

Pasco County Sheriff's Plan for

Auxiliary Aids and Services

All Pasco Sheriff's Office (PSO) personnel 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 (ADA) of 1990, 42 U.S.C. 12131, as implemented by 28 C.F.R. Part 35.

Single Point of Contact - SPOC

The Single Point of Contact (SPOC), Detective Ryan Oakley, will ensure effective communication with Deaf or Hard-of-Hearing customers or companions in accordance with Section 504 and the ADA. The SPOC shall ensure that employees are aware of the requirements, roles, responsibilities, and contact points associated with compliance with Section 504 and the 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 Pasco County Sheriff's website.

Provision of Auxiliary Aids and Services

The PSO will at all times recognize that the customer or companion'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, PSO personnel will ask the customer or companion to determine a more effective 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 PSO shall obtain auxiliary aids according to the communication assessment and request for services.

PSO personnel that are unfamiliar with the auxiliary aid or service requested shall contact their Supervisor, SPOC, or 504/ADA Coordinator Lindsay Moore for assistance in locating appropriate resources to ensure effective communication with clients, customers and companions.

Provision of Interpreters

PSO personnel 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 customer 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 customer or companion, but at least by the next business day.
- b. Scheduled Interpreter Requests:** For scheduled events, 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 customer 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.

Auxiliary Aids Documentation

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

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

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

Referrals

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

Customer Feedback Form

The SPOC shall distribute Customer/Companion Feedback Forms to customer or companions that are Deaf or hard of hearing and provide assistance in completing the forms if requested by the customer or companion. The original Customer/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 PSO. A copy of the Customer Feedback Form shall not be kept in the customer or companion's file.

Documentation/Record Retention

Record 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 Lindsay Moore who is the 504/ADA Coordinator.

Signage

The SPOC 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 there people enter or are admitted within the center location. The SPOC's name and contact information should be on the Deaf and Hard of Hearing Poster as well at the name and contact information for the ADA 504 Coordinator.

The approved Notices can be downloaded through the Internet at: <http://www.dcf.state.fl.us>

HHS Reports

The PSO shall submit HHS Reports monthly, no later than the 5th of each month, to the FCADV Contract Manager.

Event Accommodations

The PSO 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 notices and advertisements prior to the event:

The Pasco Sheriff's Office will provide accommodations, including American Sign Language interpreters, assistive listening devices, alternative formats of printed materials and real-time captioning upon requests for persons who are deaf, hard of hearing or are living with disabilities. To ensure accommodations, please make your request within 7 days prior to the event to Detective Ryan Oakley at roakley@pascosheriff.org

Staff Training

PSO staff members 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. PSO staff members shall receive an annual refresher training on auxiliary aids and services for persons with disabilities and limited English proficiency (LEP). PSO staff members 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)

1-800-995-8770 (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:

Language Line

1-866-874-3972 – Operator will ask for the agency Client ID number: 513197. After you input the number they will then ask what language you will need.

***CART-Captioning Real Time and Providers**

Captioning (Real Time). This is the simultaneous conversion of spoke words to text, through computer-assisted transcription or court reporting, and displaying that text on a view 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.

*Tanya Ward English, CRR-CCP-CBC Tanya@floridarealtime.com

CAPTION CREW

Florida Realtime Reporting

954-767-6363

*Marianne E. Sayers, RPR, CRR

Fort Meyers Court Reporting

2231 First Street

Fort Meyers, FL 33901

(P) 941-334-1411 (F) 941-334-1476

***Registry of Interpreters for the Deaf**

(703) 838 0030

***Purple Language Service**

Monday through Friday - 8am to 5pm 813-793-4043

After Hours and Weekends – 813-931-6753

***Need Supervisor Approval Before Contacting**

Customer 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 this case.
2. Ask to speak to a supervisor.
3. You may also submit your complaint/grievance:
 - A. In writing and mail it to : 8700 Citizens Drive New Port Richey, Florida, 34654 Attn: Professional Standards
 - B. Via email: bbridemore@pascosheriff.org
4. Please include the following information in your complaint/grievance:
 - 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