San Bernardino County
Department of Behavioral Health

Behavioral Health Services for Clients/Family Members Who are Deaf or Hard of Hearing Policy

Effective Date 11/16/09
Revision Date 01/07/16

Supersedes DBH Standard Practice Manual CLP0813: Mental Health Services for Hearing Impaired

Policy

It is the policy of the Department of Behavioral Health (DBH) to provide auxiliary aids and language services necessary to ensure equal access to services provided by DBH to clients/family members who are deaf or hard of hearing (HOH).

Purpose

To ensure effective communication between DBH and deaf or HOH clients/family members, in accordance with the Americans with Disabilities Act (ADA).

Implement and Practice

Utilize the California Relay Service as a communication tool to ensure accessibility to routine and urgent behavioral health services. Utilize the After Hour Access Line for all language services coordination, specifically for deaf or HOH clients.

Background

Deaf or Hard of Hearing: "[i]s to be interpreted as inclusive of all individuals with hearing loss including those who are late deafened...." (National Association of the Deaf (NAD) 2003).

References

Americans with Disabilities Act, Title 3, 4.3100
California Code of Regulations, Title 9, Chapter 11, Section 1810.110
CA Department of Health Care Services Annual Review Protocol for Consolidated Specialty Mental Health Services and Other Funded Services
CA Welfare and Institutions Code, Sections 14684 (h), 4341 (h) and 5802(a)(4)
Civil Rights Act, 1964: United States Code Section 200-d
Dymally Alatorre Bilingual Services Act, 1973
Executive Order 13166, 2000

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Related Policies and Procedures

DBH Standard Practice Manual CUL1002-1: Behavioral Health Services for Clients/Family Members Who are Deaf or Hard of Hearing Policy


DBH Standard Practice Manual CUL1011: Providing Translation Services Procedure

DBH Standard Practice Manual CUL1012: Providing Interpretation Services Procedure