

LifeConnections Specialized Support Services

Policy/Procedure Name	Auxiliary Supports
COA Standard	N/A
Law/Regulatory Cross-Reference	
Scope/Applicability	All States
Date Approved	4/10/24
Date Revised	

Definition

Auxiliary supports refer to additional services, accommodations, or resources provided to individuals with disabilities or specific needs to facilitate their access to and participation in our services.

Purpose

Our organization is committed to offering a range of auxiliary supports based on client needs and preferences. These may include but are not limited to:

- Translation and interpretive services
- Assistive listening devices
- Accessible transportation arrangements
- Adaptive equipment

Requesting Auxiliary Supports

To request auxiliary supports, individuals should contact the agency via email info@lifeconnectionsusa.org or via phone (603) 625-8825.

Procedure

1. Individuals are encouraged to inform the agency of any known auxiliary supports they require to access our services. Requests for auxiliary supports should be made in advance whenever possible to allow for adequate preparation.
2. The Chief of Staff and/or designee will serve as the Point of Contact for the agency to ensure that effective communication is coordinated for individuals who are deaf and hard of hearing in accordance with the ADA and/or Section 504 and/or need interpreters when English is their second language.

3. Prior to providing auxiliary supports, the Program Director and/or designee will conduct an individualized assessment of each client's needs and preferences. This assessment may include discussions with the client, their caregivers or advocates, relevant professionals, and the placement/funding agency.
4. Upon receiving a request for auxiliary supports, we will work closely with the client and the funding agency to identify the resources necessary to secure the necessary supports.
5. The Program Director and/or designee will ensure:
 - Auxiliary aid information needed is recorded in each individual's electronic health record.
 - Information is provided to any agency to which an individual who is Deaf and Hard of Hearing is referred, about the person's requested auxiliary aid or service.