

Effective Date: 6/24/2004  
Revised Date: 3/22/2017  
Review Date: 3/22/2017

## North Sound Behavioral Health Organization

### Section 1000 – Administrative: Reasonable Accommodation/Access to Services

Authorizing Source: WAC 388-877-0420 & 42CFR438.206

Cancels: 4508.00

See Also:

Providers must comply with this policy and may develop

Individualized implementation guidelines as needed

Responsible Staff: Contracts Manager

Approved by: Executive Director

Signature:

Date: 3/24/2017

#### **POLICY #1024.00**

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

#### **PURPOSE**

To ensure eligible individuals have access to age and culturally competent services and ensure reasonable accommodations are made for known disabilities of an eligible individual.

#### **POLICY**

North Sound BHO providers will:

1. Identify and reduce barriers to eligible individuals 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. Ensure services are timely, appropriate and sensitive to the age, culture, language, gender and physical condition of an individual;
4. Provide alternative service delivery models to make services more available to underserved eligible individuals;
5. Provide access to telecommunication devices or services and certified interpreters for deaf, sight, or hearing impaired eligible clients and limited English proficient eligible individuals to utilize mental health treatment;
6. Bring services to the eligible individual or locate services at sites where transportation is available; and
7. Ensure compliance with all state and federal nondiscrimination laws, rules and plans.

#### **PROCEDURE**

1. North Sound BHO and its providers provide interpreter translation, or other specialized disability services to individuals as necessary to utilize behavioral health services.
2. North Sound BHO providers notify individuals of its intent to provide non-discriminatory practices by:
  - a. Making available a copy of *Individual Rights*.
  - b. By developing and distributing, in conjunction with its members, an individual's rights section in the *Welcome Packet*.
  - c. Making available a copy of the *North Sound BHO Non-Discrimination Policy*

3. Any Limited English Speaking (LES)/Limited English Proficient (LEP) individual 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