

**Policy and Procedure**

Communicating Information to Persons with Sensory Impairments

Auburn University Speech and Hearing Clinic will take such steps as are necessary to ensure that qualified persons with disabilities, including those with impaired sensory or speaking skills, receive effective notice concerning benefits or services or written material concerning waivers of rights or consent to treatment. All aids needed to provide this notice are provided without cost to the person being served.

For Persons with Hearing Impairments: Qualified sign-language interpreter for persons who are deaf/hearing impaired and who use sign-language as their primary means of communication, the following procedure has been developed and resources identified for obtaining the services of a qualified sign-language interpreter to communicate both verbal and written information:

Auburn University Speech and Hearing Clinic will make the services of a qualified sign-language interpreter available upon either the

* Written request of the client
* Written or verbal request of the client’s representative or guardian
* Written or verbal request of the client’s primary provider

The Director of the Auburn University Speech and Hearing Clinic (hereinafter referred to as Director) or the Director’s designee, is authorized to obtain the interpreter from the

* Office of Accessibility at Auburn University

The Director will provide training on a regular basis to all clinic personnel in the use of effective methods of communication with Sensory Impaired persons. The training will be provided annually and when new personnel are onboarded. The Director will incorporate best practices for communication as directed by the Office of Accessibility at Auburn University.

The Auburn University Speech and Hearing Clinic will only use client family members and or friends as the client’s interpreters if:

* The client has been made aware of the availability of qualified sign-language interpreters at no additional charge and, without any coercion whatsoever, chooses the services of family members or friends; or
* In the event no interpreters are available on site or within 30 miles of the Auburn University Speech and Hearing Clinic on the date of the client’s service.

Telecommunication Device for the Deaf (TDD): The Auburn University Speech and Hearing Clinic has captioning phone available within the clinic.

For Persons with Visual Impairments: Clinical staff and/or administrative support personnel will communicate the content of written materials concerning benefits, services, notice of privacy practices (NPP), waivers of rights, and consent to treatment forms by reading them out loud to visually impaired persons.

Additional Resources for Persons with Visual Impairments: The Auburn University Speech and Hearing can make braille documents available upon request. The services are provided by a contract braille service and each document requested by the client will be individually prepared resulting in the contractor needing a reasonable period of time to prepare client documents.

The Auburn University Speech and Hearing Clinic can provide large print documents upon request.

For Persons with Speech Impairments: Writing materials, TDD, and computers are available to facilitate communication concerning program services and benefits, Notice of Privacy Statement (NPP), waivers of rights, and consent to treatment forms.