

## AUXILARY AIDS PLAN

Henderson Behavioral Health ensures that communication necessary to access behavioral healthcare services is provided without cost to all Persons Served, their Authorized Representatives, and their Companions who assist them with behavioral healthcare treatment, and who are Deaf, Hard-of- Hearing, or have Limited English Proficiency( LEP).

### The purpose of this plan is:

- To ensure that services are provided to Persons Served without regard to race, color, national origin, disability, or age.
- To ensure compliance with Title VI of the Civil Rights Act, Section 504 of the Rehabilitation Act, and Title II of the American with Disabilities Act.
- To ensure compliance with Department of Children & Families Services contractual requirements.

### DEFINITIONS:

**Auxiliary Aids & Services:** effective methods of making aurally delivered materials available to individuals who are deaf or hard-of-hearing, that may include: qualified sign language or oral interpreters, note takers, computer-assisted real time transcription services, written materials, telephone handset amplifiers, assistive listening devices & systems, telephones compatible with hearing aids, closed caption decoders, open & closed captioning, TTY/TDD, video & text displays, video interpreting services

### **Telecommunication Display Device:**

Electronic device that enables an individual who is Deaf or Hard-Of-Hearing to communicate via the telephone

### **Limited English Proficiency:**

An individual of a national origin minority group with limited English proficiency

### **Aid-Essential Communication Situation:**

Importance, length, and complexity of information being conveyed is such that the requested auxiliary aid or service is always provided, for example:

- Determination of Person Served's medical, psychiatric, psychosocial, nutritional, functional history or description of condition, ailment or injury
- Discussion of treatment plans
- Provision of a Person Served's rights, informed consent, or permission for treatment
- Determination and explanation of a Customer's diagnosis or prognosis, and current condition
- Explanation of procedures, tests, treatment options
- Explanation of prescribed medications, dosage, instructions for use, possible side effects or food or drug interactions
- Communication regarding physically and/or mechanically restraining the Person Served
- Provision of discharge planning and discharge instructions
- Provision of mental health evaluations, therapy, counseling and crisis intervention
- Determination of eligibility for public benefits during the intake and review processes
- Investigation by Protective Services involving interviews

### DEFINITIONS (continued):

**Qualified Interpreter:**

Interpreter who is able to interpret effectively, accurately and impartially both receptively and expressively, using a necessary specialized vocabulary

**Certified Interpreter:**

Qualified interpreter who is certified by the National Registry of Interpreters for the Deaf, or other national or state interpreter assessment and certification program

**Companion:**

An individual who is deaf or hard-of-hearing and whom the Person Served indicates should communicate with the service provider on their behalf regarding treatment, or is legally authorized to make healthcare or legal decisions on behalf of the Person Served

**GENERAL CONSIDERATIONS:**

1. All HBH employees are trained upon hire in identifying communication needs for Persons Served, their Authorized Representatives, and their Companions who assist them with behavioral healthcare treatment and in accessing resources to ensure that effective communication occurs in the provision of services to the Persons Served.
2. HBH utilizes a Telecommunication Display Device (TDD) at the Crisis Center, which is publicized in all Henderson publications.
3. All HBH locations have posters stating that interpretation for behavioral healthcare services is provided at no cost in the following three languages: English, Spanish, and Creole.
4. The Risk Management Coordinator serves as the Section 504 Coordinator and the Single Point of Contact (SPOC) to facilitate the provision of communication assistance for Persons Served, their Authorized Representatives, and their Companions who assist them with accessing behavioral healthcare treatment.
5. Due to privacy and confidentiality concerns, potential emotional involvement, and other factors that may adversely affect the ability to facilitate communication, a family member, advocate or friend of a Person Served shall not be required or coerced into interpreting or facilitating communication unless the Person Served provided written confirmation that they have been offered other auxiliary aids and s/he has agreed to using these individuals for this purpose.
6. Qualified and Certified Interpreters for deaf or hard-of-hearing Persons Served will be provided in a timely manner per the following:
  - In an emergency situation that is non-scheduled, no later than two hours
  - In a non emergency by the next business day
  - For scheduled events
  - If the interpreter fails to appear for a scheduled appointment, than an interpreter must be made available no later than two hours after the scheduled appointment time
7. Written translation of vital HBH documents will be provided free of charge to Persons Served who have Limited English Proficiency