
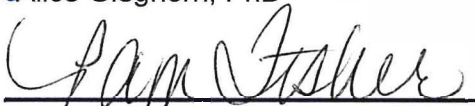




SANTA BARBARA COUNTY
DEPARTMENT OF
Behavioral Wellness
A System of Care and Recovery

Programmatic Policy and Procedure

Section	Access to Quality Services	Effective:	5/4/2018
Sub-section		Version:	1.0
Policy	Accessibility for Persons with Disabilities	Last Revised:	New policy
Policy #	2.005		
Director's Approval	 _____ Alice Gleghorn, PhD	Date	5/8/18
Deputy Director's Approval	 _____ Pam Fisher, PsyD	Date	5/8/18
Supersedes:	New policy	Audit Date:	5/2/2021

1. PURPOSE/SCOPE

- 1.1. To ensure compliance with all federal and state laws and regulations regarding accessibility of programs and services by persons with disabilities.
- 1.2. To ensure equitable access to services and bar any discriminatory treatment towards individuals with physical disabilities.
- 1.3. This policy applies to all contracted provider and county-operated programs and sites.

2. POLICY

- 2.1. It is the policy of the Department to comply with all requirements as set forth by the Americans with Disabilities Act (ADA) and ensure that all programs and services are accessible to people with physical disabilities to the fullest extent possible.
- 2.2. All programs and service sites are prohibited from denying services to clients based strictly on the person having a disability. Any person seeking service or benefits who is rejected for this reason has the right to report and file a complaint or grievance with the Department's Beneficiary Concerns Coordinator.
- 2.3. All programs shall provide effective means of adaptive communication at no cost to the client. Signage informing clients that access to accommodations are available must be broadly posted or discussed during the admissions process. Communication accommodations may include, but are not limited to, the following:
 1. Large print materials and audio recordings of critical documents.
 2. American Sign Language (ASL) interpreters.

3. TTY/TDD or California Relay Services for telephonic communication with the hearing impaired or individuals with speech disabilities.

2.4. All programs shall comply with ADA facility access standards, including wheelchair-accessible ramps, building entrances, emergency exits and restrooms.

ASSISTANCE

Yaneris Muñiz, Ethnic Services and Diversity Manager

RELATED POLICIES

Visually and Hearing Impaired and Beneficiaries with Limited Reading Ability
Nondiscrimination

REFERENCE

Americans with Disabilities Act of 1990

Code of Federal Regulations – Public Welfare
Title 45, Parts 74, 84, 92, 96

California Code of Regulations – Rehabilitative and Development Services
Title 9, Sections 9804(b)(11)

California Code of Regulations – Building Standards Code
Title 24, Part 2

REVISION RECORD

DATE	VERSION	REVISION DESCRIPTION

Culturally and Linguistically Competent Policies

The Department of Behavioral Wellness is committed to the tenets of cultural competency and understands that culturally and linguistically appropriate services are respectful of and responsive to the health beliefs, practices and needs of diverse individuals. All policies and procedures are intended to reflect the integration of diversity and cultural literacy throughout the Department. To the fullest extent possible, information, services and treatments will be provided (in verbal and/or written form) in the individual’s preferred language or mode of communication (i.e. assistive devices for blind/deaf).