

	POLICY TITLE: Interpretive Devices and Persons with Special Needs (Communication, Sensory, Language, and Assistive Needs)
MANUAL NAME: Administrative Manual and Rural Health Administrative Manual	POLICY NUMBER: <input type="checkbox"/> Addendum to Corporate Policy <input type="checkbox"/> Form Available In I-REPP System
SECTION (as applicable):	POLICY OWNER: Risk Manager
ORIGINATION DATE: 08/01/2012	FINAL APPROVAL DATE: 01/09/2014

POLICY

WRMC at Hope will take appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments have an equal opportunity to participate in our services, activities, programs and other benefits.

All staff will be provided written notices of this policy and procedure, and staff that may have direct contact with individuals with disabilities will be trained in effective communication techniques, including the effective use of interpreters.

SCOPE

This policy applies to all organization-wide.

PROCEDURE

I. HEARING IMPAIRED:

- A. Face the individual directly when speaking, allowing them to see the lips.
- B. Speak slowly and enunciate distinctly.
- C. Provide clues to assist the individual in following your speech by pointing to items of discussion when possible.
- D. Write messages to communicate or use pictures.
- E. Whenever a Sign Language Interpreter is needed, we use CyraCom a web based contracted service which provides sign language assistance via webcam.
- F. If possible, place the patient in a room with closed-caption options.
- G. A portable TTY machine is available for patient/visitor use through the House Supervisor.

II. NON-SEEING OR VISUALLY IMPAIRED:

- A. When entering the room always knock first, then address the patient by name, identify yourself and the area in which you work and give your reason for entering the room.
- B. Acquaint the patient with the area or room as needed.
- C. Ask the patient if they want the side rails in an up position when they are in bed.
- D. Assist the patient with meals by describing the location of the food on the plate or dish in front of him/her.
- E. Have someone read to the patient consent forms, authorizations, menus or other personal reading materials whose contents provide necessary information to the patient.
- F. Soft touch call lights are available for use.
- G. Patient phones have large number buttons for easy use.

III. SERVICE/ASSISTIVE ANIMALS:

- A. Service/assistive animals including, but not limited to, Seeing Eye dogs, Seizure Alert dogs, Hearing dogs, etc., may accompany patients into the hospital.
- B. Service animals may NOT enter restricted areas such as Procedure Rooms or any area in which the animal's presence might pose a potential risk to patients.
- C. The service animals must be kept on a short leash or contained under supervision at all times. They must be clean, well-groomed, and have a current rabies tag.
- D. The patient's family is responsible for relieving and feeding the animal. If family members are unavailable, the hospital may choose to designate a staff member to assist. The staff member will follow the owner's directions for care.
- E. A "Service Animal in Attendance" sign will be posted outside the patient's room to notify staff of the animal's presence. Staff will be educated to not approach the animal unless instructed to do so.
- F. If there are questions regarding care or injury to a service animal the patient's veterinarian of choice will be contacted.
- G. Visitors accompanied by service animals are responsible for the care, relieving/feeding schedule of the animals at all times.

IV. SPEECH IMPAIRED:

- A. When communicating with the individual with speech impairments, be patient and listen closely. They may choose to communicate in writing.
- B. If the individual knows sign language, obtain a sign language interpreter.
- C. When a sign language interpreter is needed utilize the webcam.

V. COMMUNICATING WITH LIMITED-ENGLISH OR NON-ENGLISH SPEAKING PERSONS:

See Limited English Proficiency Policy in the Administrative Manual.

- A. Patients/staff may call the language assistance telephone from any telephone.
- B. The call number is 1-800-481-3293, enter the account number and pin number.

VI. MANUAL IMPAIRMENTS

Staff will assist those who have difficulty in manipulating print materials by holding the materials and turning pages as needed, or by providing one of more of the following: note-

takers; speaker phones; or other effective methods that help to ensure effective communication by individuals with manual impairments.

Review/Revised Date:	Title:	Description of Change or Location of Change in Document:
12/31/2013	Risk Manager	Revised V. B.