

2024 BCBH State Funded Service Auxiliary Aids and Service Plan

POLICY: BayCare Behavioral Health (BCBH) complies with the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, State of Florida contractual requirements, and BayCare policy NCL 0062.

ACTIONS TO BE TAKEN

A Single Point of Contact (SPOC) at each BCBH program is responsible for ensuring effective communication with customers or companions who are deaf or hard of hearing, and individuals who have limited English Proficiency.

Notices which provide information about the availability of appropriate auxiliary aids and services at no cost are posted at services entrances and admission locations.

Within 30 days of hire, team members are introduced to Title VI and Section 504. Team members are trained on and repeat annually Section 504-ADA training including how to arrange for auxiliary aids and services for persons with disabilities and limited English proficiency.

All requests for and provision of auxiliary aids and services are documented in the clinical record.

If at any time a request seems unreasonable, staff shall discuss this with the SPOC who will consult with the BayCare Health System 504 Coordinator. Denial determinations can only be made by the Vice President of Behavioral Health (or designee). The customer or companion's preference is the primary consideration in determining what auxiliary aid or service to provide.

All interpreter services are available 24/7 and are provided for a customer or companion, in order to provide effective communication. All interpreters utilized are certified.

All customers and companions should have a scheduled appointment and the preferred method of communication is arranged to be available at the time of the appointment.

When the preferred method of communication is not readily available, a reasonable substitute will be available as soon as possible, but no later than two (2) hours after the scheduled appointment or within 24 hours for non-scheduled appointments.

BCBH makes sign language and interpreting services available at: meetings, conferences, and seminars to persons with disabilities, limited English proficient, or deaf or hard of hearing, including providing necessary aids for those individuals in attendance.

With the exception of Winter Haven Hospital, Center for Behavioral Health (WHH CBH), BCBH and Northside Behavioral Health Center (NBHC) contracts with Jessica Harris Sign Interpreter Services, Telephone Number: 727-271-0160, for in person sign language. WHH CBH services are contracted with American Sign Language Services Corp., 407-518-7900.

All BCBH locations contract with Stratus VRI for 24/7 video remote interpreting services. Services are available on demand via the VRI unit at designated locations. As of April 2024, all BCBH locations will be contracted with GLOBO for VRI services.

BCBH contracts with CyraCom, 1-800-481-3293, for over the over the phone foreign language services. As of April 2024, all BCBH locations will be contracted with GLOBO for over the phone foreign language services.

The Florida Relay Service facilitates communication with people who use specialized telephone equipment to 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)

When a customer or companion requests Captioning in Real Time (CART) Services notify the SPOC. When deemed appropriate by leadership, BCBH may contract with Purple, 813-793-4034, for CART.

Pocket talkers are available at each BCBH program location. Contact your SPOC to reserve use of a device.

If communication through an auxiliary aid or service is found to be ineffective, a communication reassessment should be conducted. If additional assistance is needed following the reassessment, Team members are to contact

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their SPOC. Should a team member be unfamiliar with an auxiliary aid or service requested by customer or companion the team member should contact their SPOC.

This plan will be made available in alternative formats if requested by staff or clients and companions.