



PENINSULA RSN

ADMINISTRATION POLICIES AND PROCEDURES

Policy Name: CONSUMER RIGHTS IN BRAILLE

Policy Number: 2.15

Reference: WAC 388-865-0410

Effective Date: 5/2005

Revision Date(s): 7/2009

Approved by: PRSN Executive Board

CROSS REFERENCES

- Policy: Corrective Action Plan

PURPOSE

It is the policy of the Peninsula Regional Support Network (PRSN) to ensure reasonable accommodations are provided for blind consumers to be informed of their consumer rights.

PROCEDURE

1. The provider will notify the PRSN within forty-eight (48) hours after screening and/or assessing a blind consumer for services.
2. Specialists Consultation. The PRSN will contact the Braille Access Center (Kandi Lukowski (360) 696-6321 Ext. 158) within 48 hours of receiving notice from the provider to request the consumer rights.
3. The PRSN staff will seek consultation from Ms. Lukowski, or another representative on her behalf, regarding options of reasonable accommodations for informing a blind consumer of her/his consumer rights.
 - This may include, but is not limited to, reading the information to the individual, electronically transferring and increasing font size/ style of material, or translating material into Braille.

4. Document translation. If the consultant identifies the consumer rights form need to be translated into Braille, as a reasonable accommodation, the PRSN will contact the Braille Access Center. (The Braille Access Center is affiliated with the Washington State School for the Blind.)
5. The Braille version of the consumer rights form will be completed by the Braille Access Center within five business days after receiving this request and will be promptly mailed to the provider.
6. The provider shall present the consumer with the Braille version of the consumer rights within five days after receiving it from the Braille Access Center.

MONITORING

This policy is a mandate by statute.

1. This policy will be monitored, on an as needed basis. When a network provider contacts the PRSN to notify of a completed screening/ assessment, the PRSN will target the chart for sporadic review using the:
 - Monthly Provider Chart Review tools
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy