

ADA EFFECTIVE COMMUNICATION NOTICE TO PERSONNEL AND PROVIDERS

THIS NOTICE TO COMPANY PERSONNEL AND CONTRACTED OR CREDENTIALLED PROVIDERS DESCRIBES THE COMPANY'S POLICY ON THE PROVISION OF EFFECTIVE COMMUNICATION WITH PERSONS WHO ARE DEAF OR HARD OF HEARING.

If you recognize or have any reason to believe that a resident, a resident's relative, close friend, or companion is deaf or hard of hearing, you must advise the person that appropriate auxiliary aides and services will be provided free of charge. These auxiliary aids may include:

1. Sign language and oral interpreters,
2. Video remote interpreting services (VRI),
3. TTYs,
4. Note takers,
5. Written materials,
6. Telephone handset amplifiers,
7. Assistive listening devices and systems,
8. Telephones compatible with hearing aids,
9. Televisions with captioning or closed caption decoders, and
10. Open and closed captioning of most company programs.

If you are the responsible health care provider, you must ensure that such aids and services are provided when appropriate. You are to include clear documentation in the resident's medical record of all conversations involving the request for, and provision of, an appropriate auxiliary aid. All other personnel should direct the resident's request to the Care Center's ADA Administrator. Contact information for the ADA Administrator is available on the ADA Administrator poster.