

Volunteers of America of Florida – Jacksonville Auxiliary Aids Plan

Upon initial presentation, staff must first ask the individual or companion if they would like an auxiliary aid or service. The customer or companion must complete the **Customer or Companion Waiver For Free Interpreter Service** form to state whether they would like to receive auxiliary aids and services or not.

If it is a scheduled appointment, you must have a certified interpreter at the time of the scheduled appointment. If the interpreter fails to appear, staff shall take whatever additional actions are necessary to make a certified interpreter available to the customer or companion as soon as possible, but in no case later than two (2) hours after the scheduled appointment, or as convenient to the customer or companion.

If it is a non-scheduled appointment or non-emergency situation, you must provide a certified interpreter within two hours of the request, or at least by the next business day. In emergency situations an interpreter shall be made available as soon as possible, but in no case later than two (2) hours from the time the customer or companion requests an interpreter, whichever is earlier. If a customer or companion does want an interpreter, the type of interpreter must be determined by asking the customer or companion what the preferred method of communication is.

Non-Scheduled Interpreter Requests - If the situation is not an emergency, staff shall offer to schedule an appointment (and provide an interpreter where necessary for effective communication) as convenient to the customer or companion, but at least by the next business day.

Scheduled Interpreter Requests - For scheduled events, staff shall make a certified interpreter available at the time of the scheduled appointment. If an interpreter fails to appear for the scheduled appointment, staff shall take whatever additional actions are necessary to make a certified interpreter available to the customer or companion who is deaf or hard of hearing as soon as possible, but in no case later than two (2) hours after the scheduled appointment. If the auxiliary aid chosen is found to be ineffective, staff or interpreter must assess for any barriers that may have been present for the customer or companion. If the chosen auxiliary aid is determined to be the problem, it is the

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task of staff or the interpreter to check all mechanical settings (batteries). If the problem is determined to be with the interpreter, staff will attempt to diagnose any communication barriers. If staff determines that the interpreter is not effective, then staff will be responsible for finding an alternate certified interpreter.

In the event that requested auxiliary aids or service to a customer or companion are denied by one agency, other auxiliary aid or service agencies will be contacted until service is fulfilled. Furthermore, if customers do not want to use an interpreter, the consumer can use an alternative method (ex: pocket talker). The customer/companion will be provided with the preferred method of communication and auxiliary aid services needed.

Volunteers of America of Florida utilizes relay services for external telephone with TTY users. We accept and make calls through a relay service. The state relay service number is:

- 1-800-955-8770 (voice)
- 1-877-955-8773 (Spanish)
- 1-877-955-8707 (French Creole)
- 1-800-955-8771 (TTY)

Volunteers of America of Florida provides this information in English and Spanish.

Per Volunteers of America of Florida's Deaf and Hard of Hearing policy, auxiliary aids and services will be documented and filed in the customer's medical record, which will be held for seven years.

Necessary aids and services will be provided for individuals who are in attendance at meetings, conferences, and seminars. Staff will locate and provide auxiliary aids and services as needed for events.

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As part of commencing employment, staff will complete orientation and Hard of Hearing trainings, provided through the Department of Children and Families, within 60 days of hire.

All direct contact staff must complete the Hard of Hearing trainings, available through the Department of Children and Families, annually.

Per Volunteers of America of Florida's policies and procedures, for customers or companions using sign language as the primary means of communication, the program manager will contact a certified sign language interpreter. This will be done during Volunteers of America of Florida's normal hours of operations and on a 24/7 basis in case of emergencies.

Policies and Procedures describes in detail how to access the TDD/TTY devices for 24/7 access. For Florida Relay Service, call 711. Volunteers of America of Florida's requires verification of all interpreter's certification. The interpreter's certification will be verified by staff and a copy of the interpreter's certification will be held in the customer's medical record.

Single Points of Contact for State of Florida

Staff is responsible for contacting the appropriate interpreter on staff to interpret, if one is available and qualified to interpret; or obtaining an outside interpreter if a qualified interpreter on staff is not available. This will be done within Volunteers of America of Florida during normal hours of operation and on a 24/7 basis in cases of emergencies.

Any staff unfamiliar with the Deaf and Hard of Hearing Process needs to contact their Single Point of Contact for their location:

Jacksonville

Ronald Milligan

904-405-1045

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Identify the Service Needed:

First, ask how the individual would like to communicate.

Sign Language:

Certified Sign Language Interpreter:

Absolute Quality Interpreting Services, LLC - Provides services statewide 24 hours a day, 7 days a week. www.aqiservices.com 813-785-1214

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Telecommunication Relay Service – Florida Relay Service, call 711 **Video Remote Interpreting** (When customers are in the same room)

Interp-Via-Video 212-202-5589

Absolute Quality Interpreting (AQI)7 Contact: Lisa Schaefermeyer Certified; statewide	(813) 785-1214 voice/text (813) 200-3469 fax *Provides video remote interpreting services.	Contracted ASL provider	infor@AQIservices. com
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Video Relay Interpreting (When customers are not in the same room)

Sorenson Communications (Video Relay)	(801) 287-9400	Sorenson Communications (Video Relay)	801-287-9400
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Registry of Interpreters for the Deaf (RID) – WWW.RID.ORG

Aracely Fuentes, Jacksonville, Florida 32257, arafg66@yahoo.com, 904-201-1915

Barbara Berry, Jacksonville, Florida 32259, BarbaraBerryASLS@gmail.com,
904-614-2488 CT, CI

Barbara Miller, Jacksonville, Florida 32246, barbaramillerily@gmail.com, CI, CT

Tonnie Minor, Jacksonville, Florida 32217, minorg@duvalschool.org, 904-268-
2424 CSC

Lori Cimino, Jacksonville, Beach Florida 32250, lcimino@fscj.edu, 904/672-7674
NIC Advanced

Madeline Reckert, Jacksonville, Florida 32223, maddysigns@aol.com, 904-288-
6753 NAD IV

Scott Trejbal, Jacksonville, Florida 32257 dstrejbal@gmail.com, 904-704-5437

Services for Circuit 4

Service Site Address	City	County	Contact Name	Title	Telephone
ESS					
5000-1 Norwood Ave.	Jacksonville	Duval	Angela Williams	ESS Specialist Supervisor	904-485-5057
5920 Arlington Expressway	Jacksonville	Duval	Jeb Stewart	ESS Specialist Supervisor	904-485-9873
4080 Woodcock Dr., Suite 200-VIU	Jacksonville	Duval	Terri Caldwell	ESS Specialist Supervisor	904-485-9803
4080 Woodcock Dr., Suite 200-	Jacksonville	Duval	Joshua Cordero	ESS Specialist	1-866-762-2237

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CCC				Supervisor	
7080 Woodcock Dr., Suite 200	Jacksonville	Duval	Mary Dacey	Operations Management Consultant	904-485-5082
Family Safety					
1845 Town Center Blvd., Suite 225	Orange Park	Clay	Sharon Akins	Family Services Specialist	904-622-9675
921 N. Davis St. Building B	Jacksonville	Duval	Sharon Brownlee	Program Administrator	904-380-5560
5920 Arlington Expressway	Jacksonville	Duval	Chandara Arvingar	Program Administrator	904-485-9741
463688 State Rd. 200, Suite 23	Yulee	Nassau	Melinda Bartelt	CPI Supervisor	904-557-9103
Adult Services					
1845 Town Center Blvd., suite 225	Orange Park	Clay	Marie Christie	API Supervisor	904-622-9601
5920 Arlington Expressway	Jacksonville	Duval	Yolanda Brown	API Supervisor	904-485-9735
SAMH					
5920 Arlington Expressway	Jacksonville	Circuit 4	Peter Sobotka	SA Licensing Specialist	904-485-9724

Qualified Foreign Language Interpreters:

- **Day Interpreters**

<http://www.dayinterpreters.com/tampa>

1-800-969-6853

711 S. Howard Ave, Suite 200, Tampa, Florida, 33606

- **Certified Translation**

<http://www.certifiedtranslation.net>

1-866-201-2921