



Series	800-0100 Regular Standards & Compliance	
Policy	Cultural Competency and Diversity Policy and Plan	
Effective Date	3/1/2024	Revision Date: 7/12/2024
Approved		

POLICY:

It is the policy of Drug Abuse Foundation (DAF) to maintain a written Cultural Competency and Diversity Plan that describes how the linguistic and cultural needs of our recipients are met. It is our policy to effectively provide quality services to recipients of all cultures, age, races, gender, sexual orientation, socio-economic status, languages, ethnic backgrounds, spiritual beliefs and religions in a manner that recognizes, values, affirms, and respects the worth of the individuals and protects and preserves the dignity of each person. DAF adheres to the equal employment opportunity policy and non discrimination practices.

APPLICABILITY:

This policy shall apply to all leadership and staff of the Drug Abuse Foundation.

PURPOSE:

It is the intent of DAF that its employees behave in a manner representative of its ethical and/or moral commitment to provide quality substance abuse treatment services to its recipients. DAF’s commitment is to provide quality services to recipients, regardless of their cultural backgrounds, age, race, gender, sexual orientation, socio-economic status, languages, ethnicities, spiritual beliefs, or religions.

PROCEDURE:

DAF is a private, non-profit service provider. As such, DAF has limited resources, and shall seek to acquire services at no cost whenever possible to meet the diverse cultural and linguistic needs of our clients. DAF’s Board of Directors and CEO meet annually to set goals to improve diversity and offer continual cultural competence services and training as part of DAF’s strategic plan.

The annual diversity goals will be discussed quarterly at DAF’s quality assurance committee meeting. The cultural and linguistic standards will be evaluated and revisited during the quarterly QA committee meeting.

DAF Cultural Competency and Diversity Policy is implemented by the following plan and practices:



I. Cultural Competency and Diversity Plan

Introduction:

Cultural competence is an integral part of Drug Abuse Foundation (DAF). Those employed by DAF who are in direct contact with recipients and families will demonstrate the following:

- Recognize, value, affirm, and respect the worth of each individual recipient and family and protect and preserve the dignity of each.
- Utilize appropriate resources to ensure linguistic needs of the recipient and family are met.
- DAF is an equal opportunity employer committed to providing equal employment opportunities for all applicants and employees, regardless of race, religion, gender, national origin, age, disability, marital status, or veteran status.

Translation Services:

- The offices of Compliance, Treatment and Prevention/intervention Services shall develop a list of sources offering translation services for languages reflecting the needs of Palm Beach County catchment area residents, including sign language. These sources shall include, but are not limited to staff, cultural centers, professional translators, and private citizens. This list shall be updated at least annually, based upon needs identified through the annual client profile report. The intent of this provision is to ensure availability of services to clients, on an as-needed basis, by maintaining a resource pool, which reflects the needs of DAF clients.
- Any time a client is found to need assistance in this area; the single point of contact will be notified to assist in providing services to the client.

Translation Service Providers:

DAF shall enter into affiliate agreements with appropriate translation service providers as needed, in accordance with the relevant provisions of Policy No. 600-012, Information and Referral.

DAF Single Point of Contact (SPOC):

The Single Point of Contact (SPOC) for DAF is the Compliance Director. The back-up SPOC will be the Clinical Director for Residential Services.

- It is the responsibility of the SPOC to ensure that all clients have access to effective communication, including deaf or hard of hearing clients and clients with limited English proficiency (LEP).



- The SPOC will ensure that DAF auxiliary aids and services plan and auxiliary aids monitoring plan is updated on an annual basis. This plan can be made in alternative formats upon request.

The plan is also available on our website: dafpbci.org

Assessing for Communication Needs:

- At the initial point of contact, the DAF SPOC or SPOC backup will be notified immediately 24/7 of the request for Auxiliary Aids. An assessment of communication needs will be conducted for all individuals who are deaf or hard-of-hearing, using the required Florida Department of Children and Families documents. The required documents will be completed at each interaction/service to the client or companion. The purpose of these tools is to facilitate the collection and coordination of auxiliary aids and services to meet the needs of clients who are deaf or hard-of-hearing.
- DAF will at all times recognize that the client’s preference is the primary consideration in determining what auxiliary aids or services to provide. If communication through a specific aid or service is deemed to be ineffective, the SPOC will assist the client in determining a more effective aid or service for communication. Documentation shall be made in the client’s file regarding the attempt to improve the effectiveness of auxiliary aids and services. Once the assessment is completed, the SPOC or assigned DAF staff shall obtain auxiliary aids according to the communication and request for services assessment.
- Staff shall utilize culture-specific information provided in training and/or employee orientation to assist in identifying and determining cultural health beliefs.
- Community demographic data and disparities will be presented to the Board and leadership annually.

Staff Training:

- All new employees shall receive cultural and linguistic training within 60 days of hire, and the training certificate shall be kept with the HR files.
- All staff shall complete required training and sign the Support to the Deaf and Hardof-Hearing Attestation Form.
- All staff shall receive annual refresher cultural and linguistic training.

All staff will be provided with CLAS oriented feedback in their performance review.



Provision of Interpreters/Services:

At no time is it acceptable for staff to deny services to a client without notifying the SPOC.

- If staff, based on the communication assessment results find that auxiliary aids or services are not essential, staff are to contact the SPOC. Additionally, if staff is unsure of how to proceed, staff is to immediately contact the SPOC.
- Bilingual staff can assist in meeting the Title VI requirements when they are able to conduct the business of the workplace in any language they speak. It does not involve interpretation or translation between languages. It does require fluency in the non-English language, including fluency in agency terminology.
- DAF staff shall provide certified interpreters for clients who are deaf or hard-ofhearing at the time of the scheduled appointment. If the interpreter fails to appear, staff shall take whatever additional actions are necessary to make a certified interpreter available to the customer or companion as soon as possible, but in no case later than two (2) hours from the time the scheduled appointment, or as convenient to the customer or companion. The SPOC shall be notified immediately, in the event a scheduled interpreter fails to appear.
- If it is a non-scheduled appointment or non-emergency situation, DAF will provide a certified interpreter within two (2) hours of the request, or at least by the next business day. In emergency situations an interpreter will be made available as soon as possible, but no later than two (2) hours from the time the customer or companion requests an interpreter, whichever is earlier. All interpreters will be certified and the certification will be verified each time services are provided
- DAF is a private, non-profit service provider. As such, DAF has limited resources, and shall seek to acquire translation services at no cost whenever possible. Reference lists of translation services shall be made available to program supervisors. Services, for which fees will be assessed to DAF, require advance approval vial purchase requisition, or specific authorization from the office of the Executive Director, except in the event of an emergency service.
- Services will not be denied eligible clients and request for payment will be expedited to ensure services are available in a timely manner.

Auxiliary Aids Documentation:

DAF staff shall document the client’s preferred method of communication and any requested services provided in the client’s record. Documents and forms evidencing when and how the staff provided aids and services to clients shall be retained in the Client’s record for seven years.



All requests for translation services should be referred to the SPOC and will require completing the following documents:

- A. Communication Assessment
- B. Customer Request or Waiver of Services
- C. Customer Feed Back Form
- D. Client Communication Plan (for providing auxiliary aids or services on an ongoing/continuous basis)

Documentation will be kept for record keeping with the SPOC, and in the Consumer’s record.

These forms are available on the G drive, from Program Supervisors, or from the Compliance Department. Once completed, these forms need to be submitted to the SPOC within 24 business hours. All retained documents used in the provision of auxiliary aids shall be reviewed annually.

The initial assessment with a client will include an assessment of the client’s communication needs including the need for any translation services. When communication services are required client preference will be taken into account when obtaining services.

Referrals

If a client is referred outside for additional care, the SPOC and the Care Coordination Team will ensure the agency referred to has the ability to meet the client’s communication needs.

DAF ensures non-discriminatory and respectful services to recipients and families by employing both internal and external cultural competency practices. Ongoing improvement and widespread dissemination of these efforts evidences DAF’s commitment to the provision of culturally appropriate services and care. DAF, as a substance abuse based practice, accommodates, facilitates, treats, and assists recipients with a wide variety of disabilities from mental and physical disabilities to those recipients with medical diagnosis and disorders.

All employees, recipients, and families have access to the DAF Cultural Competency and Diversity Plan, as the essential plan elements are included in employee materials and on our website at www.dafpbci.org. It is also available separately upon request.

II. Internal Cultural Competency and Diversity Practices

- (1) DAF seeks staff members that are committed to their community, represent a variety of cultural backgrounds, and are capable of communicating in cross-cultural situations. Discrimination



is not tolerated and employees will conduct services in a manner that recognizes values, affirms, and respects the worth of the individual and protects and preserves the dignity of each person.

(2) When necessary and requested, translation services to recipients will be provided to Limited English Proficiency (LEP) individuals. The interpreter will assist with translating any intake, treatment plans, evaluation, or other documents shared with family. DAF shall enter into affiliate agreements with appropriate translation services provider as needed, in accordance with the relevant provisions of Policy No. 600-012, Information and Referral Practices. If a client is bilingual, DAF shall survey staff for foreign and sign language fluency. Staff indicating fluency in these languages shall be considered a primary resource for assisting clients requiring translation assistance. A staff fluency report shall include but may not be limited to: name, work site, language spoken, and some indication of fluency level. The staff fluency report shall be revised at least annually. Contact information is listed with the Human Resources Department and the office of The Clinical Director of DAF.

(3) DAF provides training. Comprehensive, behaviorally and theoretically based cultural competency training and education is identified and at times offered. Characteristics of the training include:

- Acceptance and respect for differences
- Careful attention to dynamics of difference
- Continuous expansion of cultural knowledge and resources

Training is based upon the following learning techniques:

- Assessment and awareness of personal biases, values and expectations
- Content on general culture-specific attributes (family structures, language use for various groups, and recipients with a wide variety of physical and linguistic disabilities).

Specific trainings identified include:

- DAF Cultural Diversity Training

Internal Monitoring

The Chief Compliance Officer will conduct Internal Monitoring on annual basis or as needed to review organizational planning and operations with the purpose of identifying cultural and linguistic needs. The internal monitoring will include the following elements:

- Review of the SPOC’s job description
- Review of Client Assessment and Assessment Aid and Service Record



- Client Request for Fee Communication Assistance or Waiver
- Client Feedback Form – documentation that form was provided
- Client Plan – providing auxiliary aids or services on an ongoing/continuous basis
- Verification of the Interpreters Certification
- Review of Policies and Procedures that address cultural and linguistic standards
- Review complaints/grievances
- Review of record retention of all documents used in the provision of auxiliary aids
- Review of notifications, or materials available to the public to ensure accommodations for individuals with disabilities are made
- Review DAF’s notifications, handbooks, and brochures to ensure the provide information for individuals with disabilities regarding auxiliary aids, and how to request special accommodations
- Inspection of auxiliary aids equipment
- Review of email receipts of submission of Monthly Auxiliary Aids Reports sent to HHS
- Verify that staff have completed required training and signed the Support to the Deaf and Hard-of-Hearing Attestation Form.

Limited English Proficiency Consumers and Auxiliary Aid Services for Deaf and Hard of Hearing Consumers:

DAF will provide, at no cost to the client/customer or companion, appropriate auxiliary aids, including qualified or certified language interpreters, where necessary, to afford such persons an equal opportunity to participate in or benefit from DAF programs and services.

- a. All clients and potential clients are entitled to an equal opportunity to use and benefit from the programs and services of DAF. This includes language access to ensure that programs and services are equally accessible to and equally effective for otherwise qualified persons with Limited English Proficiency.
- b. DAF shall take reasonable steps to provide services and information in the appropriate language, other than English, to ensure that persons who are Limited English Proficient are effectively informed and can effectively participate in and benefit from its programs, services and activities.
- c. Language interpreters will be available for use by clients and potential clients in each phase of the service delivery process (e.g., telephone inquiries, requests, intake interviews, service delivery, counseling, complaints, testing, treatment, and training, etc.) This service will be at no cost to the client.



Language Access for the Provision of Services Provided:

It is important to understand how individuals who are Limited English Proficient (LEP) interact with DAF. Examples may include, but not limited to:

- a. Program applicants and participants
- b. Hotline or information calls
- c. Outreach programs
- d. Public meetings and hearings
- e. Public access to the DAF's website
- f. Written materials or complaints sent
- g. Brochures intended for public distribution
- h. Testing
- l. Provide notices to LEP persons letting them know that language access services are available and that they are free of charge.

This notice should be provided in a language that the LEP person will understand. This will include:

- Posting signs in intake areas and other entry points. When language assistance is needed to ensure meaningful access to information and services. It is important to provide notice in the appropriate language in intake areas or initial points of contact so that LEP person can learn how to access those language services. The signs should be translated in the most common language encountered.
- Stating in outreach documents that language services are available from the agency. Announcements could be in brochures, booklets, and in outreach and recruitment information.
- Utilize a telephone voice mail menu. The menu could be in the most common languages encountered. It should provide information about available language assistance services and how to get them.

Competency of Interpreters and Translators.

- b. When providing oral assistance DAF shall ensure competency of the language service

provider. Competency requires more than self-identification as bilingual. Some bilingual staff and community volunteers, for instance, may be able to communicate effectively in a different language when communicating information directly in that language, but may not be competent to interpret in and out of English. Likewise, they may not be able to do written translations.



Competency to interpret, however, does not necessarily mean formal certification as an interpreter, although certification is helpful. When using interpreters, staff should ensure that the interpreter:

- I. Demonstrate proficiency in and ability to communicate information accurately in both English and in the other language and identify and employ the appropriate mode of interpreting (e.g., consecutive, simultaneous, summarization, or sight translation);
 - II. Have knowledge in both languages of any specialized terms or concepts peculiar to the program or activity and or any particular vocabulary and phraseology used by the LEP person;
 - III. Understand and follow confidentiality and impartiality rules to the same extent DAF's employee for whom they are interpreting and/or to the extent their position requires;
 - IV. Understand and adhere to their role as interpreters without deviating into role as counselor, legal advisor, or other roles (particularly in court, administrative hearings, or law enforcement contexts),
 - V. Be able to show sensitivity to the person's culture.
- c. If bilingual staff is used to interpret between English speakers and LEP persons, or to orally interpret written documents from English into another language, staff shall be competent in the skill of interpreting. DAF recognizes there may be times when the role of the bilingual employee may conflict with the roles of an interpreter.
- d. DAF shall make any appropriate adjustments in assignments and protocols for using bilingual staff, can ensure that bilingual staff is fully and appropriately utilized. When bilingual staff cannot meet all of the language service obligations, then other options shall be used.
- e. DAF program managers and supervisors shall ensure the competency of foreign language interpreters.
- f. DAF managers, supervisors, and staff shall become familiar with and follow the standards of etiquette when communicating with clients who are Limited English Proficient. (Appendix H).

Translation of Written Materials.

Written material (vital documents) routinely provided in English to applicants, clients and the public shall be available in regularly encountered languages other than English. The documents shall be identified and translated into the non-English language of each regularly encountered Limited English Proficient group eligible to be served or to be directly affected. DAF will ensure that



non-English written materials, such as program forms, brochures, etc., are available to operational staff.

Provision of Interpreters in a Timely Manner.

When interpretation is reasonable and is needed, staff shall provide interpreters in a timely manner. To be meaningfully effective, language assistance should be timely. While there is no single definition for “timely” applicable to all types of interactions at all times by all types of recipients, one clear guide is that the language assistance shall be provided at a time and place that avoids the effective denial of the service, benefit, or right at issue or the imposition of an undue burden on or delay in important rights, benefits, or services to the LEP person.

The client’s file shall be documented identifying the auxiliary aid or services provided, as well as any future services needed to ensure effective communication.

Other Means of Communication.

Staff shall continue to try to communicate with the client insofar as the client seeks to communicate, between the time an interpreter is requested and the time an interpreter arrives. Refer to Appendix F (In-Person Communication Etiquette), Appendix G (Interpreter and Translation Services Poster) and Appendix H (I Speak Flash Cards) as a guide.

- a. Language services include, as a first preference, the availability of qualified bilingual staff that can communicate directly with clients in their preferred language.
- b. When bilingual staff is not available, the next preference is face-to-face interpretation provided by a qualified contracted or volunteer language interpreter.
- c. Telephone interpreter services shall be used as a supplemental system when an interpreter is not available, or when services are needed for unusual or infrequently encountered language.
- d. Minor children should never be used as an interpreter.
- e. Avoid using family members, children, friends and untrained volunteers as interpreters because it is difficult to ensure that they interpret accurately and lack ethical conflicts.

Identifying Language Trends.

To ensure meaningful access to all DAF programs and services, DAF will identify language trends by:

- a. Identifying the non-English languages that are likely to be encountered in its programs and estimating the numbers of Limited English Proficient persons eligible for services that are likely to be affected by DAF program. This can be done by reviewing census data, client utilization data,



and community's organizations. The estimate should be used as a guide for employee recruitment.

- (1) Informing customers of the purpose for collecting data on race, ethnicity and language
 - (2) Emphasizing that such data is confidential and will not be used for discriminatory purposes,
 - (3) A client does not have to provide the information if he or she chooses not to provide such information, unless required by law,
 - b. Identifying the points of contact in the program or activity where language assistance is likely to be needed,
 - c. Identifying resources needed, location and availability of these resources, and
 - d. Reporting the identified language needs to the Office of Civil Rights or the Regional Civil Rights Officer.

NOTE: Staff who are unfamiliar with the auxiliary aid or service requested shall contact the Chief Compliance Officer for assistance in locating appropriate resources to ensure effective communication with clients, customers and companions.

Grievance:

Clients have a right to file a grievance or express their opinion and invoke applicability of state and federal protections regarding the provision of auxiliary aids. DAF shall provide clients with the grievance form in their preferred language, which includes the contact information for DCF Office of Civil Rights, U.S. Department of Health and Human Services (HHS), and the United States



Department of Justice (USDOJ). The contact information for these reporting agencies will also be placed in conspicuous areas throughout the facility.

The grievance process is as follows:

- a. The client or authorized designee presents the complaint to the Clients Rights Officer or any other designated staff member.
- b. The Clients Rights Officer or designee will initiate contact with the grievant within 3 working days of receipt of complaint in writing.
- c. Clients Rights Officer will investigate the complaint and attempt to resolve the grievance within ten days from the date of the filing of the grievance.
- d. If the Clients Rights Officer or designee is unable to resolve the complaint, the chief compliance officers will review or form an agency grievance committee to review the facts and issue a written statement to the client and other concerned parties, within the 10 business day time frame.

If the client is not satisfied, he/she may appeal to the chief executive officer who will review the matter and issue a final decision in a written statement in 3 business days.

If the client is still not satisfied with the decision the client is free to appeal to outside review body. The client will be provided a copy of all activity regarding the grievance including:

- a. The copy of the grievance;
- b. The documentation of the resolution of the grievance; and,
- c. The copy of the letter to the client reflecting the resolution of the grievance will be kept by the Chief Compliance Officer for two full calendar years following the resolution.

If you are not satisfied with our final response from DAF Management to your grievance, you have the right to contact:

Florida Department of Children & Families: 561-227-6680
South East Florida Behavior Health Network: 561-203-2485
Abuse Hotline: 800-96-ABUSE Disability Rights 1-800-342-0823

III. External Cultural Competency Practices

Employees are notified of their responsibilities pertaining to delivering culturally competent care and may obtain a copy of the Cultural Competency and Diversity Plan on the website: www.dafpbci.org

www.dafpbci.org



DAF will provide interpreter services to recipients and families as necessary when requested to ensure availability of effective communication regarding treatment, medical history, or health education. Interpreters are available when technical, medical, or treatment information is to be discussed or where use of a family member or friend, as interpreter is inappropriate.

DAF utilizes and has informal relationships with a wide variety of traditional and nontraditional organizations to enhance service delivery and maximize resources for recipients and families. These include:

- South County Mental Health
- Healthcare District of Palm Beach County
- Delray Medical Center
- Delray Beach Police Department

ATTACHMENTS:

APPENDIX F: In-Person Communication Etiquette

APPENDIX G: Interpreter and Translation Services Poster

APPENDIX H: I Speak Cards Flashcards

APPENDIX K: Directory of Agencies and Organizations

APPENDIX L: Language Line Services





APPENDIX F

**APPENDIX F
IN-PERSON COMMUNICATION ETIQUETTE**

1. INTERACTING WITH PEOPLE WHO ARE DEAF

Deaf people have many different communication needs. People who were born deaf (pre-lingual deaf) may have more difficulty with speech than those who lost their hearing after they learned a language (post-lingual deaf). The way a person communicates will vary according to the environment in which he or she was raised, type of education received, level of education achieved, and many other factors. Their ability to communicate in a language will vary from not very well to very well.

Some people use American Sign Language (ASL) or other sign language; some read lips and speak as their primary means of communication; some use Signed Exact English (SEE), where every word is signed in the exact sequence it is spoken in English, and there is a vocabulary which has a one-to-one relationship to English words. People who became deaf later in life may never have learned either sign language or lip-reading. Although they may pick up some sign and try their best to read lips, their primary means of communicating may be reading or writing.

Lip-reading ability varies greatly from person to person and from situation to situation. It is greatly hindered by people who do not enunciate clearly, have mustaches shielding the lips, do not speak or directly look at the person, or that speaks with an accent affecting the way words appear on their lips. Therefore, when speaking with a person who reads lips, look directly at the person while speaking, make sure you are in good light source, and keep your hands, gum and food away from your mouth while you are speaking.

When to use Interpreters: Since communication is vital in the workplace and in service delivery, and the deaf person knows how he or she communicates best, supervisors and staff should follow the wishes of the person who is deaf regarding communication methods.

In casual situations and during initial contact, it is often acceptable to write notes to determine what the person needs. However, Department policy is to use nothing less than a Quality Assurance (QA) Screened interpreter for service delivery. The need for a more skilled interpreter depends not only on the complexity and importance of the information being communicated, but also on the ability of the interpreter to translate the particular sign language used by the individual, and the speed.

2. INTERACTING WITH PEOPLE WHO ARE HARD OF HEARING

Persons who are hard of hearing may or may not know how to sign, and their means of communication will depend on the degree of hearing loss, when they became hard of hearing, etc. A person who is hard of hearing may or may not wear a hearing aid.

Employees should be aware that many hard of hearing people will not admit having a hearing loss, so it is important employees be alerted to the signs of hearing loss:

- The person asks you to repeat yourself several times; and
- The person does not respond appropriately, especially if you have been talking with your back to them.

The key to communication with a person who is Deaf and Hard of Hearing – as with all people – is patience and sensitivity. Please use the following guidelines:

- Ask the person how he or she prefers to communicate.
- If you are using an interpreter, the interpreter may lag a few moments behind what is being said, so pause occasionally to allow time for a complete translation.
- Talk directly to the person, not the interpreter. However, the person will look at the interpreter and may not make continuous eye contact with you during the conversation.
- Before you speak, make sure you have the attention of the person you are addressing.
- If you know any sign language, try using it. It may help you communicate and at least demonstrates your interest in communicating and willingness to try.
- Speak clearly and distinctly at a moderate pace in a normal tone of voice, unless asked to raise your voice. Do not shout or exaggerate your words.
- Look directly at the person. Most people who are hard of hearing need to watch a person's face to help them understand what is being said. Do not turn your back or walk around while talking. If you look away, the person may assume the conversation is over.
- Do not put obstacles in front of your face.
- Do not have objects in your mouth, such as gum, cigarettes, or food.
- Do not turn to another person in their presence to discuss other issues with them.
- Write notes back and forth, if feasible.
- Use facial expressions and gestures.
- Do not talk while writing, as the person cannot read your note and attempt to read your lips at the same time.
- Use a computer, if feasible, to type messages back and forth.
- Offer to provide an assistive listening device.
- If the person has a service animal, such as a dog, do not divert the animal's attention. Do not pet or speak to the animal.

3. GUIDELINES FOR COMMUNICATING WITH PEOPLE WHO USE SIGN LANGUAGE

- You may get the attention of a person who is Deaf and Hard of Hearing by positioning yourself within the line of vision, or by a gentle tap on the shoulder, a small wave or a slight rap on the table.
- Maintaining eye contact is vital whenever you are communicating with a person who has a hearing loss.



- While waiting for an interpreter to arrive, have a paper and pen ready for simple conversation. Do not attempt to address complex issues, such as DCF forms, in the absence of a certified interpreter.
- When a sign language interpreter is present, talk directly to the person with the hearing loss. It is inappropriate to say to the interpreter, "Tell her..." or "Ask him..." Look directly at the consumer, not the interpreter.
- Everything you say should be interpreted. It is the interpreter's job to communicate the conversation in its totality and to convey other auditory information, such as environmental sounds and side comments.
- In using questions requiring a "Yes" or "No" response, do not assume that a head nod by a consumer who has a hearing loss means affirmation or understanding. Nodding of the head often indicates that the message is being received or may be a courtesy to show that you have the attention of the receiver. Ask the interpreter to identify that the specific signs indicating "Yes" or "No" were used in situations where such confirmation of the response is crucial.
- If you know basic sign language or finger-spelling, use it for simple things. It is important to realize that the ability to interpret is much more than knowing how to sign. Having taken one or more sign language classes does not qualify a person to act in a professional interpreting role.
- If the conversation is stopped for the telephone or to answer a knock at the door, let the person know that you are responding to that interruption.

4. INTERACTING WITH PEOPLE WHO HAVE SPEECH LIMITATIONS

- If you have trouble understanding someone's speech, ask him or her to repeat what he or she has said. It is better for the person to know you do not understand than to assume that you do.
- Give the person your undivided attention.
- Do not simplify your own speech or raise your voice. Speak in a normal tone.
- Write notes back and forth or use a computer, if feasible.
- Ask for help in communicating. If the person uses a communicating device, such as a manual or electronic communication board, ask the person how to use it.

5. INTERACTING WITH PEOPLE WHO HAVE A PHYSICAL DISABILITY

- Do not make assumptions about what the person can or cannot do. Always ask if the person would like assistance before you help. Your help may not be needed or wanted.
- Do not touch a person's wheelchair or grab the arm of a person walking without first asking if he or she would like assistance.



- Do not hang or lean on a person's wheelchair because it is part of the wheelchair user's personal space.
- Never move someone's crutches, walker, cane, or other mobility aid without permission.
- When speaking to a person in a wheelchair for more than a few minutes, try to find a seat for yourself so the two of you are at eye level.
- Speak directly to the person in a wheelchair, not to someone nearby as if the wheelchair user did not exist.
- Do not demean or patronize the wheelchair user by patting him/her on the head.
- Do not discourage children from asking questions about the wheelchair. Open communication helps overcome fearful or misleading attitudes.
- When a wheelchair user "transfers" out of the wheelchair to a chair, toilet, car or bed, do not move the wheelchair out of reach.
- Do not raise your voice or shout. Use normal speech. It is okay to use expressions like "running along." It is likely that the wheelchair user expresses things the same way.
- Be aware of the wheelchair user's capabilities. Some users can walk with aid and use wheelchairs because they can conserve energy and move about quickly.
- Do not classify persons who use wheelchairs as sick. Wheelchairs are used for a variety of non-contagious disabilities.
- Do not assume that using a wheelchair is in itself a tragedy. It is a means of transportation/freedom that allows the user to move about independently.

6. INTERACTING WITH PEOPLE WHO ARE BLIND OR HAVE LOW VISION

- The first thing to do when you meet a person who is blind is to identify yourself.
- When speaking, face the person directly. Speak in a normal tone. Your voice will let the person know where you are.
- Do not leave without saying that you are leaving.
- Some individuals who want assistance will tell you. You may offer assistance if it seems needed, but if your offer is declined, do not insist.
- When offering assistance, say, "Would you like to take my arm?" and allow the person to decline or accept. The movement of your arm will let the person know what to expect. Never grab or pull the person.
- When going through a doorway, let the person know whether the door opens in or out and to the right or left.
- Before going up or down stairs, let the person know that you are going up or down, and advise if there is a handrail and where it is. Ask the person if he or she would like assistance – he or she will let you know.
- When giving directions, or describing where things are in a room or in the person's path, be as specific as possible, and use clock clues where appropriate.
- When directing the person to a chair, let the person know where the back of the chair is, and he or she will take it from there.





DRUG ABUSE FOUNDATION POLICY AND PROCEDURE MANUAL



If the person has a service animal, do not distract or divert the animal's attention. Do not pet or speak to the animal unless the owner has given you permission.

The person's single greatest communication need is to have access to visual information by having information either read or provided in an accessible format (Braille, audio).

WORKING WITH PEOPLE WITH DUAL SENSORY LIMITATIONS

Working with a person with dual sensory limitations will depend on the degree of hearing and vision loss. Use all of the suggestions in the above sections on working with people who are Deaf and Hard of Hearing, blind or have low vision. The person with dual sensory impairments has unique and very challenging communication needs. Staff is to use all possible means of communication available.

WORKING WITH PEOPLE WITH LIMITED ENGLISH PROFICIENCY

People who are eligible for services cannot effectively use those services because they are not proficient in English. Language barriers prevent us from effectively providing services to all people. Breaking down these barriers will allow individuals with Limited English Proficiency to participate in the programs administered by the Department.

The way a person with Limited English Proficiency communicates in English will vary from person to person, from some to no English at all. Use the following guidelines when communicating with a person with Limited English Proficiency:

Ask the person if he or she needs a translator.

If you are speaking through an interpreter, remember the interpreter may lag a few moments behind what is being said, so pause occasionally to allow time for a complete translation.

Talk directly to the person, not the interpreter. However, the person who is Limited English Proficient may look at the interpreter and may not make eye contact with you.

If you know a little of the language, try using it. It may help you communicate and it also demonstrates your interest in communicating and willingness to try.

Do not simplify your speech or raise your voice. Speak in a normal tone.

The person's single greatest communication need is to have access to the information by having the information either orally translated or provided in their language written form.

Be patient and sensitive to the needs of the person who is Limited English Proficient.

WORKING WITH PEOPLE WHO HAVE MENTAL ILLNESSES

Mental illnesses include schizophrenia, depressive disorders, and bipolar disorder, as well as many others.

Mental illnesses are much more common than most people realize. You probably encounter people with mental illnesses every day, even if you don't realize it.

Mental illnesses affect the individual's thoughts and emotions, and sometimes may make the individual behave in ways that seem strange.



- Individuals with schizophrenia often have hallucinations (seeing or hearing things that are not real) or delusions (unreasonable beliefs, which are sometimes bizarre).
- Individuals with bipolar disorder experience extreme moods. They sometimes experience mania (highly excited, talkative, and jumping suddenly from one topic to the next). At other times they experience depression (low mood, sadness, lack of motivation or interest in activities).
- Keep in mind that people with mental illnesses are *people* first. The mental illness is not the most important thing about who they are.
- Individuals with mental illness deserve to be treated with respect, and treated as individuals, just like everyone else.
- If an individual you are interacting with becomes agitated:
 1. Remain calm and try to understand what the customer is asking for.
 2. Try not to become angry or confrontational, even if the individual seems unreasonable.
 3. Respect the person's space.
 4. Do not put your hands on the person.
- Most individuals with mental illness are *not* dangerous. However, occasionally, an individual with mental illness may become dangerous because of their hallucinations, delusions, or mood swings.
- If you believe that an individual may represent a danger to themselves or others due to mental illness call 9-1-1 and explain the situation, even if the individual has already left the premises.
- In such cases, a law enforcement officer has authority to initiate involuntary examination under the Baker Act.
- This allows the individual to be taken to a psychiatric facility for examination, observation, and treatment, even if the individual is not willing to go.

10. WHEN REFERRING TO PEOPLE WITH DISABILITIES, CHOOSE WORDS THAT REFLECT DIGNITY AND RESPECT.

Inappropriate language	Appropriate language
<ul style="list-style-type: none"> • The disabled • The blind • The deaf • Deaf people • Legally blind person • Disabled person 	<ul style="list-style-type: none"> • People with disabilities • The disability community ("disabled" is an adjective, so must be accompanied by a noun) • The blind community • The Deaf community, • People who are deaf or who are hard of hearing • Person who is blind • People who are blind or who have low vision
<ul style="list-style-type: none"> • Crippled • Suffers from • Afflicted with • Stricken with 	<ul style="list-style-type: none"> • Has a disability • Is a person with a disability • Is physically disabled • Walks with a cane



<ul style="list-style-type: none"> • Victim of • Invalid 	<ul style="list-style-type: none"> • Uses leg braces
<ul style="list-style-type: none"> • Normal person • Healthy • Whole 	<ul style="list-style-type: none"> • Non-disabled • Person without disabilities
<ul style="list-style-type: none"> • Impaired • Impairment 	<ul style="list-style-type: none"> • Has a disability
<ul style="list-style-type: none"> • Hearing impaired • Hearing impairment 	<ul style="list-style-type: none"> • Person who is deaf, • Person who is hard of hearing • Persons who are Deaf and Hard of Hearing •
<ul style="list-style-type: none"> • Wheelchair bound • Confined to a wheelchair • Wheelchair person 	<ul style="list-style-type: none"> • Wheelchair user • Person who uses a wheelchair
<ul style="list-style-type: none"> • Handicap parking • Disabled parking 	<ul style="list-style-type: none"> • Accessible parking • Disability parking
<ul style="list-style-type: none"> • Dumb • Mute 	<ul style="list-style-type: none"> • Person who cannot speak • Has difficulty speaking • Uses synthetic speech • Is non-vocal or non-verbal
<ul style="list-style-type: none"> • Stutterer • Tongue-tied 	<ul style="list-style-type: none"> • Person who has speech or communication limitations



Inappropriate language	Appropriate language
<ul style="list-style-type: none"> • CP victim, Spastic 	<ul style="list-style-type: none"> • Person with cerebral palsy
<ul style="list-style-type: none"> • Epileptic 	<ul style="list-style-type: none"> • Person with epilepsy • Person with seizure disorder
<ul style="list-style-type: none"> • Fit • Attack 	<ul style="list-style-type: none"> • Seizure • Epileptic episode or event
<ul style="list-style-type: none"> • Crazy • Lunatic • Insane, Nuts • Deranged, Psycho 	<ul style="list-style-type: none"> • People with emotional disorders • Mental illness • A mental disability • A psychiatric disability
<ul style="list-style-type: none"> • Retard • Mentally defective • Moron, Idiot, Imbecile • Down's person • Mongoloid 	<ul style="list-style-type: none"> • People who are developmentally disabled • Developmentally delayed • Person with mental retardation • Person with Down syndrome
<ul style="list-style-type: none"> • Slow learner • Retarded 	<ul style="list-style-type: none"> • Has a learning disability • Person with specific learning disability
<ul style="list-style-type: none"> • Dwarf, Midget 	<ul style="list-style-type: none"> • Person of small stature or small stature • Little person
<ul style="list-style-type: none"> • Paraplegic • Quadriplegic 	<ul style="list-style-type: none"> • Man with paraplegia • Woman who is paralyzed • Person with spinal cord injury
<ul style="list-style-type: none"> • Birth defect 	<ul style="list-style-type: none"> • Person who has a congenital disability • People who have congenital disabilities • Disabled from birth
<ul style="list-style-type: none"> • Post-polio • Suffered from polio 	<ul style="list-style-type: none"> • Person who has polio
<ul style="list-style-type: none"> • Homebound 	<ul style="list-style-type: none"> • A person who stays at home • It is hard for the person to get out.



APPENDIX G

APPENDIX G

INTERPRETER AND TRANSLATION SERVICES POSTER

Attention

If you do not speak English, or if you are deaf, hard of hearing, or sight impaired, YOU can have interpretive and translation services provided at no charge. Please ask for assistance. English

<p>¡Atención!</p> <p>Si usted no habla inglés, o es sordo, o mudo, oiego, usted puede pedir servicios de intérprete o traductor a no costo de su parte. Por favor, pida ayuda. Spanish</p> <hr/> <p>Attention</p> <p>Si vous ne parlez pas l'anglais, si vous êtes sourd, ou durs d'oreille ou si vous êtes aveugles ou avez des difficultés à bien voir, vous pouvez obtenir des services d'interprétation ou de traduction. Les services sont gratuites. S'il vous plaît, demandez de l'aide. French</p> <hr/> <p>साधकान ।</p> <p>अगर आपको अंग्रेजी नहीं आती, आपका श्रावण बल है, कम सुनाई देता है, या कम दिखाई देता है, तो आपको मुफ्त में अनुवादक की सेवाएं उपलब्ध हो सकती हैं। कृपया सहायता मांगें। Hindi</p> <hr/> <p>Attenzione</p> <p>Si voi no parla l'inglese o sono muto, sordo o cieco voi potrete ottenere les services d'un interpretator o d'un traductor. Voi no deve pagare niente. Per favore, domandare d'assistenza. Italian</p> <hr/> <p>Atenção</p> <p>Se você não fala inglês, o não ouve o não ouve bem, não pode ver bem, então pode ter ajuda gratis, sem ter que pagar pelo serviço. Faça favor de pedir ajuda. Portuguese</p> <hr/> <p style="text-align: center;">اِتْمِن إذا كنت لا تتكلم الإنجليزية، أو إذا كنت أعمى أو صايف السمع أو ضعيف البصيرة، يمكنك الحصول على خدمات مجانية للترجمة أطلب المساعدة من هنا.</p> <hr/> <p>pamán</p> <p>Kung hindi ka marunong magaling sa Ingles or kaya'y bingi ka, mahina ang paninig o masama ang paningin, may mga tagapagaling sa iyong wika na makakatulong sa iyo. Ang serbisyong ito ay walang bayad. Mangyaring humingi lamang ng tulong. Tagalog</p> <hr/> <p>공 고</p> <p>귀가 영어나 일용 보 어하는 약어 또는 영어나 잘 못하는 언어 에는 무료로 통역이나 번역을 해 드릴 수 있습니다. 도움이 필요 하신 경우 문의하십시오. Korean</p> <hr/> <p>Προσοχή</p> <p>Αν δεν μιλάτε Αγγλικά ή αν είστε κωφός, βαρύνος ή έχετε ελαττωματική όραση, μπορείτε να σας παρέχουμε δωρεάν υπηρεσίες διερμηνείας και μετάφρασης. Παρακαλούμε, ζητήστε για βοήθεια. Greek</p> <hr/> <p>Bemærk</p> <p>Hvis De ikke taler engelsk eller hvis De er döv, hørselsrammet eller synsækket, kan De få tolke- og oversættelsesassistance uden beregning. Anmod venligst om assistance. Danish</p>	<p>Atensyon!</p> <p>Si ou pa pale angle, si ou pa kapab tande (soud), si ou mal pou tande, si je'ou pa bon, ou ka jwenn moun pou ede-w tradwi epi enteprete pou'ou gratis. Tanpri mande pou yo ede-w. Haitian Creole</p> <hr/> <p>တရားကိစ္စ</p> <p>ဤကဏ္ဍတွင် အောက်ဖော်ပြပါအတိုင်း ဤ ကဏ္ဍတွင် အထောက်အကူပြုပေးခြင်း ဖြစ်သည်။ ဤ ကဏ္ဍတွင် အထောက်အကူပြုပေးခြင်း ဖြစ်သည်။ ဤ ကဏ္ဍတွင် အထောက်အကူပြုပေးခြင်း ဖြစ်သည်။ ဤ ကဏ္ဍတွင် အထောက်အကူပြုပေးခြင်း ဖြစ်သည်။ Lao</p> <hr/> <p>Внимание!</p> <p>Если вы страдаете проблемами со слухом или зрением, или не говорите по-английски, вы можете воспользоваться услугами устного или письменного перевода бесплатно. Мы будем рады вам помочь. Russian</p> <hr/> <p>uwaga</p> <p>Jeżeli nie mówią Państwo po angielsku, albo jeśli Państwo są głusi lub nie dostrzegają, mają Państwo dostęp do bezpłatnej pomocy tłumacza pisemnego lub ustnego. Proszę zwrócić się o pomoc w tym zakresie. Polish</p> <hr/> <p>Viktig</p> <p>Hvis du ikke snakker engelsk, er du, hørselsrammet eller synsrammet kan du få tilrettet tolk og oversetter uten ekstra kostnader. Venligst be om assistanse. Norwegian</p> <hr/> <p>Viktig</p> <p>Om du ej taler engelska, eller om du är döv, har svårt för att höra, eller är synskadad, kan du erbjuda tolknings- eller översättningservice utan kostnad. Var god fråga om assistans. Swedish</p> <hr/> <p>Achtung:</p> <p>Wenn Sie nicht Englisch sprechen, taub sind, schlecht hören oder schlecht sehen, können Sie einen kostenlosen Dolmetscher- und Übersetzungsservice fordern German</p> <hr/> <p>Nemt in acht</p> <p>Hafta máttala ekki engelska, eða ef þú ert hörselsvafur, eða sjónsvafur, getur þú fengið ókeypis mál- og vörðunarmenntuþjónu. Þú getur fengið aðstoð. Icelandic</p> <hr/> <p>Chú ý</p> <p>Nếu quý vị không nói tiếng Anh, hoặc nếu quý vị bị điếc, khó nghe, hoặc bị khiếm thị, quý vị có thể được cung cấp dịch vụ thông dịch và biên dịch miễn phí. Xin vui lòng đề nghị giúp đỡ. Vietnamese</p> <hr/> <p style="text-align: center;">通告</p> <p>英語を話さない方、または耳の不自由な方、耳の悪い方、視覚の悪い方は無料で通訳や翻訳のサービスが受けられます。担当者にお尋ね下さい。 Japanese</p>
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APPENDIX H

APPENDIX H
I SPEAK CARDS FLASHCARDS

Use these cards with Limited English Proficiency Customers to determine client's language.

- Mark this box if you read or speak English. *English*

- ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية *Arabic*

- Խնդրում ենք նշում կատարել այս քառակուսում, եթե խոսում կամ կարդում եք Հայերեն: *Armenian*

- যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্স দাগ দিন। *Bengali*

- រួមបញ្ចាក់ក្នុងប្រអប់នេះ បើអ្នកមាន ប្តឹងឃាយភាសា ខ្មែរ ។ *Cambodian*

- Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro. *Chamorro*

- 如果你能读中文或讲中文，请选择此框。 *Simplified Chinese*

- 如果你能讀中文或講中文，請選擇此框。 *Traditional Chinese*

- Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. *Croatian*

- Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky. *Czech*

- Kruis dit vakje aan als u Nederlands kunt lezen of spreken. *Dutch*

- اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید. *Farsi*

- Cocher ici si vous lisez ou parlez le français. *French*

- Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen. *German*

- Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά. *Greek*

- Make kazye sa a si ou li oswa ou pale kreyòl ayisyen. *Haitian Creole*

- अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ। *Hindi*

- Kos lub voj no yog koj paub twm thiab hais lus Hmoob. *Hmong*

- Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet. *Hungarian*



- Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano. *Ilocano*
- Marchi questa casella se legge o parla italiano. *Italian*
- 日本語を読んだり、話せる場合はここに印を付けてください。 *Japanese*
- 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오. *Korean*
- ໃຫ້ໝາຍໃສ່ຂໍ້ມູນນີ້ ຖ້າທ່ານອ່ານຫຼືປາກມາສາລາວ. *Laotian*
- Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. *Polish*
- Assinale este quadrado se você lê ou fala português. *Portuguese*
- Însemnați această căsuță dacă citiți sau vorbiți românește. *Romanian*
- Пометьте этот квадратик, если вы читаете или говорите по-русски. *Russian*
- Обележите овај квадратик уколико читате или говорите српски језик. *Serbian*
- Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky. *Slovak*
- Marque esta casilla si lee o habla español. *Spanish*
- Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog. *Tagalog*
- ให้ทำเครื่องหมายลงในช่องว่างผ่านหรือพูดภาษาไทย. *Thai*
- Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga. *Tongan*
- Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою. *Ukrainian*
- اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔ *Urdu*
- Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ. *Vietnamese*
- באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש *Yiddish*



APPENDIX K

APPENDIX K

DIRECTORY OF AGENCIES AND ORGANIZATIONS

The following agencies or organizations may be able to assist in ensuring accessibility for individuals with disabilities or Limited English Proficiency:

Agency/Provider	Telephone	TDD/TTY/ 800	URL/Email/Address
Ability1st Interpreter Listing Services ⁶	(850) 575-9621 ext.120 (850) 298-8793 video phone or voice calls)	TDD/TTY (850) 576-5245	http://www.ability1st.info/
AbleData Assistive Technology	Phone - 1-800-227-0216 Fax - 703-356-8314	703-992-8313	www.abledata.com
Absolute Quality Interpreting (AQI) ⁷ Contact: Lisa Schaefermeyer Certified; Suncoast Region	(813) 785-1214 voice/text (813) 200-3469 fax *Provides video remote interpreting services.		http://www.aqiservices.com/infor@AQIservices.com
Accessible Communication for the Deaf; Lisa Gauntlett	Sunrise: 954-578-3081 Tampa: 813-926-0008 Video Ph: 954-519-2975	(954) 347-5749	http://www.acdasl.com/
Access On Time [Language & Logistics]	888-748-7575 (407) 330-9113		www.accessontime.com 3210 Lake Emma Road, Suite 3090 Lake Mary, Florida 32746
ADA Help (Broward)	954-357-6500		http://www.broward.org/Intergovernmental/ADA/Pages/Default.aspx 115 South Andrews Ave., Room 426/427 Ft. Lauderdale, Florida 33301
Advocacy Center for Persons with Disabilities	(850) 488-9071 (800) 342-0823	(800) 346-4127	http://www.disabilityrightsflorida.org/
Agape Interpreting Services, Inc. 5319 Cypress Links Blvd. Elkton, FL 32033	904-588-5583		http://www.agapeinterpreting.com/ diandria@agapeinterpreting.com

⁶ Ability1st keeps an up-to-date listing of interpreters available in the Panhandle area. The list is available to the community upon request and to all deaf and hard of hearing people in our community. It is meant to be used as a resource to doctor's offices, social security office, etc. when an appointment is being made.

⁷ "Absolute Quality Interpreting Services, LLC is an agency that provides exceptional and professional sign language interpreting services in all settings while focusing on outstanding practices with our clients, consumers and independent contractors." Provides services statewide 24 hours a day, 7 days a week.



A La CARTe Connection Gina P. Garcia, RPR, CRR, CCP	1-888-900-3239		http://alacarteconnection.com/remote-services/office@alacarteconnection.com
Albors and Associates Language (Face to Face) Interpretation (LEP) & Translation	(800) 785-8634		http://www.alborslanguages.com/index.html 5971 Brick Ct. Suite 200 Winter Park, FL 32792
American Foundation for the Blind	(212) 620-2000	(800) 232-5463	http://www.afb.org/default.aspx
Audiology – Easter Seals	(386) 255-4568		http://www.easterseals.com/fl-vf/our-programs/childrens-services/audiology.html 1219 Dunn Ave, Daytona Beach, FL 32114
Birnbaum Interpreting Services (BIS) [§]	(301) 587-8885 (301) 565-0366 fax	(800) 471-6441	http://www.bisworld.com/ 8555 16 th Street, Suite 400 Silver Springs, MD 20910 www.bisscheduling.com
Bureau of Braille and Talking Book Library	(800) 226-6075		http://dbs.myflorida.com/
Canine Companions for Independence	(407) 834-2555	(800) 572-2275	http://www.cci.org/site/c.cdKGIRNqEmG/b.3978475/k.3F1C/Canine_Companions_for_Independence.html
Center for Hearing & Communication, Kim Schur	(954) 601-1930	(954) 601-1938	http://chchearing.org/ 2900 W Cypress Creek Rd. Fort Lauderdale, FL 33309
Center for Independent Living of Broward	(954) 722-6400		http://www.cilbroward.org/
Center for Independent Living of North Central Florida	(352) 378-7474	(800) 265-5724	www.cilncf.org
Center for Independent Living of Northwest Florida	(850) 595-5566	(877) 245-2457	http://www.cil-drc.org/
Center for Independent Living of South Florida (Auxiliary Aids and Services for persons with disabilities)	(305) 751-8025 Voice (305) 751-8891 TDD (305) 751-8944 Fax		http://www.soflaciil.org/ Email info@soflaciil.org 6660 Biscayne Blvd. Miami FL 33138
Center for the Deaf and Hard of Hearing of Manatee/Sarasota (Sarasota) Covering Manatee and Sarasota Counties	(941) 366-0260		http://www.ccdhh.org/ dcarlton@ccdhh.org
Center for the Visually Impaired	(386) 253-8879	(800) 227-1284	http://www.cvicentralflorida.org/

[§] Southeast Region and Southern Region has a contract with this agency.



Coalition for Independent Living Options, Inc	(772) 485-2488 (866) 506-4510 Fax		http://www.cilo.org/ Martin County
Coalition for Independent Living Options, Inc	(772) 878-3500 (772) 878-3344 Fax		http://www.cilo.org/ Saint Lucie / Okeechobee Counties
Coalition for Independent Living Options, Inc	(561) 966-4288 (561) 641-6619 Fax		http://www.cilo.org/ West Palm Beach
Coda Link Sign Language for Deaf/Hard of Hearing	(954) 423-6893 (954) 423-2315		www.codalinkinc.com staff@codalinkinc.com 8963 Stirling Road, Suite 6 Cooper City, FL 33328
Conklin Center for the Blind	(386) 258-3441		http://www.conklincenter.org/ 405 White St. Daytona Beach, FL 32114
Community Center for the Deaf and Hard of Hearing (Manatee & Sarasota)	941-366-0260	941-209-1108 Videophone	http://www.ccdh.org/ 1750 17th St, Bldg F Sarasota, FL 34234
Community Center for the Deaf and Hard of Hearing (Venice)	941-488-5709	941-244-5029 Videophone	http://www.ccdh.org/ 623 Cypress Ave. Venice, FL 34285
Deaf and Hard of Hearing Services of Volusia County	(386) 257-1700	TDD (386) 257-3600 (800) 643-2447	http://www.easterseals.com/fl-vf/our-programs/adult-services/deaf-and-hearing-services.html Dbdeafhh@aol.com
Deaf Communications Specialist/ David Bragg	888-332-3266		http://www.deafcom.us/ 5955 SE Federal Hwy, PMB 351 Stuart, FL 34997
Deaf and Hard of Hearing Services of Florida, Inc. (Port Richey)	727-853-1010	727-853-1014 (fax) 866-685-9477 (toll free)	http://deafhhsfla.org/ 8610 Galen Wilson Blvd Building B, Suite 100 Port Richey, FL 34668
Deaf Service Center of SW Florida Fort Myers	(239) 461-0334	TTY (239) 461-0438	www.dsc.us 1860 Boy Scout Dr #B208 Fort Myers, FL
Deaf Talk, LLC [Nationally Certified Interpreter/Trilingual Interpreters and Interpreters]	(321) 352-7778 Voice (407) 233-0889 Video (888) 315-3181 Fax		www.deaftalkllc.com Winter Garden, Florida Serving Central Florida
Division of Blind Services	(850) 245-0300 (800) 342-1828		http://dbs.myflorida.com/
Division of Vocational Rehab.	(800) 451-4327 (850) 245-3399		www.rehabworks.org
Eterpreting Solutions (24 hour Language interpreting service)	(855) 910-3600		http://www.eterpreting.com/
Family Center on Deafness	(727) 549-6664	TTY	Julie@fcdpinellas.org



(Pinellas Park) Covering families in Pinellas County	(727) 547-7837 Fax	(727) 549-6664	6883 102 nd Ave N. Pinellas Park, FL 33782
Florida Alliance for Assistive Services and Technology	(850) 487-3278 (850) 575-4216 Fax	TDD: (877) 506-2723	http://faast.org
Florida Clearing House on Disability Information	(850) 922-4103 (850) 414-8908 Fax	TDD (877) 232-4968	http://www.myfloridalegal.com/vicdirect.nsf/Ninth+Judicial+Circuit/78FBB7781F0298DD85256ADB004507E1
Florida Governors' Alliance for the Employment of Disabled Individuals	(850) 224-4493	Voice or TDD (888) 838-2253	www.abletrust.org
Florida Keys, Center for Independent Living	(305) 453-3491 (305) 453-3488 Fax (877) 335-0187 Toll Free		www.sofiacil.org/
Florida Real-time/Caption ERR, CCP, CBC Tanya Ward English (CART)	(954) 767-6363 (954) 680-776(FAX)		http://www.stenosearch.com/connect/cart_reporters.htm#Florida_CART_Providers tanya@floridarealtime.com
Florida Relay Services 7-1-1	Voice: 1-800-222-3448 Customer Care: 1-888-554-1151 VP: 1-850-270-6016	TTY: 1-888-447-5620	www.ftri.org
Florida School for the Deaf & the Blind	904-827-2200 Voice & text 904-245-1022 Videophone		www.fsdb.k12.fl.us
Florida Vocational Rehabilitation	(850) 245-3399	(800) 451-4327	http://www.rehabworks.org/
Glades Initiative Julio Mariaca, Sign Language & Language Interpreter	(561) 996-3310		http://www.gladesinitiative.org/
Hearing Impaired Persons Center of Charlotte County	(941) 743-8347	TTY (941) 743-9286	
Independence for the Blind of West Florida, Inc.	(850) 477-2663		www.ibwest.org
Institute For Cultural Competency (Language Line Solutions) Language only	(800) 654-7064		*Call Center use assigned code
Interpreters Network Inc. (ASL, Translation and Language Interpretation)	(305) 381-9555		jsbdomino@aol.com



Jackson Memorial Hospital Mental Health Hospital Center Outpatient Program for Deaf/Hard of Hearing Individuals	(305) 355-8059	TDD (305) 355-8066	http://research.gallaudet.edu/resources/mhd/details/114/
Language Line, Inc.	(866) 874-3972		www.languageline.com
Language Speak Inc. (Translation, Interpreters, C.A.R.T, and ASL)	(305) 668-9797		www.languagespeak.com
LeChateau (Court Translation)	(239) 274-5700		http://www.letspeak.com/
Lew Balaban (CART)	(954) 767-0361 Phone & Fax		ibalaban@bellsouth.net
Light House of the Big Bend (formerly FIRE) ⁹ Contact: Wayne Warner	(850) 942-3658 ext. 210	(888) 827-6033	www.firesight.org Info@lighthousebigbend.org 3071 Highland Oaks Terrace Tallahassee, Florida 32301
Lighthouse for the Blind	Phone: 561-586-5600 Fax: 561- 845-8022		http://www.lighthousepalmbeaches.org/ info@lighthousepalmbeaches.org
Lighthouse for the Blind of Miami-Dade	(305) 856-2288		http://miamilighthouse.org/Florida_Heiken_Program.asp
Link Translations and Interpretation, Inc. (Translation & Interpretation Services)	(305) 790-9071 877-272-5465 Fax: 954-433-5994		www.linktranslations.com ltranslate@aol.com 16560 NW 1st St. Pembroke Pines, FL 33028
MacDonald Training Center (Tampa)	(813) 870-1300		http://www.macdonaldcenter.org/
MB Interpreting – National ASL [Molly Bartholomew]	(239) 980-1192		molly.bartholomew.nic@gmail.com Lake county
McNeil Technologies/Telelanguage, Inc.	(888) 983-5352 (800) 514-9237		www.telanguage.com
Miami Dade City Disability Svc. & Independent Living	(305) 547-5444 (305) 547-7355 Fax		http://www.miamidade.gov/socialservices/disability-services-elderly.asp
Miami Lighthouse for the Blind Visually Impaired, Inc.	(305) 856-2288		http://miamilighthouse.org/

⁹ This is a nonprofit agency dedicated to guiding people through vision loss. This organization's primary benefit to DCF is translating documents to Braille.



Nationwide Interpreter June Backer Sign Language for Deaf/Hard of Hearing	(888) 647-9788 (561) 363-0594 (561) 635-4737 (after hours)		http://nationwideinterpreterresource.com/ PO Box 272142 Boca Raton, FL 33427-2142
Pacific Interpreters	(503) 445-5500 (800) 311-1232		http://www.pacificinterpreters.com/
Partners In Communications Post Office Box 15454 Tallahassee, Florida 32317-5454	(850) 942-6882 or after hours (850) 531-7452		
Professional Interpreting Services for the Deaf, Inc.	ph: 850-791-0840 voice/text alt: 850-512-1540 Video Phone		http://www.professionalinterpreting.biz/home
Purple Language (Tampa) Contact: Kimberly Shank	(813) 793-4034 (813) 931-6753		http://www.purple.us/tampa
Registry of Interpreters for the Deaf [RID]	(703) 838-0030 (703) 838-0454 Fax	TTY (703) 838-0459	http://www.rid.org (Search for a list of all Certified Interpreters in Florida) 333 Commerce Street Alexandria, VA 22314
Russ Tech Language Services. ¹⁰ 1338 Vickers Drive Tallahassee, Florida 32303	(850) 562-9811 (850) 562-9815 Fax		www.russtechinc.com
Seven Languages Translating (Translation, Interpreters and audio equipment)	(305) 374-6761		http://www.sevenlanguages.com/ 19 W. Flagler St. Suite 806 Miami, FL 33130
Sign Language Interpreter Services Line (North Central Florida)	(877) 629-8840 (352) 378-7474		http://cilncf.org/
Sign Language Services, Inc	(850) 912-6811 Main Office (850) 232-3538 (24 hour On-call Cell)		Request_SLS@yahoo.com
Signs of Interpreting, LLC	(904) 207-0290		www.signsofinterpreting.com

¹⁰ This agency translates forms to other languages, as well as provides interpreter services for meetings, training, and during telephone/video conference calls.



Sign Language Associates (Brandon)	(800) 752-5777	TTY (301) 946-9710	http://www.purple.us/ SLATampaBay@signlanguage.com
Sign Language Interpreters Jacksonville	(904) 502-6593		http://www.sliagency.com/request.htm
SignOnVRI – Video Remote Interpreting	(206) 632-7100 Voice (206) 632-0405 Fax (206) 445-7434 VP	(866) 688-7100	130 Nickerson Street Suite 107 Seattle, WA 98109 info@signonasl.com www.signonasl.com
Sorenson Communications (Video Relay)	(801) 287-9400		http://www.sorenson.com/
Speech Therapy – Easter Seals	(386) 255-4568		http://www.easterseals.com/our-programs/medical-rehabilitation/speech-and-hearing-therapy.html
Tavia Mays Nationally Certified Sign Language	(772) 240-8655		taviamays@gmail.com Fort Lauderdale/West Palm Beach/Port Saint Lucie
The Center for Independent Living	Voice: (850) 575-9621 VP: (850) 298-8793 Fax: (850) 575-5740		http://www.ability1st.info/ 1823 Buford Court Tallahassee, Florida 32308
Translators & Interpreters of the Treasure Coast (formerly known as Translations USA)	HQ: 772-223-2101 or 772-344-5930 Rose Rosario: 772-418-2828		www.trans-usa.org 1025 SW Martin Downs Blvd. Suite 202 Palm City, FL 34990



**APPENDIX L
LANGUAGE LINE SERVICES**

Language Line, Inc. provides interpreter services to clients with Limited English Proficiency (LEP) as mandated by federal and state civil rights regulations.

There is a fee for services provided through Language Line, Inc. Each program will be charged for their use of the telephone interpreter services. Telephone interpreter services can be accessed 24 hours a day by following these instructions (unless alternative contracts are in place) when placing a call to a non-English speaker, begin at step 2:

When receiving a call:

1. Place the non-English speaker on hold.
2. **Dial: 866-874-3972**
3. This is an automated answering system. Please have your 6-digit client ID available as well as the language needed, and your name.
4. Once an interpreter has been added to your call, provide your information in three to four sentences in a logical order so the interpreter can retain the information and interpret it accurately to your LEP client.
5. Please inform the interpreter if you are using a hand held phone, versus a speakerphone, so they will allow time for the phone to be passed back and forth, before relaying the information.

Note: To access the Language Line Tutorial: <http://www.languageinc.com/training>.

If you are not a language line Customer, you can contact them at:

- **Call them** at 1-800-752-6096 option 4
- 1-831-648-7548 (International)
- See their [Frequently Asked Questions](#)
- [Open an Account](#)

