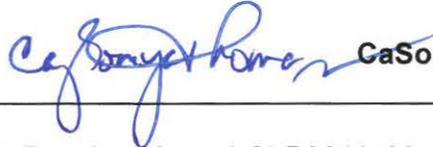


**San Bernardino County
Department of Behavioral Health**

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

Effective Date 11/16/09
Revision Date 01/07/16



CaSonya Thomas, Director

Supersedes DBH Standard Practice Manual CLP0813: Mental Health Services for Hearing Impaired

Policy It is the policy of the Department of Behavioral Health (DBH) to provide auxiliary aids and language services necessary to ensure equal access to services provided by DBH to clients/family members who are deaf or hard of hearing (HOH).

Purpose To ensure effective communication between DBH and deaf or HOH clients/family members, in accordance with the Americans with Disabilities Act (ADA).

Implement and Practice 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.

Background **Deaf or Hard of Hearing:** "[i]s to be interpreted as inclusive of all individuals with hearing loss including those who are late deafened...." (National Association of the Deaf (NAD) 2003).

References Americans with Disabilities Act, Title 3, 4.3100
California Code of Regulations, Title 9, Chapter 11, Section 1810.110
CA Department of Health Care Services Annual Review Protocol
for Consolidated Specialty Mental Health Services and Other Funded Services
CA Welfare and Institutions Code, Sections 14684 (h), 4341 (h) and 5802(a)(4)
Civil Rights Act, 1964: United States Code Section 200-d
Dymally Alatorre Bilingual Services Act, 1973
Executive Order 13166, 2000
National Association of the Deaf. (2003). *Mental Health Services for People Who are Deaf and Hard of Hearing 2003 Position Statement.*

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**San Bernardino County
Department of Behavioral Health**

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

**Related
Policies and
Procedures**

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

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](#)
