

**NORTH COUNTRY COMMUNITY MENTAL HEALTH
NORTHERN AFFILIATION
ADMINISTRATIVE MANUAL**

CHAPTER: Affiliation Chapter 2
PROCEDURE NAME: Accommodations for Persons with Special Needs
PROCEDURE NUMBER: 2005

POLICY:

It is the policy of North Country Community Mental Health that no person shall be deprived of access to services due to limited mobility, visual or hearing impairments, or other sensory impairments.

To assure that individuals are not hindered in accessing and receiving services, appropriate accommodations shall be made at no additional cost to the service recipient. To this end, each provider organization shall be required to adopt a formal plan for accommodating person with special needs.

PROTOCOL:

- I. Elements of Plan for Accommodating Special Needs
 - A. Essential documents (Rights, G&A, Services, and Consents) are available in alternative formats.
 - B. All staff receives training regarding the need for, and use of, special accommodations.
 - C. Monitoring processes (Site Visits) include verification of the availability of accommodations.
 - D. Customer satisfaction surveys address accommodations.
 - E. Member Service staff actively assure that special needs are met.

REFERENCES:

DISTRIBUTION:

REVISED: April 2002

APPROVED: By the Operations Committee, 03/19/02

