

DEKALB COUNTY HEALTH DEPARTMENT
Organization Policy

POLICY: Accessibility Provisions

PURPOSE:

To provide guidelines regarding services available at DeKalb County Health Department for persons with Accessibility Deficits. Persons with accessibility needs may request accessible formats to meet their needs. Examples include larger print, braille, sign language, or Limited English Proficiency (LEP). LEP are individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. These individuals are entitled to respectful language assistance in order to receive the services for which they present.

GUIDELINES:

- A. Spanish
 - a. DeKalb County Health Department (DCHD) has the resources to provide Spanish interpreting services. The DeKalb County Health Department currently employs several staff who are Spanish/English bilingual. Upon client arrival the receptionist will engage the closest Spanish-speaking staff member to determine the client's reason for visit. The staff member will assist the client in accessing the appropriate service. Return calls are made by a bilingual staff member
- B. For those needing other language interpreting services, DCHD uses a language line.
 - a. The service can be used for calls to clients from the Health Department, and for clients physically present in the agency. Family or friends may be used for language interpretation needs only for non-medical information. Clinical information, especially information that will be used to make a medical decision (i.e. the type of birth control chosen), can only be interpreted through a DCHD Spanish-speaking staff member when appropriate or the Language Line.
 - b. The service is available 24 hours a day, 7 days a week.
 - c. This service is to be used in situations where there is no translator available, the information is confidential in nature and requires outside interpretation, or the medical terminology is such that staff must be sure that accurate information is being disseminated to the client.
 - d. The DeKalb County Health Department utilizes a language interpreting service for all other interpreter needs.

C. Sign language

- a. The Illinois Deaf and Hard of Hearing Commission website will be accessed to view an interpreter directory for the state of Illinois by counties: <http://www2.illinois.gov/idhhc/Pages/default.aspx>
- b. These interpreters are hired as independent contractors and have their own rates according to certification and license level.
- c. An interpreter with a Master or Advance license can interpret any medical setting. An interpreter with an Intermediate license is limited on the type of medical situations they can interpret. The interpreter should know what those are when given the nature of the appointment.
- d. Northern Illinois University (NIU) Speech, Language, and Hearing Clinic is located in DeKalb. Upon being made aware of the need of sign-language assistance that can be scheduled, DCHD will reach out to their services. If NIU services are not available or if the need is more immediate, DCHD utilizes a remote video sign interpreter.

D. Impaired vision needs

- a. The DeKalb County Health Department has a page magnification device for use with those with impaired vision. DCHD also has the ability to enlarge print via copy machine settings.

E. Assistance with services and complaints

- a. If you need these services, contact Administrative Support & Marketing Manager
- b. If you believe that the DeKalb County Health Department has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Public Health Administrator, DeKalb County Health Department, 2500 N. Annie Glidden Road, DeKalb, Illinois 60115. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Public Health Administrator is available to help you.
- c. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 800-537-7697 (TDD)