



Auxiliary Aids Plan

Women's Center of Jacksonville shall comply with Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 794, as implemented by 45 C.F.R. Part 84 (hereinafter referred to as Section 504) and the Americans with Disabilities Act of 1990, 42 U.S.C. 12131, as implemented by 28 C.F.R. Part 35 (hereinafter referred to as ADA).

This plan is available in alternative formats at the request of staff and participants. This plan will be disseminated to persons and agencies working with people living with a disability and Limited English Proficient and will be posted on Women's Center of Jacksonville's website.

Non-Discrimination Policy

The Women's Center of Jacksonville (WCJ) does not, and shall not, discriminate in any aspect against a person because of race, color, religion, age, national origin, mental or physical disability/disability status, sex/gender, pregnancy, military status, sexual orientation, gender identity, gender expression, limited English proficiency, language spoken, or other legally protected status.

Single Point of Contact

The Single Point of Contact for the WCJ is Heather Harding, (904) 722-3000 x 205. She will ensure effective communication with Deaf or Hard-of-Hearing customers or companions in accordance with Section 504 and the ADA. The Single Point of Contact shall ensure that employees are aware of the requirements, roles, responsibilities, and contact points associated with compliance with Section 504 and the ADA.

Provision of Auxiliary Aids and Services

The WCJ will at all times recognize that the client or companion's preference is the primary consideration in determining what auxiliary aids or services to provide. If communication through a specific auxiliary aid or service is deemed to be ineffective, staff will ask the client or companion to determine a more effective auxiliary aid or service for communication. Documentation shall be made in the customer's file regarding the attempt to improve the effectiveness of auxiliary aids and services.

If a participant or companion is Deaf or Hard of Hearing, The WCJ's staff shall obtain auxiliary aids according to the communication assessment and requested services. All ASL interpreters' certifications shall be verified.

Staff that is unfamiliar with the auxiliary aid or service requested shall contact their Single Point of Contact (SPOC) and 504/ADA Coordinator (Civil Rights Officer) or their Supervisor, for assistance in locating appropriate resources to ensure effective communication with clients, customers and companions.

Provision of Interpreters in a Timely Manner

The WCJ staff shall provide interpreters for customers and companions who are Deaf or hard-of-hearing in a timely manner in accordance to the following standards:

- a. **Non-Scheduled Interpreter Requests:** For any emergency situation that is not a scheduled appointment, staff shall make an interpreter available as soon as possible, but in no case later than two (2) hours from the time the client or companion or staff requests an interpreter, whichever is earlier. If the situation is not an emergency, staff shall offer to schedule an appointment (and provide an interpreter where necessary for effective communication) as convenient to the client or companion, but at least by the next business day
- b. **Scheduled Interpreter Requests:** For scheduled appointments, staff shall make a qualified interpreter available at the time of the scheduled appointment. If an interpreter fails to appear for the scheduled appointment, staff shall take whatever additional actions are necessary to make a qualified interpreter available to the client or companion who is deaf or hard-of-hearing as soon as possible, but in no case later than two (2) hours after the scheduled appointment or next business day.

Auxiliary Aids Documentation

The WCJ shall document the client or companion's preferred method of communication and any requested auxiliary aids and services provided in the customer's program file. Documents and forms evidencing when and how The WCJ provided auxiliary aids and services to customers or companions shall be retained within the customer's corresponding file for seven years. Forms include but are not limited:

- Client or Companion Assessment and Assessment and Auxiliary Aid and Service Record
- Client or Companion Request for Free Communication Assistance or Waiver
- Client or Companion Feedback form
- Auxiliary Aid Service Record Monthly Summary Report

This documentation will continue to be kept for record keeping with the SPOC.

Denied Auxiliary Requests

Documentation, with supporting justification, must also be made if any request was not honored. The WCJ Executive Director is the only person that can deny auxiliary aid requests made by a client or companion. If a staff person is not familiar with an auxiliary aid request, please contact the SPOC for information as well as ask the client for any information that you may need to secure this aid, but reiterate that the cost of any auxiliary aid is the responsibility of the agency and not the client.

Referrals

If customers or companions are referred to other agencies, the provider must ensure that the receiving agency is notified of the client or companion's preferred method of communication and any auxiliary aid or service needs. In order to accommodate this, the WCJ will ensure that the referral is desired by the participant and that he or she signs a Release of Information Form.

Client Feedback Form

The provider shall distribute client/Companion Feedback Forms to customers or companions that are Deaf or hard of hearing and provide assistance in completing the forms if requested by the client or companion. The original client/Companion Feedback Form shall be mailed to DCF, Office of Civil Rights, 1317 Winewood Boulevard, Building 1, Room 110, Tallahassee, FL 32399-0700 by the participant or if requested, by The WCJ. A copy of the client Feedback Form **shall not be kept in the file.**

Documentation/Record Retention

Records relating to auxiliary aids and services provided shall be retained by each local office and the original document retained in the client or customer's file or records. All final requests for accommodations, along with relevant documentation, will be forwarded to the designated 504/ADA Coordinator.

CART-Captioning Real Time and Providers

Captioning (Real Time). This is the simultaneous conversion of spoken words to text, through computer-assisted transcription or court reporting, and displaying that text on a video screen. This communication service is beneficial to individuals who are deaf or hard-of-hearing that do not use sign language or for whom assistive listening devices and systems are ineffective.

Kaptions4U, LLC
Brandi Kent, RPR, CBC, CRR, CCP
352.516.8310

Tanya Ward English, CRR-CCP-CBC tanya@floridarealtime.com
CAPTION CREW
Florida Realtime Reporting
954.767.6363

Marianne E. Sayers, RPR, CRR fmcr@att.net
Fort Myers Court Reporting
2231 First Street
Fort Myers, FL 33901
Office: 941.334.1411 Fax: 941.334.1476

Signage

The Single-Point-of-Contact will ensure that conspicuous notices which provide information about the availability of appropriate auxiliary aids and services at no-cost to the deaf or hard-of-hearing customers or companions are posted near where people enter or are admitted within the center locations. The SPOC's name and contact information should be on the Deaf and Hard of Hearing Poster as well as the name and contact information for the ADA 504 Coordinator. The approved Notices can be downloaded through the Internet at: [DCF Posters](#)

Event Accommodations

The Center shall ensure accessibility to meetings, conferences and seminars to persons with disabilities, limited English proficiency, and Deaf or hard of hearing by placing the following statement on all event notices and advertisements prior to the event:

The Center will provide accommodations, including American Sign Language interpreters, assistive listening devices, alternative formats of printed materials and real-time captioning upon request for persons who are deaf, hard of hearing or are living with disabilities. To ensure accommodations, please make sure your request is submitted within 7 days prior to the event to info@thewcj.org so that accommodations can be made.

Staff and Volunteer Training

The staff and volunteers shall receive training on how to provide auxiliary aids and services for persons with disabilities and limited English proficiency (LEP) within 60 days of commencing employment. The staff and

volunteers will receive an annual refresher training on auxiliary aids and services for persons with disabilities and limited English proficiency (LEP). The WCJ staff shall be trained to use the TTY phone and video relay call. Training documentation shall be maintained in each employee's training file.

Auxiliary Aid Resources

Florida Video Relay: 7-1-1

Through the Florida Relay Service, people who use specialized telephone equipment can communicate with people who use standard telephone equipment. To call Florida Relay, dial **7-1-1**, or use the appropriate toll free numbers below:

1-800-955-8771 (TTY)

1-800-955-8770 (Voice)

1-877-955-8773 (Spanish)

1-877-955-8707 (French Creole)

Video Remote Interpreting

Through a video remote interpreter people can use an interpreter via technology to communicate with a participant instead of an in person interpreter. This is a good resource for emergency situations with limited time to get an in person interpreter as well as if there are few local community resources for certified interpreters. Below is the phone number for the Registry of Interpreters for the Deaf which will provide contact information for certified video remote interpreting.

Registry of Interpreters for the Deaf: (703) 838-0030 (Video Remote Interpreters)

Certified Sign Language Interpreters:

1. ASL Associates, Inc.

24 Hour Pager contact 904-433-0364

Office 904-288-6753

Eric Maxey- Director

2. First Coast Sign Language Interpreting

www.firstcoastsignlanguage.com

888-552-2996 ext. 106 Michelle Wilson

mwilson@firstcoastsignlangauge.com

Serving Limited English Speaking Survivors:

Staff are to provide interpretation for all essential services upon request. Interpretation will be available 24 hours a day, 7 days a week. Staff and program participants have two key options for foreign language interpretation:

1. Language Line

Before Call:

- Know the language that is needed
- Be prepared to brief the interpreter about the nature of the call before he/she speaks to your Limited English Speaker.
- If you have non English Speaker on the phone, call language line and connect a 3 way call.
For outbound calls, provide the operator with a dial out number and she will make a 3 way conference call

Foreign Language Interpreters:

Dial 1-888-808-9008

- At the prompt, enter your 8-digit PIN number: **11096625**
- Once the interpreter is connected. Tell them what you want to accomplish and give any special instructions.
- Prior to engaging in crisis counseling, notify the caller of the WCJ confidentiality and the limits of confidentiality when a third party is present. The staff member should speak as though they are speaking directly to the client. The interpreter will interpret exactly what is said to the client and the client's exact response

During the Call:

- Speak in short phrases or sentences
- Avoid slang, jargon, and technical terms
- Check for understanding from you Limited English Speaker throughout the call. If needed, rephrase the questions or statements until understood
- When speaking to the interpreter, do not give and/or ask too much information at one time.
- Ask questions in the first person

Ending the Call:

Be sure the Limited English Speaker and Language Line Interpreter know that the call is ending.

2. The WCJ can contact Universal Interpreting Solutions to provide in-person interpreter services as needed. (904) 302-8932 or via e-mail: ed@universalinterpretingsolutions.com or patricia@universalinterpretingsolutions.com or info@universalinterpreting.com

Client Complaints

If you believe you were wrongfully denied access to services or discriminated against:

1. Inform the person who denied access to services that you believe they wrongfully denied you services and why you believe that to be the case.
2. Ask to speak to the Director of Administration, immediately.
3. You may submit your complaint/grievance in writing using our grievance forms located at the front desk.
4. Your grievance should be submitted to the Director of Administration. Include the following information:
 - a. What service were you denied?
 - b. What were you told was the reason you were denied service?
 - c. What person denied you services?
 - d. What was the date you were denied service?

In addition to the above actions, discrimination complaints may also be filed externally with the state and federal government.

Assistant Staff Director for Civil Rights
1317 Winewood Boulevard
Building 1, Room 110
Tallahassee, FL 32399-0700
850-487-1901

Executive Director
Florida Commission on Human Relations
2009 Apalachee Parkway, Suite 100
Tallahassee, FL 32301-4857
850-488-7082
US Department of Health & Human Services
Office for Civil Rights

Atlanta Federal Center, Suite 3B70
61 Forsyth Street, SW
Atlanta, GA 30303-8909
404-562-7881

US Department of Justice
Coordination & Review Section
Civil Rights Division
P.O. Box 66118
Washington, DC 20035-6118
202-514-0301