

MISSOURI COMMISSION FOR THE DEAF AND HARD OF HEARING



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Michael L. Parson
Governor

Greetings on behalf of Missouri Commission for the Deaf & Hard of Hearing,

The Missouri Commission for the Deaf & Hard of Hearing (MCDHH) is a state agency that works with individuals, service providers, businesses, organizations, and government agencies to advocate on behalf of Deaf, Hard of Hearing and DeafBlind citizens of Missouri.

It is MCDHH's mission to be proactive in supporting both Deaf, Hard of Hearing and DeafBlind citizens as well as all healthcare providers to result in accessible and adequate services and interactions. Please read and consider the following to ensure the rights of the citizens you serve pertaining to the Americans with Disabilities Act which "prohibits discrimination against people with disabilities in several areas, including employment, transportation, public accommodations, communications and access to state and local government programs and services."

The specific requirements are listed below:

- Healthcare providers are required to provide qualified American Sign Language Interpreter. Do not use family, friends, employees, staff if they know American Sign Language. Being a relative of a Deaf and hard of Hearing person does not mean they are qualified as an interpreter. A qualified certified and licensed interpreter is necessary to communicate with Deaf and hard of hearing attendee(s).
- Healthcare providers should not exclude, deny, segregate, or treat individuals with disabilities differently from individuals without disabilities. Ensure equal access to your facilities with auxiliary aid or services.
- Healthcare providers are strongly encouraged to consult Deaf and hard of hearing attendee(s) to determine the most effective way to communicate.
- Healthcare providers are responsible for the auxiliary services that do not result in such alteration financial in service or burden. Such services must be provided at no cost and with to the consult of Deaf and hard of hearing attendee(s).
- Healthcare providers are responsible to understand that additional auxiliary aids and services could be necessary to ensure legal obligations are met. Such services could be a Certified Deaf Interpreter (CDI), Video Remote Interpreters (VRI), and Communication Access Realtime Transcription (CART).
- Healthcare providers cannot charge Deaf and hard of hearing attendee(s) requesting auxiliary aid or service for those services.

- Healthcare providers must accept a call or make a call from or through video relay services (VRS) or text-based telecommunication relay services (TRS) to communicate Deaf and hard of hearing attendee(s) as the same as direct telephone calls

Thank you for your attention to this important matter.

Sincerely,

Missouri Commission for the Deaf & Hard of Hearing

Sources:

American with Disabilities Act:

<https://www.dol.gov/general/topic/disability/ada>

National Association of the Deaf & Hard of Hearing:

<https://www.nad.org/resources/advocacy-letters/>

American Sign Language Interpreting Agency in Missouri:

https://www.canva.com/design/DAE9rzbyvvl/WC1Bb9buswcNQ--C-cAXZA/view?utm_content=DAE9rzbyvvl&utm_campaign=designshare&utm_medium=link&utm_source=publishsharelink