



Building Kid Steps

117 Medical Drive, Suite 4

Victoria, TX 77904

Phone: 361-578-2257 or Fax: 361-578-2260

AUXILIARY AIDS AND SERVICES FOR PERSONS WITH DISABILITIES POLICY:

Building Kid Steps, LLC will take appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, programs and other benefits. The procedures outlined below are intended to ensure effective communication with patients/clients involving their medical conditions, treatment, services and benefits. The procedures also apply to, among other types of communication, communication of information contained in important documents, including waivers of rights, consent to treatment forms, financial and insurance benefits forms, etc. (including intake packets and HIPPA forms). All necessary auxiliary aids and services shall be provided without cost to the person being served. All staff will be provided written notice of this policy and procedure, and staff that may have direct contact with individuals with disabilities will be trained in effective communication techniques, including the effective use of interpreters.

PROCEDURES:

1. Identification and assessment of need:

Amanda Luddeke provides notice of the availability of and procedure for requesting auxiliary aids and services through notices in our (brochures, handbooks, letters, print/radio/television advertisements, etc.) and through notices posted (in waiting rooms, lobbies, etc.). When an individual self-identifies as a person with a disability that affects the ability to communicate or to access or manipulate written materials or requests an auxiliary aid or service, staff will consult with the individual to determine what aids or services are necessary to provide effective communication in particular situations.

2. Provision of Auxiliary Aids and Services:

Building Kid Steps, LLC shall provide the following services or aids to achieve effective communication with persons with disabilities:

A. For Persons Who Are Deaf or Hard of Hearing 18 (i) For persons who are deaf/hard of hearing and who use sign language as their primary means of communication, Amanda Luddeke is responsible for providing effective interpretation or arranging for a qualified interpreter when needed. In the event that an interpreter is needed, the Amanda Luddeke is responsible for:

(c) Obtaining an outside interpreter if a qualified interpreter on staff is not available. Language Line agreed to provide interpreter services and we have an account secured with them. The agency's/agencies' telephone number(s) is 1-888-808-9008 and website is

<http://www.languageline.com>. Language Line is available 24 hours a day 365 days a year. If an translator is required, a phone call is made to 1-888-808-9008 and the pin number will be entered for our account. Amanda Luddeke has access to the pin number. An ASL interpreter is requested and a video translator will be provided in order to complete services necessary to the patient's needs.

(ii) Communicating by Telephone with Persons Who Are Deaf or Hard of Hearing: Building Kid Steps, LLC utilizes relay services for external telephone with TTY users. We accept and make calls through a relay service. The state relay service number is 1-800-735-2989.

(iii) For the following auxiliary aids and services, staff will contact Amanda Luddeke, who is responsible to provide the aids and services in a timely manner: Note-takers; computer-aided transcription services; telephone handset amplifiers; written copies of oral announcements; assistive listening devices; assistive listening systems; telephones compatible with hearing aids; closed caption decoders; open and closed captioning; telecommunications devices for deaf persons (TDDs); videotext displays; or other effective methods that help make aurally delivered materials available to individuals who are deaf or hard of hearing.

(iv) Some persons who are deaf or hard of hearing may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and after an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. If the person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided. NOTE: Children and other residents will not be used to interpret, in order to ensure confidentiality of information and accurate communication.

B. For Persons Who are Blind or Who Have Low Vision (i) Staff will communicate information contained in written materials concerning treatment, benefits, services, waivers of rights, and consent to treatment forms by reading out loud and explaining these forms to persons who are blind or who have low vision. In addition, sighted guide and any other necessary assistance will be provided upon request. The following types of large print, taped, Brailed, and electronically formatted materials are available: (any of our intake packets can be modified to large print or a text to speech format upon request). These materials may be obtained by calling (Amanda Luddeke, Clinical Director).

Provider Name: Building Kid Steps, LLC

Contact Person/Section 504 Coordinator: Amanda Luddeke, CEO

Telephone number: 361-578-2257

TDD or State Relay number: 1-800-735-2989

