



TITLE: CL 03 Deaf & Hard of Hearing Clients and Auxiliary Aids	
DEPARTMENT: Organization-wide	ORINATION DATE: March 2010
CATEGORY: Client Rights	APPROVED DATE: January 2023

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’s plan for providing services to Deaf and Hard of Hearing Clients includes this Policy, Policy AD 025 Auxiliary Aids and Service Plan, the Deaf and Hard of Hearing – Documentation Procedure, and the Deaf and Hard of Hearing – Auxiliary Aid and Service Procedure.

Within a team members first 60 days, and at least annually CASL includes training on how to provide auxiliary aids and services for persons with disabilities and limited English proficiency through the Department of Children and Families. If a team member needs assistance with the requested auxiliary aid or service, they immediately contact their supervisor, Regional Manager, or the Quality Director for assistance.

This plan is available to all CASL team members on its SharePoint site here:

[Deaf and Hard of Hearing Plan](#)

CASL posts this plan for services to deaf or hard of hearing clients on its website:

[CASL – Community Assisted Supported Living \(caslinc.org\)](#)

If requested by team members, clients, or any companion this plan is provided in the requested format: hard copy or electronic. CASL team members offer access to the plan on the organization’s website, or in an alternate format to potential clients, or partner organizations.

CASL team members 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, guardian, 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.

If CASL conducts or facilitates a conference or meeting; of if they request client attendance/ participation communication is facilitated through the client’s preferred auxiliary aid or service.

Definitions:



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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: AD 025 Auxiliary Aid and Service Plan; Deaf and Hard of Hearing Documentation Procedure; Deaf and Hard of Hearing – Auxiliary Aid and Services Procedure

References:

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

REVISION DATES: July 2012, June 2021; January 2023	
REVIEW DATES: <i>List all review dates that did not result in changes to the policy; separate by semicolon</i>	
APPROVAL BODY(IES): Quality Ops – SLT - Board	NEXT REVIEW DATE: June 2024



TITLE: Deaf and Hard of Hearing - Documentation Procedure	
DEPARTMENT: Organization-wide	ORINATION DATE: March 2022
CATEGORY: Clinical	APPROVED DATE: January 2023

Procedure Description: 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: Organization-wide

Exceptions: NA

Guidelines:

CASL has designated the Director of Quality Improvement and Client Safety as the Single Point of Contact for Deaf and Hard of Hearing services. The Director has designated each Regional Manager to act as the POC for their region.

During screening, Intake, and Assessment all clients are asked about their status as deaf or hard of hearing. If any client, or family member/ support system indicates that the individual is deaf or hard of hearing immediately complete the DHOH Assessment and Waiver form. Versions in English and Spanish can be found here:

[DHOH Assessment and Waiver form ENGLISH.doc](#)

[DHOH Assessment and Waiver form Spanish.pdf](#)

If the individual is waiving free communication assistance, the waiver section is completed. The individual may designate an interpreter of their choice; however, the interpreter must be at least 18 years old.

At every subsequent client contact a DHOH Auxiliary Aid and Service Record is completed.

[DHOH Auxiliary Aid and Service Record ENGLISH.pdf](#)

[DHOH Auxiliary Aid and Service Record SPANISH.pdf](#)

All completed forms are submitted to the Quality Director and scanned into the individual client's file in Admin2.

The Quality Director submits the monthly report to DCF by the 5th of each month.

Each client is also provided an opportunity to complete the Customer or Companion Feedback form, with or without the Case Manager's assistance. The client or companion may mail the completed form, or place it in an sealed envelope for CASL to mail it for them.

[Customer Feedback Form -ENGLISH.pdf](#)

[Customer Feedback Form-Spanish.pdf](#)



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DEPARTMENT: Organization-wide	ORINATION DATE: March 2022
CATEGORY: Clinical	APPROVED DATE: January 2023

Definitions:

Outcome Monitoring:

Related Documents: CL 03 Deaf and Hard of Hearing Policy; AD 025 Auxiliary Aid and Service Plan; Deaf and Hard of Hearing - Auxiliary Aid and Services Procedure

References:

REVISION DATES: January 2023	
REVIEW DATES: <i>List all review dates that did not result in changes to the policy; separate by semicolon</i>	
APPROVAL BODY(IES): Quality Operations	NEXT REVIEW DATE: January 2024



TITLE: Auxiliary Aids and Service Plan – AD024	
DEPARTMENT: Organization-wide	ORIGINATION DATE: March 2022
CATEGORY: Administration	APPROVED DATE: March 2022

Introduction:

All organizations that receive federal funds are required to develop and implement policies, procedures to provide auxiliary aids for individuals with disabilities and Limited English Proficiency (LEP). This plan guides all CASL team members in provision of auxiliary aids and services to ensure accessibility to all CASL services to all clients, or their companions, who have disabilities or Limited English Proficiency.

Single Point of Contact: CASL’s Board of Directors, through approval of this plan, designates the Director of Quality Improvement and Client Safety (Quality Director) as the 504/ADA Coordinator/ Single Point of Contact. CASL’s Regional Managers are appointed by the Quality Director to act as the designee in their service area.

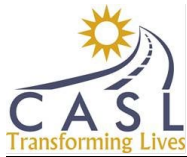
Mission Statement

Nondiscrimination and Equal Opportunity: CASL’s philosophy and practice are designed to ensure that all services, facilities, and leadership are accessible to all individuals (clients, potential clients, team members). In order to support accessibility, the organization prioritizes the removal of architectural, environmental, attitudinal, financial, communication, transportation, and other barriers for clients, team members, and other stakeholders. CASL strives to provide service to all individual without regard to race, ethnicity, color, creed, national origin, age, gender, religion, sexual orientation, physical or emotional disability, and/or mental health or co-occurring disorder.

Non-Retaliation: No person will be retaliated against, harassed, intimidated, threatened, coerced or discriminated against for making a good faith report, testifying, assisting, or participating in any manner an investigation, proceeding or hearing; or for opposing alleged unlawful discriminatory practices prohibited by state and federal laws.

Responsibility and Accountability

1. The Director of Quality Improvement and Client Safety (Quality Director) is designated as CASL’s Single Point of Contact (SPOC) as well as the 504 Coordinator. The Quality Director is responsible for development and implementation of procedures to operationalize this plan.
2. The Quality Director is responsible for ensuring that all CASL team members are informed of, and have received training on this plan.
3. Procedures will address:
 - a. Assistive Listening Devices, Certified Sign Language Interpreters or readers for individuals who are Deaf or Hard of Hearing.
 - b. Foreign Language Interpretation Services for individuals with Limited English Proficiency.
 - c. Physical modifications to ensure access for individuals who are disabled.



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4. The Quality Director is responsible for development and implementation of CASL procedures to ensure non-discriminatory delivery of equally effective and accessible quality services.
5. Included in duties as the Single Point of Contact and 504 Coordinator is oversight responsibility for Regional Point of Contacts whose responsibilities include:
 - a. Ensuring effective communication with clients or their companions who are deaf or hard of hearing.
 - b. Capturing the information required in the Auxiliary Aid Service Record within each client’s record.
 - c. Regularly summarizing information into reports and submitting them to the appropriate DCF 504/ADA Coordinator and sending confirmation to Central Florida Behavioral Health Network (CFBHN).
 - d. Ensuring that information is provided to any organization to which a client or companion who is deaf or hard of hearing is referred about the person’s requested auxiliary aid or service.
6. All CASL team members are responsible for ensuring equal accessibility and equally beneficial services to all clients and companions.

Dissemination: A copy of CASL’s Auxiliary Aids and Service Plan is maintained on the organization’s SharePoint site, posted on the organization’s website at. Copies are provided to anyone upon request and can be made available in alternative format.

Revisions: The Auxiliary Aids and Service Plan is reviewed at least annually and will be updated as needed. Team members are informed of updates within 60 days of Board approval of any changes.

Notification

CASL’s Non-Discrimination Policy, and posters for Limited English Proficiency and Interpreter Services for the deaf or hard of hearing posters are posted in each CASL office and service location.

The name, telephone number, and TDD number of the Quality Director is listed on each poster to ensure accessible services for clients and their companions.

Descriptive information regarding availability of auxiliary aids and services for individuals requiring assistive listening devices or aids are included in announcements related to meetings, employment or job opportunities, seminars, workshops, conferences and all services provided by CASL.

Training

Onboarding of new team members includes training on CFOP 60-10, Chapters 1, 3, and 4; Title II of the Americans with Disabilities Act of 1990, CFOP 60-16; and Section 504 of the Rehabilitation Act of 1973 within 60 days of start date for anyone providing direct service to clients. All new Team members sign



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the “Support to Deaf and Hard of Hearing” form, which is scanned into the team member’s HR file. The form is signed again at each annual performance review.

All team members who provide direct client services receive training annually. Training includes:

1. Procedures for serving clients and companions who are deaf, hard of hearing, low vision, blind, or have mobility limitations.
2. Procedures for service clients who are Limited English Proficient.
3. Awareness of deaf or hard of hearing; speech limitations; low vision and blindness; reading limitations and dyslexia; and mobility limitations.
4. Available communication options.
5. How to provide reasonable accommodations for clients and potential clients, i.e., how to access auxiliary aids, interpreter services, and physical modifications.
6. Standards of etiquette when communicating with clients with disabilities
7. Requirements for making meetings, conferences, and services accessible.
8. Awareness of this plan and how to access it on SharePoint.

Compliance Monitoring and Review

Monitoring is conducted by Central Florida Behavioral Health Network annually. Monitoring may be conducted on-site, or through desk reviews.

Reviews are conducted on site to ensure compliance with all Civil Rights requirements as they apply to the Florida Department of Children and Families, its contracted client service providers and their subcontractors.

Internal Monitoring

In their role as Single Point of Contact/ 504 Coordinator the Quality Director monitors the following:

1. Single Point of Contact Job Description to ensure that they maintain the expertise necessary to fulfill the role and that the positions fulfill the requirements of the Settlement Agreement.
2. Client file for:
 - a. “Customer/Companion Assessment and Auxiliary Aid Service” form
 - b. “Customer/Companion Request for Free Communication Assistance, or Waiver of Free Communication Assistance” form.
 - c. Entry in client record about distribution of the “Customer/Companion Feedback” form
 - d. Entry about any auxiliary aid or service provided
 - e. Verification of any interpreter’s certification
3. Review of Team Member’s HR file:
 - a. Attestation of “Support to the Deaf and Hard Hearing” form,



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- b. Certificate of Auxiliary Aids training within 60 days of hire,
- c. Annual Auxiliary Aids refresher training.
- 4. Review of complaints/grievances regarding provision of auxiliary aids.
- 5. Monitoring of submission of “Auxiliary Aid Record Monthly Summary” reports and email receipt form HHS is retained as proof of submission.
- 6. Review record retention relating to auxiliary aids and services provided.
- 7. Review inspection and maintenance of any auxiliary aid equipment.

Documentation/Record Retention. Records relating to the auxiliary aids and services provided and the original document and all documents shall be retained for a minimum of 5 years. All final requests for accommodations, along with relevant documentation, will be forwarded to the designated 504/ADA Coordinator.

Individuals with Disabilities

This plan provides for the implementation of Agency policy and procedures for the provision of auxiliary aids ensuring accessibility to all programs, benefits, and services to persons with disabilities.

CASL provides, at no cost to the client or companion, appropriate auxiliary aids, including certified American Sign Language interpreters, to persons with disabilities where necessary, to afford such persons an equal opportunity to participate in or benefit from CASL services. All current and potential clients are entitled to an equal opportunity to use and benefit from the programs and services of CASL. This includes reasonable accommodations to ensure that programs and services are equally accessible to and equally effective for otherwise qualified persons with disabilities. Auxiliary aids will be available for use by current or potential client in each phase of the service delivery process (e.g., telephone inquiries, requests, intake interviews, service delivery, counseling, complaints, and others.)

For Persons who are Deaf or Hard of Hearing

Team members conduct an assessment, prior to services, to determine the client’s or companion’s preferred method of communication including a consult with the customer to determine his or her preferred communication method, and if applicable, with any other individuals as appropriate and approved by the client. Documentation of this assessment is through completion of the Customer and Companion Communication Assessment Form and the Request for or Waiver of Free Communication Assistance Form

The communication options for persons who are deaf or hard of hearing may include but are not limited to CART, Florida Relay Service, TDDs (Telecommunication Devices for the Deaf), FAX (Telephone Facsimile Transmittal), phone amplifiers, qualified or certified sign language interpreters, flash cards, lip-reading, written notes, supplementary hearing devices, charts, signs, or a combination of these, as appropriate.



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If an interpreter is needed,

- the team member contacts a certified interpreter from their listing of interpreter services and obtains verification of the interpreter’s qualifications.
- The Chief Operating Officer, Quality Director or Regional Manager has the responsibility for approving the request and obtaining the appropriate auxiliary aid and service.
- The use of auxiliary aids, certified sign language interpreters, or translators will be at no cost to the customer or Companion.
- Documentation of the “Customer Companion Communication Assessment” form is scanned to the client record.
- Each customer or companion who are deaf or hard of hearing is provided a Customer Feedback Form at the end of or following their interaction. The Customer Companion Feedback Form is provided to the customer or companion to ensure the effectiveness and appropriateness of the auxiliary aid or service provided and the performance of the interpreter provided. A note is documented in the client’s record indicating the form was provided.

For Persons who have Low Vision or Blind (Except those that are deaf or hard of hearing)

It is important that team members determine the best method of communication for persons who have low vision or are blind. While Braille may be offered as an alternative, always communicate with the customer to determine the best method of providing services to them in an equitable and effective manner.

Team members document in the client’s record the type of auxiliary aid and service provided during their contact with the client.

Persons who have Sensory, Speech or Mobility Limitations.

The following are procedures and minimum requirements for ensuring accessibility of meetings, conferences, and seminars.

- Facilities used for meetings, conferences and seminars will be reviewed for accessibility by the team or individual sponsoring the activity in coordination with the designated 504/ADA Coordinator.
- When meetings, conferences and seminars are scheduled, information will be included in advertisements, conference registration materials or meeting notices that participants will be provided with the necessary auxiliary aid at no cost to them.
 - The information will include the name of a contact person and a date by which the person must request such assistance.
 - The registration process will include a method for determining the number and type of persons with disabilities needing assistance as well as the type of personal assistance or accommodation requested:



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- Certified or qualified interpreters for persons with speech, sensory or mobility limitations and accessibility to Teletype (TTY) or Telecommunications Device for Deaf (TDD) equipment.

NOTE: When telephones are provided for use by participants or residents (customers, employees or the public), TTYs/TDDs must be provided for participants or residents who are deaf or hard of hearing.

- Adequate lighting in meeting rooms so signing by an interpreter can be readily seen.
- Readers or cassette recordings to enable full participation by person with visual limitations.
- Agenda and other conference materials translated into usable form.
- Parking spaces clearly marked with appropriate ramps and curb cuts will for persons with disabilities.
- Where parking is available on or adjacent to the site, one 96" wide space with a 60" access aisle shall be set aside for the car of each participant, with mobility limitations, requesting it in advance of the meeting. Two accessible parking spaces may share a common access aisle.
- Where parking is not available on or adjacent to the site, valet parking or other alternative accommodations for participants with mobility limitations will be provided.
- Entrance ramps will be available and appropriate (36" wide or wider, level with adjacent surface and a manageable slope or incline of no more than one-inch rise per foot, 1:12).
- Meeting rooms will be all on one level or capable of being reached by elevators or ramps that can be independently traversed by a participant with mobility limitations.
- Stages, platforms, etc., to be used by persons in wheelchairs will be accessible by ramps or lifts.
- Seating arrangements for persons in wheelchairs will be adapted to integrate persons who are mobility limited rather than to isolate them on the group's perimeter.
- Sufficient accessible guestrooms (at the same rate as guestrooms for other participants) will be located in the facility where the meeting, etc., is held or in a facility housing the other participants. * One unobstructed entrance to each facility. * Doors operable by single effort. * Door handles no more than 48" from floor.
- Elevator provided, if over one story: * Sensitive safety edges provided. * Controls no more than 48" from floor. * Controls with Braille numbers or letters. *Accommodates wheelchair 29" X 45".
- Accessible restrooms: * Level access for each sex on each floor. * Turn around space 5' X 5'. * Door clearance of 32". * Grab rails provided. * Shelves, racks, dispensers, etc., not more than 48" for forward reach or 54" for side reach. * Restroom signs indicating accessibility.
- Wheelchair accessible telephones.
- Accessible drinking fountains with cup dispensers.

NOTE: Team members shall ensure that documentation of accessible accommodations is in writing.

Translation of Written Materials. Translating documents to ensure effective communication will depend upon the client's or companion's preferred method. It may be necessary to translate written documents in Braille, taped recordings or large print to ensure equal access to services.



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Competency of Interpreters and Translators. Team members who are utilized to interpret for the deaf or hard of hearing by American Sign Language (ASL) shall meet or exceed the education and communications skills of an external interpreter or translator established by:

- An assessment by an independent testing agency of an employee’s ASL skills prior to utilizing an employee to interpret for a client or companion who is deaf or hard of hearing.
- Interpreter credentials as awarded by The Registry of Interpreters for the Deaf.
- Regional Managers and Team Leads are responsible to ensure the competency of qualified and certified sign language interpreters.

Provision of Interpreters in a Timely Manner

Team members obtain interpreters for clients and companions who are deaf or hard of hearing in a timely manner in accordance with the following standards:

- If it is a scheduled appointment, a certified interpreter must be available at the time of the scheduled appointment. If the interpreter fails to appear, the team member takes whatever additional actions are necessary to make a certified interpreter available to the client or companion as soon as possible, but in no case later than two (2) hours after the scheduled appointment, or as convenient to the client or companion.
- If it is a non-scheduled appointment or non-emergency situation, the team member will offer to schedule an appointment, and provide a certified interpreter as convenient to the client or companion, or at least by the next business day.
- In emergency situations an interpreter shall be made available as soon as possible, but in no case later than two (2) hours from the time the client or companion requests an interpreter, whichever is earlier

Other Means of Communication.

Team members shall continue to try to communicate with the client or companion who is deaf or hard of hearing insofar as the client or companion seeks to communicate, between the time an interpreter is requested and the time an interpreter arrives.

Sign language interpreters must be certified, unless they are a CASL team member who has been determined qualified by an Independent Agency.

The use of assistive devices (vibratory alarms) will be incorporated with relevant services (tactile communication) for persons with multiple disabilities such as deafness and blindness.

If the individual declines the use of the sign language interpreter, or other auxiliary aids, the “Customer or Companion Request for Free Communication Assistance or Waiver Of Free Communication Assistance” form is completed and scanned into the client’s record. The use of this form does not waive



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CASL’s responsibility to ensure effective communication; meaning the client’s right to waive services does not void CASL from obtaining an interpreter to ensure effective communication is occurring.

Minor children are never to be used as an interpreter.

Avoid using family members, friends and untrained volunteers as interpreters because it is difficult to ensure that they interpret accurately and lack ethical conflicts.

Effectiveness of Communication

In the event that communication is not effective or if the nature of the communication changes significantly after the initial communication assessment, CASL team members will re-assess which appropriate auxiliary aids and services are necessary for effective communication. This shall be accomplished where possible in consultation with the person seeking the auxiliary aids or services.

Denial of Auxiliary Aids and Services.

If a CASL team member determines after conducting the communications assessment that the communication situation is not Aid Essential and does not warrant provision of the auxiliary aid or service requested by the client or companion, the team member shall advise the person of the denial of the requested service, document the denial of the requested auxiliary aid or service on the “Customer or Companion Communication Assessment and Auxiliary Aid/Service Record” form, and document the date and time of the denial, the name and title of the team member who made the determination, and the basis for the determination, in the client’s record. The client (and companion, if applicable) is provided a copy of the denial.

Notwithstanding the denial, the team member shall nonetheless ensure effective communication with the client or companion by providing an alternate aid or service which must be documented on the above form and in the customer’s file.

Denial determinations can only be made by CASL’s Section 504 Coordinator/ Single Point of Contact.

NOTE: Any time a team member 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.

PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

This section of the plan provides for the implementation of Departmental policy and procedures for the provision of auxiliary aids ensuring accessibility to all programs, benefits, and services to persons with Limited English Proficiency (LEP).



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CASL provides, at no cost to the client, appropriate auxiliary aids, including qualified or certified language interpreters, where necessary, to afford such persons an equal opportunity to participate in or benefit from the Department of Children and Families’ programs and services.

All clients and potential clients are entitled to an equal opportunity to use and benefit from the programs and services of CASL. This includes language access to ensure that programs and services are equally accessible to and equally effective for otherwise qualified persons with Limited English Proficiency.

CASL will take reasonable steps to provide services and information in the appropriate language, other than English, to ensure that persons who are Limited English Proficient are effectively informed and can effectively participate in and benefit from its programs, services and activities.

Language interpreters will be available for use by clients and potential clients in each phase of the service delivery process (e.g., telephone inquiries, requests, intake interviews, service delivery, counseling, complaints, etc.) This service will be at no cost to the client.

Ensuring Language Access for the Provision of Services Provided

It is important to understand how individuals who are Limited English Proficient (LEP) interact with CASL. Interaction may include, but is not limited to:

- Program applicants and participants
- Outreach programs
- Public meetings and hearings
- Public access to CASL’s website
- Written materials or submitted complaints
- Brochures intended for public distribution

CASL provides notices to LEP persons informing them that language access services are available and that they are free of charge. Notices are in a language that the LEP person will understand and include posting signs in intake areas and other entry points.

- Notice is provided in the appropriate language in intake areas or initial points of contact so that LEP person can learn how to access those language services.
- The signs are translated in the most common language encountered in the service area
- Statements are included in outreach documents that language services are available, at no charge. This includes brochures, booklets, and in outreach and recruitment information.

Competency of Interpreters and Translators.

When providing oral assistance the team member is responsible to ensure competency of the language service provider. Competency requires more than self-identification as bilingual. Some bilingual vice



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Some bilingual team members and community volunteers may be able to communicate effectively in a different language when communicating information directly in that language but may not be competent to interpret in and out of English. Likewise, they may not be able to do written translations. Competency to interpret, however, does not necessarily mean formal certification as an interpreter, although certification is helpful.

When using interpreters, the team member should ensure that the interpreter:

- Demonstrates proficiency in and ability to communicate information accurately in both English and in the other language and identify and employ the appropriate mode of interpreting (e.g., consecutive, simultaneous, summarization, or sight translation).
- Have knowledge in both languages of any specialized terms or concepts peculiar to the program or activity and or any vocabulary and phraseology used by the LEP person.
- Understand and follow confidentiality and impartiality rules to the same extent the team member for whom they are interpreting and/or to the extent their position requires;
- Understand and adhere to their role as interpreters without deviating into role as counselor, legal advisor, or other roles (particularly in court, administrative hearings, or law enforcement contexts),
- Be able to show sensitivity to the person’s culture.
- If a bilingual team member is used to interpret between English speakers and LEP persons, or to orally interpret written documents from English into another language, they should be competent in the skill of interpreting. In addition, there may be times when the role of the bilingual employee may conflict with the roles of an interpreter.

Effective management strategies, including any appropriate adjustments in assignments and protocols for using bilingual staff, can ensure that bilingual staff is fully and appropriately utilized. When bilingual staff cannot meet all of the language service obligations, then other options should be used.

It is the responsibility of Regional Managers and Team Leads to ensure the competency of foreign language interpreters.

It is the responsibility of all team members to become familiar with and follow the standards of etiquette when communicating with clients who are Limited English Proficient.

Translation of Written Materials Written material (vital documents) routinely provided in English to applicants, clients and the public should be available in regularly encountered languages other than English. It is vital that documents be identified and translated into the non-English language of each regularly encountered Limited English Proficient group eligible to be served or to be directly affected. Each program office will ensure that non-English written materials, such as program forms, brochures, etc., are available to operational team members.

Provision of Interpreters in a Timely Manner



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When interpretation is reasonable and is needed, interpreters will be provided in a timely manner. To be meaningfully effective, language assistance should be timely. While there is no single definition for “timely” applicable to all types of interactions at all times by all types of recipients, one clear guide is that the language assistance should be provided at a time and place that avoids the effective denial of the service, benefit, or right at issue or the imposition of an undue burden on or delay in important rights, benefits, or services to the LEP person. The client’s file shall be documented identifying the auxiliary aid or services provided, as well as any future services needed to ensure effective communication. When language assistance services are not readily available at a given agency, LEP persons will be less likely to participate in or benefit from its programs and services. As a result, many LEP persons may not seek out agency benefits, programs, and services; may not provide beneficial information or file complaints; and may not have access to critical information provided by the agency because of limited access to language assistance services. Thus, self-assessments of the number of current LEP contacts may significantly underestimate the need for language services. Crime perpetrators can also take advantage of this misconception and discourage their victims from seeking law enforcement or prosecutorial protection.

Other Means of Communication

Team members shall continue to try to communicate with the client insofar as the client seeks to communicate, between the time an interpreter is requested and the time an interpreter arrives.

- Language services include, as a first preference, the availability of qualified bilingual team member that can communicate directly with clients in their preferred language.
- When bilingual staff is not available, the next preference is face-to-face interpretation provided by a qualified contracted or volunteer language interpreter.
- Telephone interpreter services should be used as a supplemental system when an interpreter is not available, or when services are needed for unusual or infrequently encountered language.
- Minor children should never be used as an interpreter.
- Avoid using family members, friends, and untrained volunteers as interpreters because it is difficult to ensure that they interpret accurately and lack ethical conflicts.

Identifying Language Trends.

To ensure meaningful access to all programs and services, each CASL services identifies language trends by:

- Identifying the non-English languages that are likely to be encountered in its programs and estimating the numbers of Limited English Proficient persons eligible for services that are likely to be affected by its program by reviewing census data, client utilization data, and community organizations.



TITLE: Auxiliary Aids and Service Plan – AD024	
DEPARTMENT: Organization-wide	ORIGINATION DATE: March 2022
CATEGORY: Administration	APPROVED DATE:

CASL is sensitive to client privacy and informs them of the purpose for collecting data on race, ethnicity, and language, emphasizes that such data is confidential and will not be used for discriminatory purposes, and that the client does not have to provide the information if he or she chooses not to provide such information, unless required by law,

CASL Identifies the points of contact in the program or activity where language assistance is likely to be needed, identifies resources needed, location and availability of these resources

NOTE: Team members who are 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

Definitions:

504/ADA Coordinator or Civil Rights Officer: An individual charged with implementing the requirements of Titles I and II of the Americans with Disabilities ACT and Section 504 of the Rehabilitation Act. Ensures the provision of auxiliary aids and services for customers with disabilities, requiring auxiliary aids and services.

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.

Assistive Listening Devices and Systems (ALDS): Amplification systems used to improve hearing ability in large areas and in interpersonal communication systems.

Auxiliary Aids and Services: Includes qualified interpreters or other effective methods of making aurally delivered materials available to individuals who are deaf or hard of hearing; qualified readers, taped texts, or other effective methods of making visually delivered materials accessible to individuals with vision limitations; acquisition or modification of equipment or devices; and other similar actions. These auxiliary aids and services enable clients to fully benefit from and participate in programs and services.

Communication Access Realtime Translation (CART): is the verbatim instant translation of the spoken word into English text by a specially-trained machine stenographer or a specially trained verbatim real-time voice writer (CART Provider) using computer assisted translation software which is displayed on a monitor, projector screen or laptop computer. CART is recognized in the Americans with Disabilities Act as assistive technology which affords effective communication access.



TITLE: Auxiliary Aids and Service Plan – AD024	
DEPARTMENT: Organization-wide	ORIGINATION DATE: March 2022
CATEGORY: Administration	APPROVED DATE:

Client: As used in this plan, anyone applying for or participating in services. This includes anyone making general inquiries or in any way seeking to access to or receiving information either in person or in writing or via telecommunications.

Companion: any individual who is deaf or hard of hearing and is one of the following:

1. A person who the client indicates should communicate with CASL team members about the client; such as a person who participates in any treatment decision, a person who communicates the persons needs, condition, history, or symptoms; or a person who helps the individual act on information, advice or instructions.
2. A person legally authorized to make healthcare or legal decisions for the client.
3. Such other person who team members would regularly communicate with about the client.

Deaf: A term used to describe a person having a permanent hearing loss and being unable to discriminate speech sounds in verbal communication, with or without the assistance of amplification devices.

Disability: A condition that substantially limits a major life activity, such as caring for one’s self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, lifting, sleeping, and working.

Florida Relay Services (FRS): A service offered to all persons in the state that enables a hearing person to communicate with a person who has a hearing or speech disability and must use TDD/TTY, though a specially trained operator called a communications assistant.

Hard of Hearing: A term used to describe a person having permanent hearing limitations, which is severe enough to necessitate the use of auxiliary aids or services to discriminate speech sounds in verbal communication.

Hearing Disability: An all-inclusive term used to describe any hearing loss. A person with a hearing disability could be either deaf or hard of hearing.

In-language Communication: A demonstrably qualified team member communicating directly in an LEP person’s language.

Interpretation: An oral language assistance service.



TITLE: Auxiliary Aids and Service Plan – AD024	
DEPARTMENT: Organization-wide	ORIGINATION DATE: March 2022
CATEGORY: Administration	APPROVED DATE:

Limited English Proficient (LEP): Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English.

Manual Disability: A term used to describe a condition which limits or prevents the use of a person’s upper extremities (arms, hands).

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. These systems delivery the desired signal directly to the ears or hearing aids of the listener.

Translation: A written communication service. Translators convert written materials from one language to another.

TTY: Means text telephone.

TDD: means telephonic device for the deaf.

Video Remote Interpreting (VRI): Interpreting services provided between two parties who may or may not be located in the same room or location.

Video Relay Service (VRS): A telecommunications relay service that allows people with hearing or speech disabilities who use sign language to communicate with voice telephone users through video equipment. The video link allows the interpreter (also known as a “video interpreter” or “VI”) to view and interpret the party’s signed conversation and relay the conversation back and forth with a voice caller.

Related Documents: AD024 Accessibility Plan; CL003 Deaf and Hard of Hearing Policy; Record Retention Policy

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



TITLE: Auxiliary Aids and Service Plan – AD024	
DEPARTMENT: Organization-wide	ORINATION DATE: March 2022
CATEGORY: Administration	APPROVED DATE:

Department of Childrens and Families Auxiliary Aids Plan
 Sections 287.012, 287.057, and 287.058 Florida Statutes (2004)

REVISION DATES: <i>List all review dates where the policy was edited; separated by semicolon</i>	
REVIEW DATES: <i>List all review dates that did not result in changes to the policy; separate by semicolon</i>	
APPROVAL BODY(IES): Quality – SLT - Board	NEXT REVIEW DATE: <i>March 2023</i>



TITLE: Deaf and Hard of Hearing – Auxiliary Aid and Service Procedure	
DEPARTMENT: Organization-wide	ORIGINATION DATE: January 2023
CATEGORY: Clinical	APPROVED DATE: January 2023

Procedure Description: 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. This procedure delineates team member actions to determine and procure services.

Scope: Organization-wide

Exceptions: NA

Guidelines:

During screening, Intake, and Assessment all clients are asked about their status as deaf or hard of hearing. If any client, or family member/ support system indicates that the individual is deaf or hard of hearing use the DHOH Assessment and Waiver form to determine the preferred method of communication. Each office is equipped with a “pocket talker” for team member use. Additionally, all team members may access service through Florida relay by dialing 7-1-1 or calling:

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

If the client/companion requests an interpreter, the team member accesses the Florida Registry of Interpreters for the Deaf at the link below. Using interpreters from this resource ensures the interpreter’s qualifications and certification.

[Florida Registry of Interpreters for the Deaf - Member Directory \(wildapricot.org\)](http://wildapricot.org)

If at any time during a client contact the preferred method of communication is not effective, refer to the form to determine an alternate form of communication for the current, and possible subsequent, service contacts.

If for any reason, the client’s preferred method of communication cannot be provided, or if a team member needs assistance with the requested auxiliary aid or service, they immediately contact their supervisor, Regional Manager, or the Quality Director for assistance. The leadership team develops a plan for the client on a case-by-case basis.

Definitions:

Outcome Monitoring:

Related Documents: CL 03Deaf and Hard of Hearing Policy; AD 025 Auxiliary Aid and Service Plan; Deaf and Hard of Hearing – Documentation Procedure



TITLE: Deaf and Hard of Hearing – Auxiliary Aid and Service Procedure	
DEPARTMENT: Organization-wide	ORINATION DATE: January 2023
CATEGORY: Clinical	APPROVED DATE: January 2023

References:

REVISION DATES:	
REVIEW DATES: <i>List all review dates that did not result in changes to the policy; separate by semicolon</i>	
APPROVAL BODY(IES): Quality Operations	NEXT REVIEW DATE: January 2024

Need to make a phone call to
someone who has a hearing
loss or speech disability?

Get Connected
with Florida Relay!



ftri.org/relay



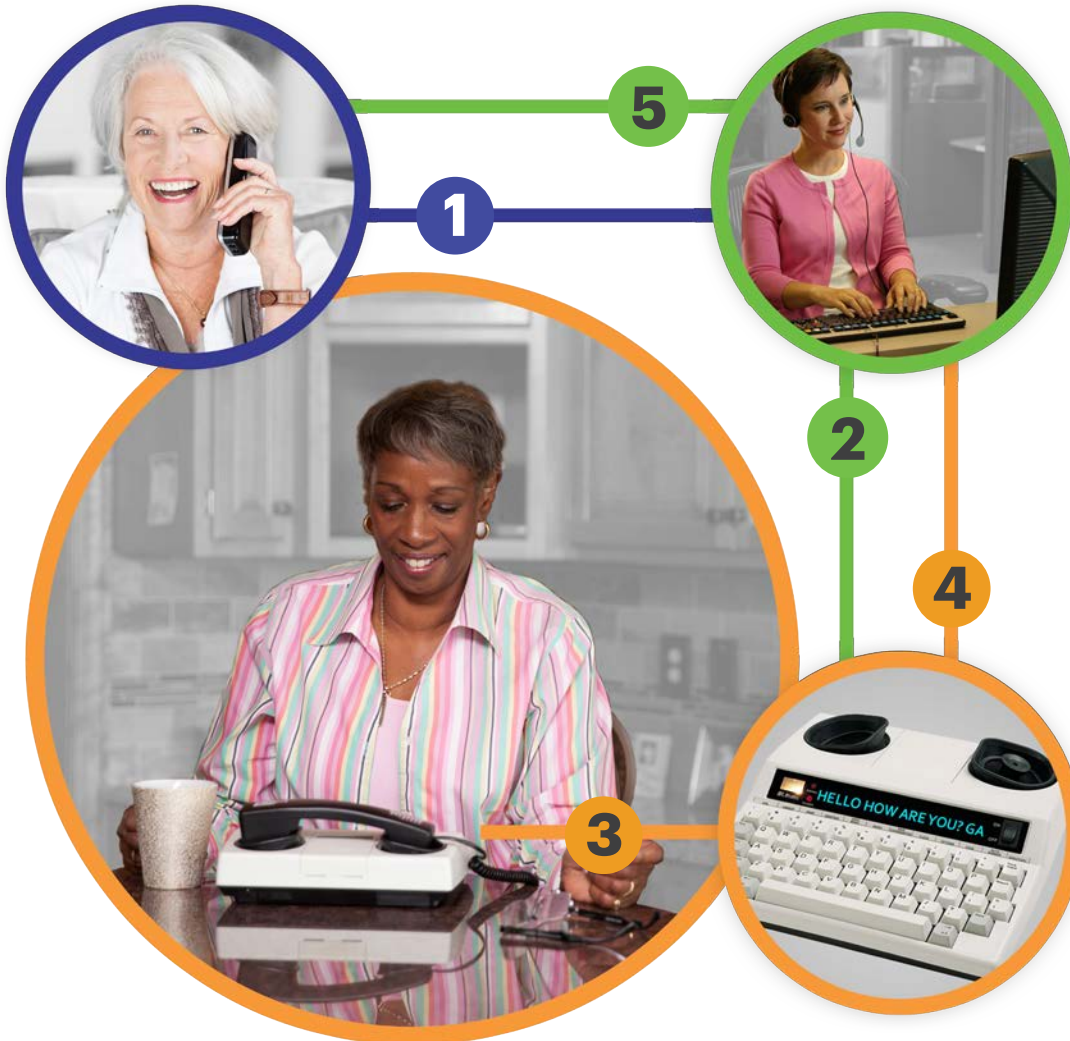
Bring people together

with FLORIDA RELAY

Making calls through **Florida Relay** is liberating, enjoyable and convenient. **Florida Relay**, a free, 24-hour service, allows callers who are deaf, deafblind, hard of hearing, or speech disabled to call anybody using relay services.

Just dial **711** and call anyone, anywhere and anytime with **Florida Relay**.

HOW DOES THE FLORIDA RELAY SERVICE WORK?



BEFORE CONNECT

For Voice Callers:

- You dial **711** to connect with a relay operator.
- Give the relay operator the phone number you want to call.
- The relay operator will then dial the TTY user's number.

For TTY Users:

- You dial **711** to connect with a relay operator.
- Type the other party's phone number you want to call.
- The relay operator will then dial the other party's number.

AFTER CONNECT

- 1 The other party answers, "Hello, how are you? GA."
- 2 The relay operator types what the other party says.
- 3 You read what the other party has said.
- 4 You type your response to the relay operator.
- 5 The relay operator then reads aloud your typed response to the other party.

RELAY NUMBERS

TTY

711 or 800-955-8771

Voice

711 or 800-955-8770

Voice Carry-Over (VCO)

711 or 877-955-8260

Hearing Carry-Over (HCO)

711 or 800-955-8771

Speech-to-Speech (STS)

711 or 877-955-5334

Video-Assisted Speech-to-Speech (VA-STS)

711 or 877-955-5334

Spanish to Spanish

711 or 877-955-8773

Spanish to English

711 or 844-463-9710

French to French

711 or 877-955-8707

ASCII

711 or 800-955-1339

FLORIDA RELAY can offer calling freedom!

Making calls through **Florida Relay** is liberating, enjoyable and convenient. **Florida Relay**, a free, 24-hour service, allows callers who are deaf, hard of hearing, deafblind or speech disabled to call anybody using relay services.

Just dial **711** and call anyone, anywhere and anytime with **Florida Relay**.



For people with **speech disabilities** who **prefer to speak** for themselves on the phone.

Speech-to-Speech

711 or 877-955-5334

Florida Relay Speech-to-Speech (STS) is a free service for people who have a speech disability or use a voice synthesizer. STS allows them to speak for themselves on the phone. A trained STS operator listens to the conversation and repeats the STS user's message whenever needed.

- 1** The STS user speaks directly to the other party.
- 2** If needed, the relay operator repeats the STS user's spoken words.
- 3** The other party talks directly to the STS user.

VIDEO-ASSISTED SPEECH-TO-SPEECH

Video-Assisted Speech-to-Speech (VA-STTS) allows a person who has a speech disability to use both a telephone and a video device to make relay calls.

STS Customer Service (**877-787-1989**) can provide you additional information on equipment requirements and call procedures.



ftri.org/relay/sts



For people with **can hear**
but are **unable to speak**.

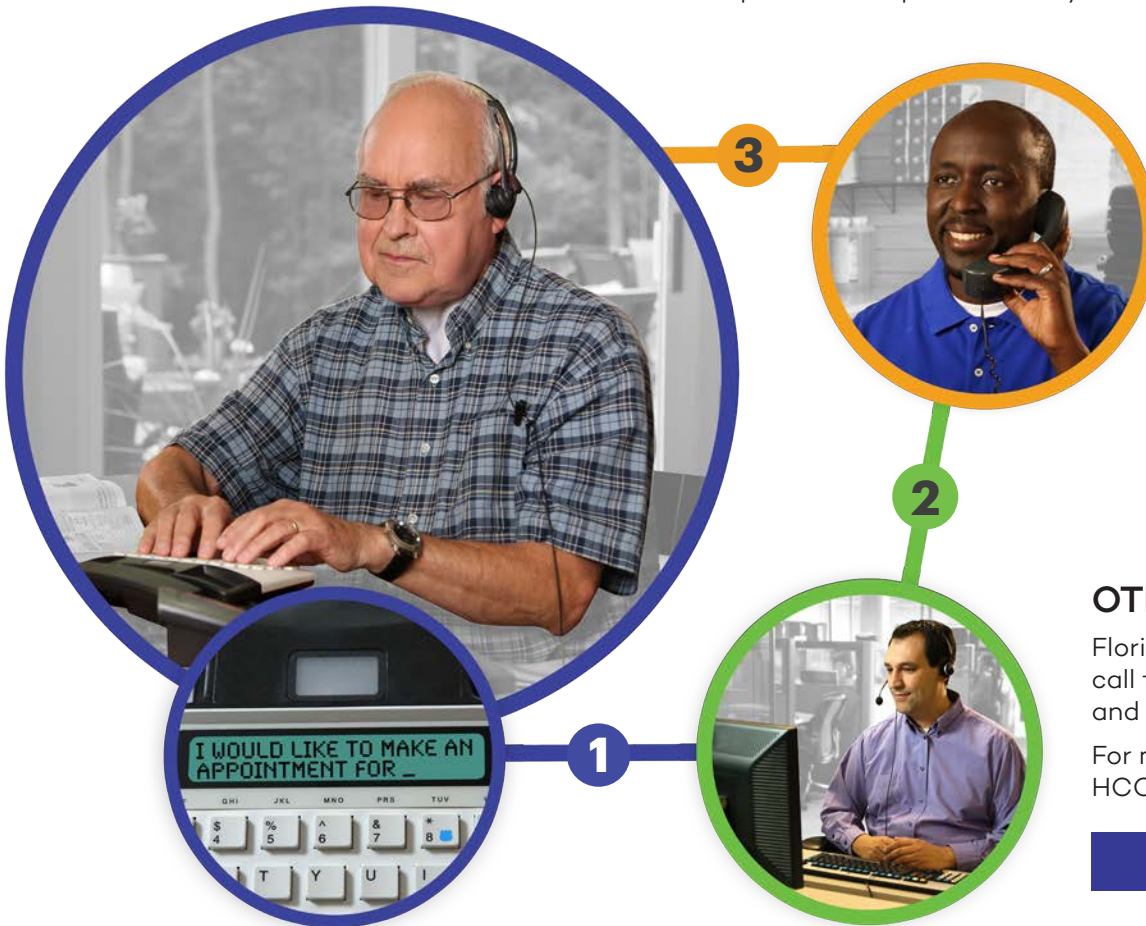
Hearing Carry-Over

711 or 800-955-8771

- 1 The HCO user types his words to the relay operator.
- 2 The relay operator voices the typed message to the other party.
- 3 The other party speaks directly to the HCO user.

People who are hearing and unable to speak directly on the phone due to a speech disability can use **Florida Relay Hearing Carry-Over (HCO)**.

HCO allows users with a speech disability to listen to the other party. The HCO user types his/her conversation for the relay operator to voice to the standard telephone user, and the standard telephone user speaks directly back to the HCO user.



OTHER HCO FEATURES

Florida Relay also offers two call features: HCO to TTY and HCO to HCO.

For more information on HCO services:

ftri.org/relay/hco

For people with a hearing loss
who prefer to speak.

Voice Carry-Over

711 or 877-955-8260

Florida Relay offers **Voice Carry-Over (VCO)** a free service that enables a person with hearing loss to use his/her voice to speak directly to a hearing person on the phone.

A late-deafened individual who has difficulty hearing over the phone will find that VCO is the perfect communication solution.

- 1 Mother speaks to her son directly.
- 2 The son speaks to his mother, and the relay operator types everything the son says, word for word, to the mother.
- 3 The mother reads on a TTY screen what her son speaks.



OTHER VCO FEATURES

Florida Relay also offers three call features: VCO to TTY, VCO to VCO, and VCO to HCO.

For more information on VCO services:

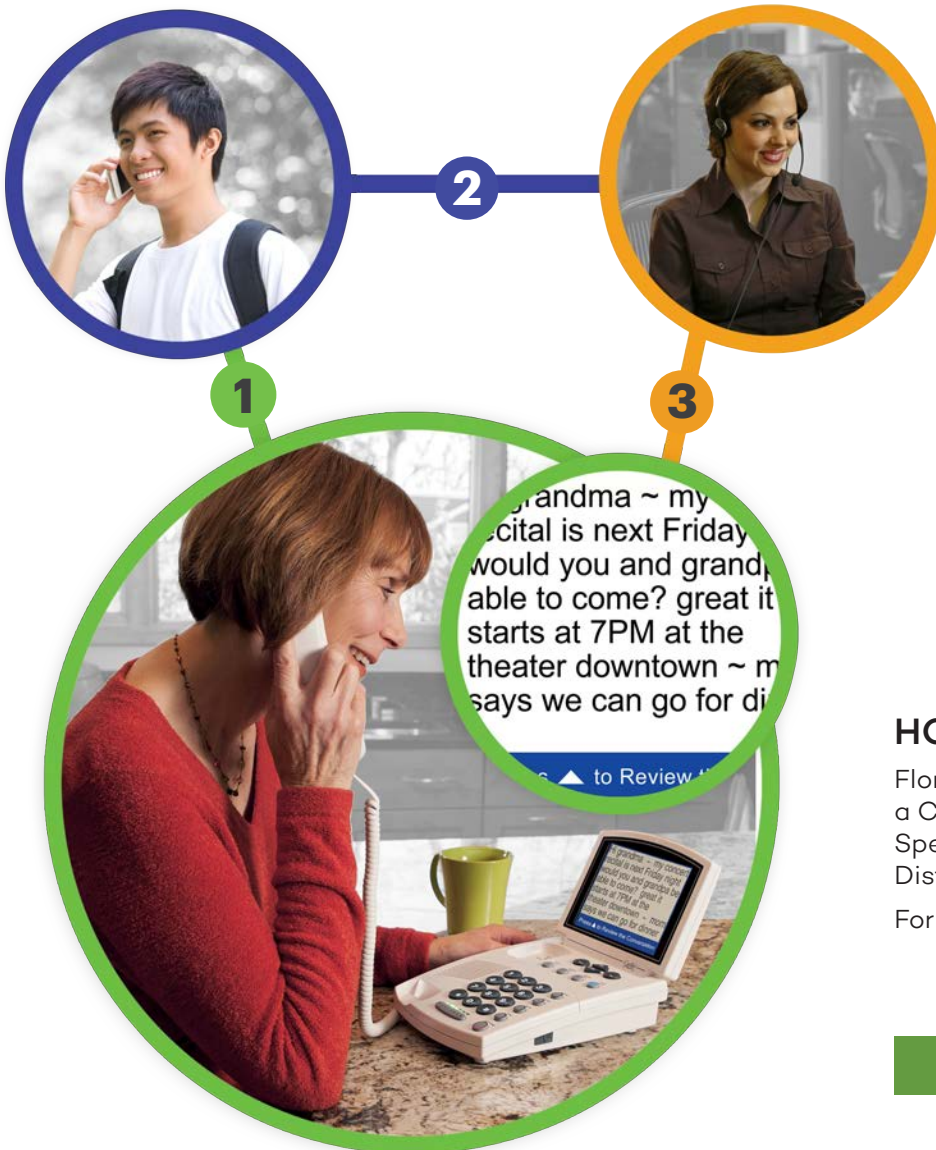
ftri.org/relay/vco

For people with **hearing loss** who prefer to **speak, listen and read captions** on the phone.

CapTel® Service

Captioned Telephone Service (CapTel) through Florida Relay offers anyone with a hearing loss the ability to communicate on the phone independently.

Listen, read and respond to callers easily with the CapTel phone!



- 1 The CapTel user speaks directly to the other party using a CapTel phone*.
- 2 The other party speaks directly to the CapTel user, with all of his words transcribed by a trained operator into text using voice-recognition technology.
- 3 The CapTel user listens with her residual hearing and reads the conversation on the CapTel display screen.

* A CapTel phone does not require the Internet connection.

HOW TO GET A CAPTEL PHONE

Florida residents may qualify to receive a CapTel phone at no cost through the Specialized Telecommunications Equipment Distribution Program.

For more information, go to page 11.

ftri.org/relay/captel

Para personas que prefieren comunicarse en español.

Transmisión de la Florida 711

711 o 877-955-8773 / 844-463-9710

Español a español Español a inglés



1



2



3



El Transmisión de la Florida es un servicio de asistencia gratis para todos que brinda acceso telefónico completo a fin de poder comunicarse con personas sordas, con dificultades para escuchar, sordociegos y aquellas personas con dificultad del habla. Llamando con un teléfono regular o teletexto (TTY, un teléfono especial con teclado similar a una máquina de escribir), el relevo facilita la comunicación, las 24 horas del día y los 365 días del año.

Los usuarios del servicio de relevo no necesitan memorizar el número de servicio de relevo. Simplemente marca 711 para comunicarte con el servicio de relevo. La confidencialidad entre el usuario y el AC está garantizada por la Comisión Federal de Comunicaciones (FCC, por sus siglas en inglés) mediante la reglamentación correspondiente.

Usar el servicio de Transmisión de la Florida es fácil. Una persona oyente o una persona sorda pueden marcar el 711 para comunicarse con un operador capacitado que se conoce como Asistente de Comunicación (AC). El AC actúa como intermediario en la conversación, leyendo los mensajes escritos en el TTY a la persona oyente mientras escribe las respuestas en el TTY para la persona con dificultades para escuchar.

1 La persona que llama marca 711 y se comunica con un operador de relevo. Luego, la persona que llama habla, "Hola. ¿Cómo estás?"

2 El operador de relevo escribe lo que dice la persona que llama.

3 El usuario de TTY lee en el dispositivo las palabras habladas.

Para más información:

ftri.org/relay/espanol

Other Relay Features

TTY Payphone

TTY users using a TTY payphone can use Florida Relay to assist in connecting calls. They are usually available at public places such as an airport, public library, or school.

Directory Assistance

Florida Relay will relay Directory Assistance (DA) calls between TTY users and a DA operator. After obtaining the number, the caller may choose to place the call through Florida Relay or dial directly using a TTY.

International Calls

605-224-1837

Florida Relay allows callers to place and receive calls to and from anywhere in the world in English, Spanish or French.

Answering Machine/ Voice Retrieval

711 or 800-955-8771

TTY users can request Florida Relay to retrieve messages from their voice answering machines or voicemail.

To request answering machine retrieval, type "AMR" with instructions or password and then "GA" (Go Ahead.) The relay operator will type, "PLS PLACE YOUR HANDSET NEXT TO YOUR ANS MACHINE AND TURN ON GA." Place your handset on the speaker part of the answering machine until all messages have been retrieved. Then place the handset back on the TTY and type "GA." The relay operator will type your messages.

Important

Dial 911 for Emergency Calls Only

711 is NOT an emergency number.

In case of an emergency, relay users should call the TTY-equipped 911 center or emergency services center in their communities.

NOTE: Florida Relay can process emergency calls, but it may take longer for the call to be processed.

TTY users who cannot obtain emergency service via 911 may call 711 and inform the relay operator there is an emergency.



Real-time captioning allows deaf and hard of hearing individuals to **actively participate**.

Relay Conference Captioning

www.floridarcc.com

Classrooms or Face-to-Face Meetings

- Read captions of what is said during classes or face to face meetings on your laptop, tablet, or mobile device with a high-speed Internet connection.
- Schedule your request to participate in meetings or classes with RCC!

Individuals with hearing loss can participate in meetings (in-person or remote), phone calls, videoconferences and multi-party teleconference calls in a functionally equivalent basis with Relay Conference Captioning (RCC).

Teleconference Calls

- Read captions of what is said during teleconference calls on your laptop, tablet, or mobile device with a high-speed Internet connection.
- Schedule your request to participate in teleconference calls with RCC!



Specialized Telecommunications Equipment Distribution Program

Florida Telecommunications Relay, Inc. (FTRI), a statewide non-profit 501(c)3 organization, provides free telecommunications equipment and accessories to qualified citizens of Florida who are deaf, hard of hearing, deafblind and speech disabled.

The equipment includes:

- Amplified telephones
- Captioned telephones (CapTel)
- Text telephones (TTY)
- Voice Carry-Over (VCO) telephones
- Hearing Carry-Over (HCO) telephones
- In-line amplifiers
- Ringers (audio or visual)

To qualify for the program, an applicant can apply online at ftri.org/free.

Para español, ve ftri.org/es/gratis.



For more information or to get an application, contact:

Florida Telecommunications Relay, Inc.

- 1820 East Park Avenue, Suite 101, Tallahassee, FL 32301
- 800-222-3448 (Voice)
- 888-447-5620 (TTY)
- 850-270-2641 (Videophone)
- 888-554-1151 (Customer Care)
- 850-656-6099 (Fax)
- ftri.org/products (Website)

Customer Profile

Customer profiles make relay services better for you.

With Florida Relay you are able to fill out your own customer profile. This allows us to store your call preferences, and expedites call processing. Some items you can add to your profile include:

- Frequently dialed numbers
- Emergency numbers
- Customer notes

A customer profile form can be downloaded from the website at ftri.org/relay/profile.

Florida Relay Customer Profile
For more information: mysprintrelay.com

The Customer Profile form allows those of you who access relay through a toll-free number to submit your preferences. You will have the flexibility of updating your preferences as needed. Your information is confidential and secure. When completed, please return to:

Florida Relay Customer Service
P.O. Box 20230 - KSOPHRC32-3A
Shawnee Mission, KS 66201-9230
or fax to 877-877-3291

If you have questions or need assistance, contact Florida Relay Customer Service:

800-676-3777 (Voice/TTY)
800-676-4290 (E-mail)
877-787-1989 (Speech-to-Speech)
866-931-9027 (Voice Carry-Over)
SprintLTRScustserv@sprint.com (email)

Important Information for Speech-to-Speech (STS)

Florida Relay Service offers a unique Customer Profile specifically designated for STS users. With Florida Relay's system, persons calling STS users who have difficulty sharing telephone numbers can be automatically connected to the STS user at the STS user's registered locations.

Go to www.mysprintrelay.com. After you enter your user name and password, go to the menu list and click **STS Contacts**. For assistance, call STS Customer Support at 877-787-1989.

Your Personal Information:

Last Name: _____
First Name: _____
Area Code & Phone Number: _____
Street Address (No P.O. Box): _____
City: _____ State: _____
Email: _____ Middle Initial: _____
Ext. Number: _____

Your Contact Numbers (For Sprint IP or Federal IP users only)

Area Code & Telephone Number: _____
If you want to register to get your new 10-digit phone number, go to www.mysprintrelay.com/Login

Frequently Dialed Numbers (Speed Dial for Non-Emergency Calls):

Name: (Limit 30 characters per name)

1	_____
2	_____
3	_____
4	_____
5	_____

Area Code & Phone Number: _____

If you need to add more information, go to the Additional Information section.

For questions or feedback, contact us!



Florida Relay Customer Support

- 866-462-6509 (TTY/Voice)
- 800-855-2886 (Español)

Sprint Relay Customer Support

- 877-787-1989 (Speech-to-Speech)
- 866-931-9027 (Voice Carry-Over)
- 877-877-3291 (Fax)
- accessibility@sprint.com (Email)
- ftri.org/relay (Website)

CapTel Customer Support

- 888-269-7477 (CapTel/TTY/Voice)
- 866-670-9134 (Español)
- 608-204-6167 (Fax)
- captel@captel.com (Email)

Specialized Telecommunications Equipment Distribution Program

- 1820 East Park Avenue
Suite 101
Tallahassee, FL 32301
- 800-222-3448 (Voice)
- 888-447-5620 (TTY)
- 850-270-2641 (Videophone)
- 888-554-1151 (Customer Care)
- 850-656-6099 (Fax)
- ftri.org/products (Website)



What is CART?

Communication Access Real-time Translation (CART) Service is a verbatim, word-for-word, instant translation of the spoken word into written text. The text appears instantly on a computer screen so that deaf or hard-of-hearing consumers may read what is being said.

CART often contains environmental sounds, and other audible and visual content that the consumer may miss otherwise.

CART services are performed by specially trained stenographers, many of them are former court reporters. Whenever possible, a Certified CART Provider, or CCP, should perform CART services.

CART is similar to Realtime Captioning in that the same equipment is used. The difference is that CART is a full screen of text, whereas Realtime Captioning contains few lines of text in addition to a video picture.

CART Display Options

Individual CART - This is CART service provided for one deaf or hard-of-hearing consumer. The CART provider sits near the consumer, and the consumer views the CART on a notebook-sized portable computer.

Group CART - For small groups, up to three consumers, an external computer monitor may be connected to the CART provider's computer.

Projected CART - For larger groups, the CART text may be projected onto a screen or wall using a data projector. In some cases, the CART may be viewed on a large-screen television. Keep in mind that projectors vary greatly, and the size of the group and the size of the room should dictate the strength of the projector and the size of the screen.

Remote CART - CART services are sometimes used when the CART provider is in a separate location from the deaf or hard-of-hearing consumer. The CART provider listens to the audio via a special speakerphone or microphone system, and the CART is sent to the consumer's computer through a separate phone line, or to the internet. The consumer or consumers are then provided access and a password to view the CART through their internet connection.

Setting up Remote CART service

Remote CART is the translation of the spoken word into text, usually viewed by the user via a laptop or personal computer. The CART writer (based in a remote location) listens to the event, transcribes all that is heard and then sends back the transcribed text to the user.

This service is very economical, in addition to being a reliable way to receive CART services. The learning curve is relatively limited for the service; while most users find that after a time or two, many of their questions and issues are eliminated.

There are two key components to remote CART which include:

1. Audio Acquisition
2. Internet Connectivity

Audio Acquisition

There is an adage that says, “If we can’t hear it, we can’t write it.” For any type of remote CART to be successful, we need to be able to hear the audio.

Phone Audio – One of the clearest and easiest forms of audio acquisition is the teleconference line. We dial into the phone just as everyone else does, and we listen to the voice speaking and write what we hear. Challenges to phone audio are limited, but some issues include: call participants that are multi-tasking or using cell phones, participants sitting away from the speaker phone in a room or not speaking into a microphone thus making their speech unheard, voices tending not to be as clear. For the most part, this is a great way to hear the meeting or an event.

The type of phone used is also important. If everyone is speaking into a traditional telephone handset, there are not usually issues, however, speaker phones are frequently used and these can result in an audio challenge. To optimize the audio when using a speaker phone, try to centralize it among speakers. If it is placed at one end of long table and a number of speakers are at the other end, it will be tough to hear them. Keep the phone away from computer or overhead cooling fans. Encourage participants to speak up. If you have “softer speakers” in the room, perhaps you can ask them to sit closer to the phone.

Internet Audio (VoIP) – Using the audio over the internet is extremely practical and easy to do as well. To capture the audio, a room microphone is used. Again the audio is listened to, transcribed, and the text is sent back to the end-user via the internet.

This form of audio is primarily beneficial if all parties participating in the call are onsite. You can use an external microphone plugged into your computer to capture all the voices and send that audio, via the internet, to your captioner. Many times these microphones are more sensitive than speaker phones and can do a very good job at picking up the audio in the room.

Internet Connectivity

In order to provide remote CART services, you need to have a stable internet connection.

- **Hardwired** - A hardwired connection is where you physically plug an ethernet cable into the internet wall jack and your computer. This connection provides the most reliable

and stable connection. The challenge with hardwiring is that it's not always a viable option, and it tethers the user to a particular location.

- **Wireless connections** - Wireless connections can work well if the wireless signal provided is strong and consistent. Working on a wireless connection at home can be very different from working on a wireless connection in a university setting. It is always best to test and make sure your connectivity is strong.
- **Wireless aircards** -Remote CART services from many companies can be effectively run on wireless aircards. You are working with limited bandwidth, so, again, you will want to test to verify that a stable connection is available to you.

*Used with permission, Mike Cano, Alternative Communication Services,
Inc. Mike@ACSCAPTIONS.com*