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## North Sound Mental Health Administration

### Section 4500 – Human Resources: Reasonable Accommodation/Access to Services

Authorizing Source: WAC 388-865-0415

Cancels:

Approved by: Executive Director

See Also:

Responsible Staff: OCA Manager

Signature:

Date: 6/24/2004

#### **POLICY #4508.00**

#### **SUBJECT: REASONABLE ACCOMMODATION/ACCESS TO SERVICES**

#### **PURPOSE**

To ensure that eligible clients have access to age and culturally competent services and to assure that reasonable accommodations are made for known disabilities of an eligible client.

#### **POLICY**

NSMHA providers will:

1. Identify and reduce barriers to eligible clients getting the services where and when they need them;
2. Comply with the Americans with Disabilities Act (ADA) and the Law Against Discrimination, RCW 49.60;
3. Assure that services are timely, appropriate and sensitive to the age, culture, language, gender, and physical condition of a client;
4. Provide alternative service delivery models to make services more available to underserved eligible clients as defined in WAC 388-865-0150;
  - a. Minorities
  - b. Children
  - c. Older Adults
  - d. Disabled
  - e. Low Income persons.
5. Provide access to telecommunication devices or set-vices and certified interpreters for deaf, sight or hearing-impaired eligible clients and limited English proficient eligible clients in order to utilize mental health treatment;
6. Bring set-vices to the eligible client or locate set-vices at sites where transportation is available to eligible clients; and
7. Ensure compliance with all state and federal nondiscrimination laws, rules, and plans.

#### **PROCEDURE**

1. NSMHA and its providers provide interpreter translation, or other specialized disability services to clients as necessary in order to utilize mental health services.
2. NSMHA providers notify clients of its intent to provide non-discriminatory practices by:

- a. Making available a copy of Client Rights.
  - b. By developing and distributing, in conjunction with its members, a client's rights section in the Client Welcome Packet.
  - c. Making available a copy of the NMSHA Non-Discrimination Policy.
3. Any Limited English Speaking (LES)/Limited English Proficient (LEP) person has the right to interpreter and translation services at every aspect of service delivery, at no cost, without significant delay, and in the language in which they prefer to communicate.

**ATTACHMENTS**

None