II of the Americans with Disabilities Act (ADA) of 1990  
The Americans with Disabilities Act Amendment Act of 2008 (ADAAA)  
Section 508 of the Rehabilitation Act of 1973  
28 CFR Part 35.104, Department of Justice – ADA/Section 504  
45 CFR Part 84 Nondiscrimination on the Basis of Handicap in Program and Activities Receiving or Benefiting from Federal Financial Assistance  
Department of Childrens and Families Auxiliary Aids Plan  
Sections 287.012, 287.057, and 287.058 Florida Statutes (2004)

<b>REVISION DATES:</b> July 2012; June 2021	
<b>REVIEW DATES:</b> <i>List all review dates that did not result in changes to the policy; separate by semicolon</i>	
<b>APPROVAL BODY(IES):</b> Quality Ops – SLT - Board	<b>NEXT REVIEW DATE:</b> June 2024