



POLICY

The Poverello Center, Inc. shall make available resources necessary to communicate with those who have limited English proficiency, are deaf, hard of hearing, deaf/blind or speech impaired.

PROCEDURE

The Poverello Center, Inc. staff and volunteers shall familiarize themselves with resources available to communicate with those who have limited English proficiency, are deaf, hard of hearing, deaf/blind or speech impaired.

All agency staff and volunteers who have client contact shall be familiar with the Florida Telecommunications Relay (FTR) system and how to contact FTR by dialing 711 or other toll-free numbers found at www.ftri.org.

Determining the most effective auxiliary aid or service appropriate for a situation begins with asking the customer/companion what auxiliary aid they prefer. An assessment of the customer's/companion's needs should be completed and documented upon intake. The state form CF 761 may be used as a guide if staff are unsure how or what to document.

All agency staff and volunteers who have client contact shall ensure that confidentiality is maintained for all clients utilizing the telephone relay system or translators.

Resources: 1. <http://www.dcf.state.fl.us/admin/servicedelivery/docs/DCFStatewideAuxiliaryAidsandServicesPlan.pdf>

2. <http://www.dcf.state.fl.us/admin/servicedelivery/docs/CCCAFormAndInstructionsRevised.pdf>

3. <https://www.myflfamilies.com/admin/servicedelivery/docs/CCCAFormAndInstructionsRevised.pdf>

Approvals:

Signature: _____

Date: _____

6/11/19

Thomas S. Pietrogallo, MSW/LCSW, MBA
Chief Executive Officer

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