



TITLE: Individuals with Disabilities Policy	LAST REVIEWED DATE: 4/2024
SECTION: 1100.13	LAST REVISED DATE: 2/2024
POLICY OWNER: Director of Clinical Services	NEXT REVIEW DATE: 4/2027
ORIGINAL EFFECTIVE DATE: 4/2012	

PURPOSE:

To comply with Section 1557 of the Patient Protection and Affordable Care Act, which prohibits discrimination in certain health programs and activities, and to communicate effectively with individuals with disabilities.

DEFINITIONS:

- Auxiliary aids and services include:
 - Qualified interpreters on-site or through video remote interpreting (VRI) services; note takers; real-time computer-aided transcription services; written materials; exchange of written notes; telephone handset amplifiers; assistive listening devices; assistive listening systems; telephones compatible with hearing aids; closed caption decoders; open and closed captioning, including real-time captioning; voice, text, and video-based telecommunication products and systems, text telephones (TTYs), videophones, and captioned telephones, or equally effective telecommunications devices; videotext displays; accessible electronic and information technology; or other effective methods of making aurally delivered information available to individuals who are deaf or hard of hearing;
 - Qualified readers; taped texts; audio recordings; Braille materials and displays; screen reader software; magnification software; optical readers; secondary auditory programs; large print materials; accessible electronic and information technology; or other effective methods of making visually delivered materials available to individuals who are blind or have low vision;
 - Acquisition or modification of equipment and devices; and
 - Other similar services and actions.
- *Disability*— with respect to an individual, a physical or mental impairment that substantially limits one or more major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.
- *Individual with a disability*— an individual that has a disability, as defined above.



POLICY:

Axess Family Services, Inc. (AFS) does not discriminate on the basis of disability and will provide appropriate auxiliary aids and services, free of charge, and in a timely manner, in order to facilitate effective communication with individuals with disabilities and provide them with an equal opportunity benefit from AFS's healthcare services.