



PROCEDURE

Title/Subject: Accessibility of Services to Consumers			
Policy #: OPS - 207	Page 1 of 2	Adoption Date:	Revision Date: 3/15/07
Approved By:		Title: President/Chief Executive Officer	
Approved By:		Title: Program Vice President/CQI Chairperson	
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The Florida Center for Child and Family Development (The Florida Center) complies with all federal and state laws and regulations regarding access to services for all consumers. This compliance includes handicap accessibility to buildings and building facilities. Handicap parking spaces are provided for self-parking as required by Florida Statutes 553.504. No architectural barriers limit accessibility. In addition, both Early Intervention Services buildings have a porte cochere, providing sheltered access to the lobby.

The Florida Center provides services at a variety of sites throughout the organization's service areas, and considers availability of public transportation and proximity to other community resources when planning the location of these facilities. The Early Intervention Program sites are designed and adapted to meet the special needs of the population we serve. These adaptations address the visual, auditory, linguistic and motor limitations of these children. Clients, and or their parent/legal guardian, are informed of how they can obtain auxiliary aids and services, and any other accommodation needed to access services being delivered by The Florida Center.

The Continuous Quality Improvement Council (CQI), lead by the chair person, will coordinate efforts to comply with Title VI/Section 504 of the Americans with Disabilities Act to provide reasonable assurances that all services are equally effective, equally accessible and provided in a nondiscriminatory manner. Twice per year, the CQI Council will review Auxiliary Aids Plans for Persons with Disabilities and Limited-English Proficiency. All agency supervisors will receive and review with staff at departmental meetings.

The Notice of Compliance/Statement on Non-Discrimination Policy will be permanently posted in the main lobbies of all agency facilities. Additionally, Hearing Impaired Posters, Interpreter Services Posters, and Health and Human Services (HHS) Posters will be displayed. The Facilities Director will be responsible for posting and maintaining these signs in all agency main lobbies.

Civil rights services delivery training will be provided to all staff upon hiring and at least annually through the use of the CD created by the Department of Justice. The Human Resources Director will be responsible for obtaining the CD and incorporating into the "new employee orientation" training schedule.