Communicating Information to Persons with Sensory Impairments

GENERAL PLAN/APPROACH:

Southern Oregon Head Start (SOHS) will ensure that persons with disabilities, including those with impaired sensory or speaking skills, receive effective notice concerning benefits, services, or written material concerning waivers of rights or consent to treatment. All reasonable efforts are made to provide notice and assistance.

SECTION 504 OF THE REHABILITATION ACT OF 1973
“CIVIL RIGHTS ACT FOR PERSON WITH DISABILITIES”

HEAD START PROGRAM PERFORMANCE STANDARD:
1302.33-Child Screenings and Assessments
1302.34-Parent and Family Engagement in Education and Child Development Services
1302.35-Education in Home-Based Programs
1302.41-Collaboration and Communication with Parents
1302.42-Child Health Status and Care
1302.60-1302.63(d) Additional Services for Children with Disabilities

PROCEDURES:

A) For Persons with Hearing Impairments:

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.

- When a parent/guardian of a child enrolled in the Head Start/Early Head Start program has requested auxiliary aids, interpreting or services necessary for effective communication, Parent, Family and Community Partnerships Supervisor(s) and/or PFCE Director is/are notified by the Family Advocate, the Teacher or the Early Head Start Specialist.

- Parents/guardians may choose to have a family member or friend as an interpreter. If needed, SOHS will assist in finding an interpreter.

- When a child enrolled in the Head Start/Early Head Start program has a need for auxiliary aids and services necessary for effective communication, Disabilities and Mental Health Manager is notified at the Main Office.
● SOHS will access the Oregon Telecommunications Relay Service 1-800-735-1232 when a parent/guardian has a teletype communication machine at their home. E-mail will be utilized when available.

B) For Persons with Visual Impairments:

Staff will communicate the content of written materials concerning benefits, services, waivers of rights, and consent to treatment forms by reading them out loud to visually impaired persons.

C) For Persons with Speech Impairments:

Writing materials (typewriters, TDD) and computers are available to facilitate communication concerning program services and benefits, waivers of rights, and consent to treatment forms. Staff will help access large print, taped and Braille materials and specialized equipment.

USDA and Head Start Non-Discrimination Statement:

"The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment, or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint form, found online at www.ascr.usda.gov/complaint_filing_cust.html or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer."