




Title Description	Effective Date <b>09/24/02</b>	Chapter <b>TC.XII.06</b>
<b>SPECIAL COMMUNICATION NEEDS</b>	Revised Date <b>08/09/06; 3/1/11; 9/30/14</b>	Page <b>1 of 1</b>
Unit/Department <b>Twin Cedars Youth &amp; Family Services, Inc.</b>	Authorized 	

**POLICY:** It is the policy of Twin Cedars Youth and Family Services, Inc. (TCYFS) to address the communication needs of persons and families served by assurance provision of procedures designed for persons with special communication needs.

**PURPOSE:** In order to proactively reach out to ensure that all individuals can be informed about our services, TCYFS must ensure that the programs are prepared to meet special communication needs.

**PROCEDURE:**

1. Services at TCYFS require that clients in our programs are fluent English. If family members are mono-lingual (non-English) and require translation, Program Directors coordinate the effort to locate and utilize translators in their language.
2. Service teams attempt to give clients opportunities to communicate needs in their second language in times of stress, if a bi-lingual staff is available.
3. The Human Resources Department actively recruits bi-lingual staff when the need arises.
4. Basic program literature is available in English. We will seek to provide information in other languages as needed.
5. A TDD telephone is located in the Georgia Division of Rehabilitative Services at 1220 Hogansville Road, La Grange, Georgia. (706)298-7270. This phone may be accessed to communicate with a deaf parent or guardian.
6. Directors also coordinate the effort to locate and utilize persons trained in sign language for communication assistance with a deaf parent or guardian when necessary.
7. All phones have volume control.
8. If a client has a severe speech impediment, the program director arranges for communication assistance when the person needs such help.
9. The Twin Cedars Youth and Family Services, Inc. receptionist/designee is to notify the Executive Director or designee for assistance upon becoming aware that an individual with special communication needs calls or comes to the reception desk

**ACCOUNTABILITY:** The Program Directors are responsible for ensuring the Policy on Special Communication Needs is followed and maintained in their programs. The Residential Services Committee has accountability for policy administration. Therefore, any recommended changes to this policy must be submitted to the Residential Services Committee for presentation and consideration.