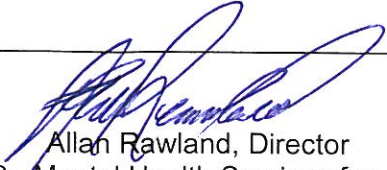


**County of San Bernardino  
Department of Behavioral Health**

**Behavioral Health Services for Clients/Family Members Who are Deaf or Hard of Hearing Policy**

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<b>Effective Date</b>	11/16/09	 Allan Rawland, Director
<b>Approval Date</b>	11/16/09	
<b>Supersedes</b>	DBH Standard Practice Manual CLP0813: Mental Health Services for Hearing Impaired	

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<b>Policy</b>	It is the policy of the Department of Behavioral Health (DBH) to provide auxiliary aids and services necessary to ensure equal access to DBH services to clients/family members in the case of children or transitional age youth who are deaf or hard of hearing (HOH).
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<b>Purpose</b>	To ensure effective communication between DBH and deaf or HOH clients/family members, in accordance with the Americans with Disabilities Act (ADA).
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<b>Implement and Practice</b>	Utilize the California Relay Service as a communication tool to ensure accessibility to routine and urgent behavioral health services. Utilize the After Hour Access Line for all language services coordination, specifically for deaf or HOH clients.
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<b>Definitions</b>	<b>Deaf or Hard of Hearing:</b> "Is to be interpreted as inclusive of all individuals with hearing loss including those who are later deafened..." (NAD 2003).
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<b>References</b>	Americans with Disabilities Act, Title 3, 4.3100 California Code of Regulations, Title 9, Chapter 11, Section 1810.110 CA Welfare and Institutions Code, Section 14684 (h) CA Welfare and Institutions Code, Section 4341 (h) CA Welfare and Institutions Code, Section 5802(a)(4) Civil Rights Act, 1964: United States Code Section 200-d Executive Order 13166, 2000 National Association of the Deaf. (2003). <i>Mental Health Services for People Who are Deaf and Hard of Hearing 2003 Position Statement.</i> Dymally Alatorre Bilingual Services Act, 1973 CA Department of Mental Health Current Fiscal Year Annual Review Protocol for Consolidated Specialty Mental Health Services and Other Funded Services
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**County of San Bernardino  
Department of Behavioral Health**

**Behavioral Health Services for Clients/Family Members Who are Deaf or Hard of Hearing Policy, Continued**

**Related  
Policies/  
Procedures**

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DBH Standard Practice Manual CUL1002-1: [Behavioral Health Services for Clients/Family Members who are Deaf or Hard of Hearing Procedure](#)

DBH Standard Practice Manual CUL1004: [Satisfying Consumer Language Needs Policy](#)

DBH Standard Practice Manual CUL1011: [Providing Translation Services Procedure](#)

DBH Standard Practice Manual CUL1012: [Providing Interpretation Services Procedure](#)

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