

**HAMILTON CENTER, INC.
OPERATIONS MANUAL**

Section: **ACCESS**

Policy No.: OP.14.05.00.00

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Policy: **SERVICE ACCESSIBILITY**

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PURPOSE

To ensure that all program and service locations are accessible to consumers seeking services.

POLICY

Hamilton Center Inc. (HCI) and all partner program and service locations are open and accessible to meet the needs of all persons or any other characteristic protected by federal, state, or local law.

- A. Hours of operation for each program and service site are determined by the needs of service recipients at that site.
- B. Services offered by HCI and its partner providers are provided in locations that meet the needs of service recipients. Community-based services are provided based on need and appropriateness.
- C. Services are provided in a manner which is respectful of and sensitive to individual differences. Each client's personal dignity is recognized and respected in the provision of all care and treatment.
- D. In accordance with Section 504 of the Rehabilitation Act of 1973, HCI affiliated programs and services afford otherwise qualified individuals the opportunity to receive services from qualified providers.
 - 1. Access to effective services may be assured by:
 - a. Providing accommodations or readily available resources;
 - b. Referring individuals to alternate HCI locations;
 - c. Referring individuals to other service providers and/or programs which are accessible and receptive to the referral; or
 - d. Having procedures in place for communicating with persons who are hearing and/or visually impaired, including ensuring that the Consumer Rights form is provided to the service recipient in an accessible format.
- E. If a service location is inaccessible, impractical or difficult to access HCI will make reasonable efforts to remedy the barrier. If the costs to make the needed changes are excessive, the individual will be referred to the consumer's choice of another HCI location or another provider or resource that is accessible and receptive.

- F. To serve individuals with limited English proficiency, interpreter resources will be contacted. Appropriate language interpretation is provided for various HCI notifications and client forms as needed. All persons receive crisis stabilization services, if necessary.