

Big Bend Community Based Care Policy & Procedure

Series: 500: Special Populations

Policy Name: Special Needs and Accessibility

Policy Number: 506

Origination Date: 03/09/2009

Revised: Board Meeting of 12/13/2018

Regulations: Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 794, as implemented by 45 C.F.R. Part 84
Americans with Disabilities ACT 1990 as implemented by 42 U.S.C. Sections 12101 et seq.
CFOP 60-10, Chapter 4, entitled "Auxiliary Aids and Services for the Deaf or Hard-of-Hearing:

Referenced Document:

500-506 x 1, BBCBC Auxiliary Aids Plan

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to ensure that clients, visitors, and staff with special needs such as language barriers, blindness, vision impairment, and those who are deaf or hard of hearing are fully accommodated in service provision.

Procedure

- A. As Spanish is the most common foreign language spoken in the Big Bend area, all forms that require client signature, such as those dealing with Client Rights and Responsibilities, medical information, and release forms, will be available upon request, in Spanish as well as English.
- B. BBCBC will make reasonable efforts to provide assistance for clients or visitors who do not speak English and for those who are deaf or hearing impaired.
 1. BBCBC will recognize that the client or companion's preference is the primary consideration in determining what auxiliary aids or services to provide.
 2. If communication through a specific auxiliary aid or service is deemed ineffective, staff will ask the client or companion to determine a more effective auxiliary aid or service for communication. BBCBC will arrange for the needed service or aid to be used to assure effective communication with BBCBC and the CMOs.
 3. BBCBC will refer to its Auxiliary Aids Plan attached to the policy in order to accommodate the needs of those with limited English ability and those who are deaf or hard of hearing.
- C. If a client is visually impaired and is unable to read the Client Rights & Responsibilities documents or other documentation, the staff of BBCBC and its provider agencies will provide the documents in larger or print or if needed read the document aloud for the client.

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- D. Visually impaired clients who have access to an audio cassette player or CD player may request an audio recording of the content of the documents and forms they are asked to sign.