

Policy and Procedure
BUNCOMBE COUNTY HEALTH AND HUMAN SERVICES/DEPARTMENT OF HEALTH

Title: Accessible Facilities and Services	Policy #: 1001.56A	Revision #: 4
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Category & Subcategory:	Administrative Policy and Procedure	Original Effective Date:	6/22/12	This Revision Effective Date:	6/2022
Persons Affected	Buncombe County Health and Human Services Department of Health Workforce				
Approval By/ Date	 Health Director	06.07.2022 Date	_____ Chair, HHS Board		_____ Date

1.0 Revision History	Date of Revision	Summary of Changes	Section
	4/20/14	<ul style="list-style-type: none"> • Updated Agency name • Included BCHHS Communication Team in role of assisting with Plain Language translations • Removed reference to new employee training 	<ul style="list-style-type: none"> • Throughout • 6.3
	6/27/18	<ul style="list-style-type: none"> • Place on new template and annual review 	<ul style="list-style-type: none"> • Entire policy
	3/1/19	<ul style="list-style-type: none"> • Removed references to employment. Reworded for clarification • Updated workforce definition • Updated Legal Authority/Guidance 	<ul style="list-style-type: none"> • 2.0, throughout • 4.0 • 7.0
	6/2022	<ul style="list-style-type: none"> • Converted to Board policy • Added HHS Board Chair signature • Number change from 1000.56A to 1001.56A • Updated process 	<ul style="list-style-type: none"> • Header • Header • Header • 6.3.3

2.0 Purpose

Federal law prohibits discrimination of persons with disabilities regarding access, availability and delivery of services. Federal law also prohibits discrimination in the administrative activities and responsibilities of organizations receiving Federal financial assistance. Facilities of Buncombe County Health and Human Services (BCHHS) must be accessible to all residents and populations that may need services provided by the agency in accordance with regulatory requirements. Health care facilities must reasonably accommodate persons with physical disabilities and provide signage and labeling that helps disabled persons and individuals with limited English proficiency navigate BCHHS buildings.

3.0 Policy

It is the policy of BCHHS to ensure reasonable accommodation and access for individuals with physical disabilities and to meet language or literacy needs.

4.0 Definitions

4.1 **Disability** – Someone who:

- (1) Has a physical or mental impairment that substantially limits one or more “major life activities,”
- (2) Has a record of such an impairment,
- (3) Is regarded as having such an impairment.

4.2 **ADA** – Americans with Disabilities Act

4.3 **LEP** – Limited English Proficiency

4.4 **Workforce**- Employees, volunteers, contract staff, and other persons whose conduct, in the performance of work for Buncombe County, is managed by Buncombe County. The County’s management of these persons may include training and development, direction of work activities, provision of resources, and policy oversight.

5.0 Responsibilities

5.1 The Health Director will ensure compliance with this policy. Responsibilities may be delegated to management or other personnel.

5.2 The workforce will adhere to this policy and related laws for serving clients with disabilities, handicapping conditions, and language assistance needs.

6.0 Procedure

6.1 Disabilities/Handicaps

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- 6.1.1 Exterior and interior areas of BCHHS facilities where clients receive services will be ADA-compliant. This includes area such as doorways, signage noting handicapped-accessible parking and restrooms, Braille signage, elevators, etc.
- 6.1.2 BCHHS workforce will assist physically or visually impaired clients as needed, by escorting to and from different areas, and qualified staff will help clients to negotiate exam rooms, tables, and safe positioning for physical examination.
- 6.2 Limited English Proficient clients:
 - 6.2.1 BCHHS workforce will follow BCHHS Title VI Language Services Plan and related language access policies to ensure service access for clients who speak a language other than English or who are hearing impaired.
- 6.3 Health Literacy
 - 6.3.1 The BCHHS Communications Team members and BCHHS-Department of Health (DH) staff will review prepared materials and edit for plain language as needed. Many documents are obtained from the Centers for Disease Control and other national organizations subject to Plain Language requirements.
 - 6.3.2 Workforce will request assistance from Communications Team and others as needed when developing Plain Language written materials on various health topics, services, and programs.
 - 6.3.3 Workforce will receive training on health literacy at time of orientation.

7.0 Legal Authority/Guidance

- 7.1 Title VI of the Civil Rights Act of 1964
- 7.2 BCHHS Title VI Language Policies:
 - 1000.32 – How to Request Interpreter Services
 - 1000.32A – Procedures for Using Interpreter Language Line
 - 1000.33 – Title VI Language Services Plan
- 7.3 Americans with Disabilities Act, Title II
- 7.4 Section 504 of the Rehabilitation Act of 1973