

SUBJECT: CONSUMER COMMUNICATION NEEDS

EFFECTIVE  
DATE: 08-17-11 (replaces 09-16-09)

APPROVED BY:

Executive Director

Reviewed (no changes): \_\_\_\_\_  
\_\_\_\_\_

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POLICY

McIntosh Trail policies reflect the belief that the consumer has the right of visitation by family and significant others, unless clinically contraindicated; the right to send and receive uncensored mail without hindrance; the right to conduct private telephone conversations; and other forms of communication, unless clinically or legally contraindicated.

If therapeutic indications necessitate restrictions on visitors, telephone calls, or other communications, those restrictions are evaluated for therapeutic effectiveness by the clinically responsible staff at least every three days or at intervals consistent with ongoing care review. Such limitations are determined with the participation of the consumer and his/her family. All such restrictions are fully explained to the consumer and his/her family.

Each consumer is informed of his/her rights in a language he/she understands. There are resources available to communicate with the hearing impaired or visually impaired. For the hearing impaired, this can mean certified instructors for the deaf and/or assistive listening devices. (See attachment.) **It is the responsibility of McIntosh Trail to assume any costs for an interpreter which enables individuals who require such assistance to access and participate in services available to them.**

McIntosh Trail recognizes the Americans with Disabilities Act (ADA) definition for a "qualified interpreter" to mean an interpreter who is able to interpret effectively, accurately and impartially both receptively and expressively, using any necessary specialized vocabulary.

While the agency is providing the information contained within the attachments, there is no requirement that this is an exhaustive listing of qualified interpreters. Therefore, as long as the site/program identifies an interpreter who complies with the ADA's definition of a qualified interpreter, then he/she is acceptable for the service required.

Attachment:  
Language, Vision and Hearing Resources

LANGUAGE INTERPRETERS

Omni Resource Group (interpreter/translation) services  
1201 Peachtree Street, Atlanta, Georgia 30308  
Translations: written and oral, on site, if needed  
Phone: 404-607-8500

Valley Language Services, LLC, 706-332-3486, contracted with state  
(counties: Butts, Lamar, Pike, Spalding, Upson)  
Jewish Family & Career Services, Inc., 770-677-9356  
(counties: Fayette and Henry)

VISION IMPAIRED

Center for the Visually Impaired - 404-875-9011

Southeast Regional Helen Keller Office National Center  
1003 Virginia Avenue, Suite 104  
Atlanta, Georgia 30354  
404-766-9625

HEARING IMPAIRED

Georgia Interpreting Service Network (GISN)	404-521-9100
Outside Atlanta	800-228-4992

\* GA Council for the Hearing Impaired, Inc. (GACHI)  
(\*serves the deaf and hearing loss communities)  
Decatur office:  
4151 Memorial Drive, Suite 103-B  
Decatur, Georgia 30032  
Voice/TTY 404-292-5312                      Voice/TTY 1-800-541-0710  
Fax 404-299-3642  
Macon office:  
3902 Northside Drive  
Macon, Georgia 31210                      Voice/TTY 1-800-541-0710

Georgia Resources, 246 Sycamore Street, Suite 240, Decatur, Georgia  
30030: Education, Advocacy, & Treatment for Deaf Adults & Youth, Inc.  
(They contract with state to provide CSBs in treatment planning and  
diagnostic assessment for consumers who are deaf.)  
Phone: 404-377-9224 (voice/TTY), 1-888-860-5403. Limited expertise  
for developmental disabilities.

G.R.E.A.T. D.A.Y. (Georgia Resources: Education, Advocacy and Treatment  
for Deaf Adults and Youth) The State of Georgia contracts with GREAT DAY  
to serve as a statewide point-of-access to mental health and addictive  
disease services for individuals who are deaf, hard of hearing or deaf-  
blind. Routine/follow-up calls 404-377-9224; web address  
[www.greatdayinc.net](http://www.greatdayinc.net).

As a state agency, you may contract directly with GARF/GISN, Sign  
Language Interpreting Specialists, Inc. (SLIS), Interpreting Resource of  
Georgia, Inc. (IROG), or individual qualified interpreters.

VISION AND HEARING IMPAIRED

Deaf Blind National Clearing House  
DBLINK 1-800-438-9376; TTY 1-800-438-9376.

Note: Georgia Relay Service:  
If you are a person with hearing and would like to talk to a person who  
is deaf, call 1-800-255-0135. If you are a person who is deaf and would  
like to talk to a person who hears, call 1-800-255-0056.