



2100 Southbridge Parkway (Suite 650) Birmingham, AL 35209 | lolcounselingservices@gmail.com | (205)775-6037

LIMITED ENGLISH PROFICIENCY POLICY

POLICY:

It is the policy of **L.O.L. Counseling and Consulting Services, LLC** to provide communication aids (at no cost to the person being served) to Limited English Proficient (LEP) persons, including current and prospective patients, clients, family members, interested persons, et al., to ensure them a meaningful opportunity to apply for, receive or participate in, or benefit from the services offered. The procedures outlined below will reasonably ensure that information about services, benefits, consent forms, waivers of rights, financial obligations, etc., is communicated to LEP persons in a language which they understand. Also, they will provide for an effective exchange of information between staff/employees and patients/clients and/or families while services are being provided.

PROCEDURE:

1. **L.O.L. Counseling and Consulting Services, LLC** will designate, **Stephanie Lett, Executive Director**, to be responsible for implementing methods of effective communication with LEP persons.
2. **Stephanie Lett, Executive Director**, will:
 - Maintain and routinely update a list of all bilingual persons, organizations, and staff
 - members who are available to provide bilingual services, and
 - Develop written instructions on how to gain access to these services, i.e., contact persons, telephone numbers, addresses, languages available, hours available, fees and conditions under which the person(s) are available.
3. In order to ensure effective communication and to protect the confidentiality of client information and privacy, the client will be informed that the services of a qualified interpreter are available to him/her at no additional charge. Only after having been so informed, the client may choose to rely on a family member or friend in a particular situation. The choice of the client and presence of an interpreter will be documented after every visit.



2100 Southbridge Parkway (Suite 650) Birmingham, AL 35209 | lolcounselingservices@gmail.com | (205)775-6037

NOTICE OF PROGRAM ACCESSIBILITY

Access Notice

This provider and all of its programs and activities are accessible to and usable by disabled persons, including persons with impaired hearing and vision. Access features include:

- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor level with elevator access to all other floors.
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient wards.
- A full range of assistive and communication aids provided to persons with impaired hearing, vision, speech, or manual skills, without additional charge for such aids:

If you require any of the aids listed above, please let the receptionist or your nurse know.



2100 Southbridge Parkway (Suite 650) Birmingham, AL 35209 | lolcounselingservices@gmail.com | (205)775-6037

PROCEDURE FOR COMMUNICATING INFORMATION TO PERSONS WITH SENSORY IMPAIRMENTS

L.O.L. Counseling and Consulting Services, LLC will take such steps as are necessary to ensure that qualified persons with disabilities, including those with impaired sensory or speaking skills, receive effective notice concerning benefits or services or written material concerning waivers of rights or consent to treatment. All aids needed to provide this notice are provided without cost to the person being served.

For Persons With Hearing Impairments: Qualified sign-language interpreter for persons who are deaf/hearing impaired and who use sign-language as their primary means of communication, the following procedure has been developed and resources identified for obtaining the services of a qualified sign-language interpreter to communicate both verbal and written information:

Alabama Signs of Excellence, LLC

(205) 538-7278

9:00 A.M.-5:00 P.M.

Signs of Excellence, LLC provides interpreting services to Deaf, hard of hearing, Deaf-Blind and hearing clients in Birmingham, Alabama and surrounding areas. Their interpreters are skilled in American Sign Language (ASL), English sign systems (SEE 1, SEE 2, LOVE and CASE), and Contact Variety Language (pidgin).

For Persons With Visual Impairments: Reader/staff will communicate the content of written materials concerning benefits, services, waivers of rights, and consent to treatment forms by reading them out loud to visually impaired persons.

For Persons with Speech Impairments: Writing materials, typewriters, TDD, and computers are available to facilitate communication concerning program services and benefits, waivers of rights, and consent to treatment forms.



2100 Southbridge Parkway (Suite 650) Birmingham, AL 35209 | lolcounselingservices@gmail.com | (205)775-6037

NON DISCRIMINATION POLICY

As a recipient of federal financial assistance, **L.O.L. Counseling and Consulting Services, LLC** does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, or national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits of any of its programs and activities or in employment therein, whether carried out by **L.O.L. Counseling and Consulting Services, LLC** directly or through a contractor or any other entity with whom **L.O.L. Counseling and Consulting Services, LLC** arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Section 1557 of the Patient Protection and Affordable Care Act of 2010, and Regulations of the U.S. Department of Health and Human Services issued pursuant to the Acts, Title 45 Code of Federal Regulations Part 80, 84, and 91. (Other Federal Laws and Regulations provide similar protection against discrimination on grounds of sex and creed.)

In case of questions concerning this policy, or in the event of a desire to file a complaint alleging violations of the above, please contact:

L.O.L. Counseling and Consulting Services, LLC

Stephanie Lett

(205) 587-6818

L.O.L. Counseling and Consulting Services, LLC does not discriminate against any person on the basis of race, color, national origin, disability, or age in admission, treatment, or participation in its programs, services and activities, or in employment. For further information about this policy, contact: Stephanie Lett (205) 587-6818