



Volunteers of America of Florida Auxiliary Aids Plan

Upon initial presentation, staff must first ask the individual or companion if they would like an auxiliary aid or service. The customer or companion must complete the **Customer or Companion Waiver For Free Interpreter Service** form to state whether they would like to receive auxiliary aids and services or not.

If it is a scheduled appointment, you must have a certified interpreter 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 after the scheduled appointment, or as convenient to the customer or companion.

If it is a non-scheduled appointment or non-emergency situation, you must provide a certified interpreter within two hours of the request, or at least by the next business day. In emergency situations an interpreter shall be made available as soon as possible, but in no case later than two (2) hours from the time the customer or companion requests an interpreter, whichever is earlier.

If a customer or companion does want an interpreter, the type of interpreter must be determined by asking the customer or companion what the preferred method of communication is.

Non-Scheduled Interpreter Requests - 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.

Scheduled Interpreter Requests - For scheduled events, staff shall make a certified 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 certified 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. If the auxiliary aid chosen is found to be ineffective, staff or interpreter must assess for any barriers that may have been present for the customer or companion. If the chosen auxiliary aid is determined to be the problem, it is the task of staff or the interpreter to check all mechanical settings (batteries). If the problem is determined to be with the interpreter, staff will attempt to diagnose any communication barriers. If the staff determines that the interpreter is not effective, then staff will be responsible for finding an alternate certified interpreter.

In the event that requested auxiliary aids or service to a customer or companion are denied by one agency, other auxiliary aid or service agencies will be contacted until service is fulfilled. Furthermore, if customers do not want to use an interpreter, the consumer can use an alternative method (ex: pocket talker). The customer/companion will be provided with the preferred method of communication and auxiliary aid services needed.



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Volunteers of America of Florida utilizes relay services for external telephone with TTY users. We accept and make calls through a relay service. The state relay service number is:

- 1-800-955-8770 (voice)
- 1-877-955-8773 (Spanish)
- 1-877-955-8707 (French Creole)

Volunteers of America of Florida provides this information in English and Spanish.

Per Volunteers of America of Florida's Deaf and Hard of Hearing policy, auxiliary aids and services will be documented and filed in the customer's medical record, which will be held for seven years.

Necessary aids and services will be provided for individuals who are in attendance at meetings, conferences, and seminars. Staff will locate and provide auxiliary aids and services as needed for events.

As part of commencing employment, staff will complete orientation and Hard of Hearing trainings, provided through the Department of Children and Families, within 60 days of hire.

All direct contact staff must complete the Hard of Hearing trainings, available through the Department of Children and Families, annually.

Per Volunteers of America of Florida's policies and procedures, for customers or companions using sign language as the primary means of communication, the program manager will contact a certified sign language interpreter. This will be done during Volunteers of America of Florida's normal hours of operations and on a 24/7 basis in case of emergencies.

Policies and Procedures describe in detail how to access the TDD/TTY devices for 24/7 access. For Florida Relay Service, call 711. Volunteers of America of Florida's requires verification of all interpreter's certification. The interpreter's certification will be verified by staff and a copy of the interpreter's certification will be held in the customer's medical record.

Single Points of Contact for State of Florida

Staff are responsible for contacting the appropriate interpreter on staff to interpret, if one is available and qualified to interpret; or obtaining an outside interpreter if a qualified interpreter on staff is not available. This will be done within Volunteers of America of Florida during normal hours of operation and on a 24/7 basis in cases of emergencies.

Any staff unfamiliar with the Deaf and Hard of Hearing Process needs to contact their Single Point of Contact for their location:



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Julio Torres CFBHN (Tampa)	813-321-6930
Glenn Phillips (Manatee)	863-420-5691
Glenn Phillips (Sebring)	863-420-5691
Desiree Zirkel LSF (Jax)	904-239-5793

The Point of Contact for:

DCF	Guho Kwon	850 717-4669	guho.kwon@myflfamilies.com
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The ADA/504 Coordinator responsible for my activity is:

Location	Coordinator	Phone	Email
Northeast	Richard Dick Valentine	(904) 485-9682	dick_valentine@dcf.state.fl.us
Sun Coast	Jamie Horne	(850) 717-4567	jamie_horne@myflfamilies.com

The ADA/504 Coordinator's responsibility is to:

1. Disseminate specific plans and procedures to fully implement this agreement.
2. Analyze data collection collected in the Auxiliary Aid and Service Record and implement any corrective action plan, if warranted.
3. Answer questions and provide appropriate assistance regarding immediate access to and proper use of appropriate auxiliary aids and services.
4. Identify, develop and coordinate the distribution of qualified sign language and/or oral interpreters for the Direct Service Facilities.
5. Keep abreast of new technology and resources for ensuring effective communication with deaf or hard of hearing persons.
6. Cooperate with the Independent Consultant in implementing the terms of the Agreement.
7. Submit a report describing the method for capturing all information required in the Customer Communication Template and Auxiliary Aid and Service Record.
8. Communicate with each Single Point of Contact concerning services to deaf or hard-of hearing customers or companions.

Training: All employees that are funded by an ME will receive training on how to use the auxiliary aid equipment available at Volunteers of America of Florida. The Deaf and Hard of Hearing Training (Modules 1-3) have been retired and replaced with a newly developed course titled **Foundations of Disability Rights** which can be accessed via the Department's Learning Management System (LMS) – [My FL Learn](#). Additionally, all SPOCs must complete a secondary course titled **Serving Our**

Customers Who Are Deaf and Hard of Hearing Single Point of Contact (SPOC) Designee Training.

Monitoring: Annually, the Single Point of Contact (SPOC) for each program will conduct an Auxiliary Aids Monitoring.

Complaints / Grievances for the provisions of auxiliary aids: Staff will inform participants of their right to contact the DCF Office of Civil Rights, U.S. Department of Health and Human Services (HHS), and United States Department of Justice (USDOJ) in case of complaints regarding auxiliary aids.

The SPOC for each program will review any and all complaints / grievances regarding the provision of auxiliary aids and the complaints/grievances will be reviewed by the Risk Management Committee.

Identify the Service Needed:

First, ask how the individual would like to communicate.



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Sign Language:

Certified Sign Language Interpreters:

Accessible Communication for the Deaf – Sign Language Interpreting Agency -
<http://www.acdasl.com/> 813-253-0002

Absolute Quality Interpreting Services, LLC - Provides services statewide 24 hours a day, 7 days
 a [week. www.aqiservices.com](http://www.aqiservices.com) 813-996-4960

Coda Link	(954) 423-6893	Fort Lauderdale
Sign Language for Deaf/Hard of Hearing	(954) 423-2315	

Glades Initiative Julio Mariaca, Sign Language & Language Interpreter	(561) 996-3310
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Interpreters Network (American Sign Language, Translation and Interpretation)	(305) 381-9555
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Nationwide Interpreter (888) 647-9788 ATTN: June Backer Sign Language for Deaf/Hard of Hearing	(561) 715-2346 C	PO Box 272142 Boca Raton, FL 33427-2142
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Telecommunication Relay Service – Florida Relay Service, call 711 **Video Remote Interpreting (When customers are in the same room)**

Interp-Via-Video 212-202-5589

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.	Contracted ASL provider	infor@AQIservices.com
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Video Relay Interpreting (When customers are not in the same room)

Sorenson Communications	(801) 287-9400	Sorenson Communications	801-287-9400
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(Video Relay)

(Video Relay)

Registry of Interpreters for the Deaf (RID) – WWW.RID.ORG

Karen Hornberger, Bradenton, FL 34209, jkhornberger@verizon.net, 941-7954846,
Certified (CT)

Barbara Millios, Bradenton, FL 34209, Millios@tampabay.rr.com, 941-792-4741, Certified
(CI)

Pamela Carberg, Sebring, FL 33875, pjzaterp@gmail.com, 863-253-4192, Certified (CT &CI)

Access Interpreting Services, LLC Tampa, FL 33679, 813-321-0427



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Services for Circuit 10, 12, and 13

CIRCUIT 10	Address	Program	Contact Information
Service Center			
Headquarters	1055 US Highway 17 N Bartow <i>Assistive Listening Device</i>	API/CPI/SAMH	Laura E. Antoine (10/26/12) Program Administrator 863-534-7100 ext. 136 863-519-8262 (cell)
Headquarters	1055 US Highway 17 N Bartow	CLS	Mercy Hermida Managing Attorney 863- 697-8942 (cell)
Sebring	1000 S. Highlands Avenue Sebring <i>Assistive Listening Device</i>	CPI	Victor Stefanici Program Administrator 863-678-4761 (cell)
Sebring	1000 S. Highlands Avenue Sebring <i>Assistive Listening Device</i>	API	Iola Trotter Supervisor 863- 402-7702 863- 860-2049 (cell)
Lake Wales	730 Highway 60 W Lake Wales	ACCESS	James George Program Administrator 863-860-2551 (cell)
Lake Wales	730 Highway 60 W Lake Wales <i>Assistive Listening Device</i>	API	Iola Trotter Supervisor 863-860-2049
Lake Wales	730 Highway 60 W Lake Wales <i>Assistive Listening Device</i>	CPI	Victor Stefanici Program Admin. 863- 678-4761 (cell)
Lakeland	4720 Old Highway 37, Lakeland <i>Assistive Listening Device</i>	ACCESS	Novella Johnson OMC 863-678-4140 (cell)
Lakeland	4720 Old Highway 37 Lakeland <i>Assistive Listening Device</i>	CPI	Jerry Muolo Program Administrator 863-860-1964 (cell)

CIRCUIT 12

(Manatee, Sarasota & De Soto)

BRADENTON Folashade T. Franklin
4210 20th St. West 941-554-1716
Bradenton, Fl. 34205 Cell:941-650-7027

Lisa Voigt
941-650-7433

SARASOTA ONE Cheryle J Williams
STOP 941-554-1783
1864 17th Street Cell:941-650-2629
Sarasota, Fl. 34234

Lisa Voigt Lynne Johnston
941-650-7433 941-316-6131



Volunteers of America of Florida Auxiliary Aids Plan

VENICE ONE STOP
897 E. Venice Ave.
Venice, FL

Patricia Higel
941-993-6554

Lisa Voigt
941-650-7433

Lynne Johnston
941-316-6131

ARCADIA ONE
STOP 805 N. Mills
Ave. Arcadia, FL
33426

Debbie Sleight
813-732-9957

Lisa Voigt
941-650-7433

Lynne Johnston
941-316-6131

CIRCUIT 13

(Hillsborough):
REGIONAL HQ 9393
N Florida Ave Tampa,
FL 33612.

Andrea Hewett

Kelly Kelley
813-375-3994
Judy Amison
(Program
Office) 813-
558-5588)

MaryBeth
Wehnes
813-558-1067
Child Care
Licensing

CART Services
Florida Real-
time/Caption ERR,
CCP, CBC Tanya
Ward English (CART)

(954) 767-6363
(954) 680-7769 (FAX)

tanya@[floridarealtime.com](mailto:tanya@floridarealtime.com)

Odessa

Mike J. Cano, RMR, CRR, CBC, CCP
Alternative Communication
Services
9236 Brindlewood Dr.
Odessa, FL 33556
800-335-0911
813-926-7855

International

Qualified Foreign Language Interpreters:

- Day Interpreters

<http://www.dayinterpreters.com/tampa>

1-800-969-6853

711 S. Howard Ave, Suite 200, Tampa, Florida, 33606

- Certified Translation

<http://www.certifiedtranslation.net>

1-866-201-2921

June Backer (561) 715-2346 C Boca Raton, FL
Sign Language for 33427-2142 Deaf/Hard of Hearing