



POLICY MANUAL

DIVISION OF SERVICES TO THE DEAF AND HARD OF HEARING (DSDHH)

Robert G. Sanderson Community Center of the Deaf and Hard of Hearing (SCCDHH)

and

Southern Utah Deaf and Hard of Hearing Program (SUDHHP)

(Revised November 2016)

TABLE OF CONTENTS

Page No.

1. COMMUNITY CENTER POLICIES	4
a. Use of the Sanderson Community Center of the Deaf and Hard of Hearing.....	4
b. Use of Lounge Area	5
c. Gym Priorities for Scheduling	5
d. Use of SCCDHH Kitchen.....	6
e. Public Office, Telephone and Computer Use by Public.....	6
f. Use of Exercise Room.....	6
g. Work Room Policy.....	6
h. Loitering and Trespassing Policy.....	7
i. Plan of Evacuation Policy	7
j. Ball Field Policy	8
k. Tables and Chairs (Set-up)	8
l. Vandalism Policy.....	8
m. DSDHH Snow Removal Plan.....	8
n. Lockers for Sports Activities.....	9
o. DSDHH Restricted Fund Policy.....	9
i. History and Purpose	9
ii. Philosophy.....	10
iii. Definitions.....	10
iv. Procedures	10
v. Use of Restricted Fund.....	11
vi. Approval for use of Restricted Accounts	11
vii. Accounting/Reporting	11
2. OTHER CONSUMER USE AND COMMUNITY SERVICE CONCERNS	12
a. Community Education Classes.....	12
b. Fee Reduction Policy	12
c. Assistive Technology Devices.....	13
i. Use of Equipment.....	13
ii. Use of Staff to Run Equipment.....	13
d. Advertisements from Organizations or Activities at the Center	13
3. INTERPRETER POLICIES	14
a. Interpreting Services.....	14
b. Policy for staff preference for interpreting services via state cooperative contract vendors	14
c. Policy for scheduling interpreting services via state cooperative contracts.....	14
d. Policy when someone calls requesting a referral for interpreting services	14
e. Policy regarding notification of interpreter training.....	15
f. Policy for addressing complaints regarding agencies on state cooperative contracts	15
g. Grievance Procedures for Consumers	16

i. Grievance Procedure for Consumers wanting to lodge a complaint against services or staff provided by DSDHH	16
4. EMPLOYEE POLICIES	18
a. Computer Use Policy	18
b. News Media Policy	18
c. Social Media	19
d. DSDHH Confidentiality Policy	19
e. Police/Threats/Emergency Situations.....	19
f. Barrier-Free Communication Guidelines	20
g. Dress Code Policy	20
i. Employees	20
ii. Consumers	20
h. Cell Phone Equipment Use by Employees.....	20
i. Volunteers Driving State Vehicles	21
j. Family Members visiting Employees at Work	21
k. General Cash/Deposit Handling Cash Policy and Procedure.....	21
i. Receipt of Online Payments.....	21
ii. Receipt of Mail Payments	22
iii. Receiving Payments in Person	22
iv. Reimbursement of Cell Phone Service/Accessory Purchases	22
v. Receipt of Donations.....	22
vi. Processing Deposits	22
vii. Verification of Payment before services rendered.....	23
viii. Return/Destruction of Payments.....	23
ix. Cash Payments	23
5. APPENDICES.....	24

I. INTRODUCTION

A. Use of the Sanderson Community Center of the Deaf and Hard of Hearing

All large gatherings must receive prior approval through submission of a building reservation request form including date, time and room usage to ensure adequate staff coverage. Completing a request is also required for small gatherings to ensure room availability. A building reservation request may be completed in advance by contacting the Building Scheduler, 801-263-4860 (v), 801-657-5200 (VP), (801) 263-4862 (tty) or email dsdhhschedule@utah.gov. **Activities requiring reservations extending more than 4 months must also be approved by the DSDHH Director. Activities scheduled more than 4 months in advance may be rescheduled if rooms are needed by DSDHH or state agencies.**

Use by Deaf and Hard of Hearing organizations: The facility was built to be used as a community center for the use of Deaf or Hard of Hearing individuals (the majority of people in attendance must be deaf or hard of hearing or the purpose of the meeting should relate to serving Deaf or Hard of Hearing individuals). Deaf and Hard of Hearing organizations who regularly use the facility may also utilize storage cabinets in the storage room, however they will need to provide their own supplies.

Hearing groups: Hearing Groups that are allowed to use this facility when it is not being used by Deaf and hard of hearing consumers, if they are a state agency or disability related organizations. These organizations may make reservations 2 months in advance and can be requested on-line at www.deafservices.utah.gov and click on "Meeting Room Reservations."

Deaf or Hard of Hearing Personal/Individual use: The facility may be used for private social gatherings for individuals who are Deaf or Hard of Hearing (anniversary or birthday parties, etc.) only when the facility is already scheduled to be open and when existing staff coverage is adequate for the activity. They will need to set-up and clean-up for their activity.

Responsibility and Liability for Damages: Damage to the building and/or loss of contents caused by participants will be the financial responsibility of the scheduling organization. Parents will be responsible for any damage their children cause. Use of televisions or other electronic equipment is only to be handled by adults age 18 or over. Complaint of misuse, theft, disorderly conduct or noise will be filed in writing by the staff member assigned to be at the building during the function. The Director will decide after meeting with organization officers if scheduling by that organization will be permitted in the future.

Cancellation Notice: A 48 hour cancellation is required. Any group or individual who fails to notify the center within the requested time jeopardizes their chances of using the building in the future. Cancellations should be made to the building scheduler by email to dsdhhschedule@utah.gov or by calling 801-657-5200.

The Division Director reserves the right to make exceptions to this policy.

Available reservation hours (excluding holidays):

Mondays:	8:30 am through 5:00 pm
Tuesdays:	8:30 am through 10:00 pm
Wednesdays:	8:30 am through 10:00 pm
Thursdays:	8:30 am through 10:00 pm
Fridays:	8:30 am through 10:00 pm
Saturdays:	8:30 am through 10:00 pm*

*The building will be open on Saturdays only for approved scheduled activities.

This facility may not be used for meetings for for-profit businesses. Fundraisers for the Deaf and hard of hearing organizations will be allowed with the Directors approval. Exceptions to this policy occur during the Bazaar or Deaf and Hard of Hearing Festival cultural events.

B. Use of the Lounge Area

1. Reservations required for group events.
2. Individuals must sign in to use the Lounge (watch TV, play pool, sit and read, etc.).
3. Food or drinks are not allowed in the Lounge area for children under 16 years, except under close supervision with SCCDHH staff approval. We suggest individuals eat and drink in the kitchen or the gym.
4. Equipment in the Lounge is expensive. Use of the TV, Wii, DVD player is to be handled by adults only (18 years and over). Parents are responsible to pay for any equipment that their child breaks.
5. Parents are responsible for their children using the Lounge. Toys, books, etc., must be put away before leaving. All trash must be disposed of.
6. SCCDHH Staff reserves the right to make "on-the-spot decisions" relative to the safety and care of the Lounge area.

C. Gym Priorities for Scheduling

1. Sanderson Community Center of the Deaf and Hard of Hearing activities.
2. Deaf and Hard of Hearing community events (annual, seasonal or conference related).
3. USDB Home games (not practices).
4. Adult Deaf and Hard of Hearing Sport events (tournaments).
5. Practices by any team can be bumped by another team's game.

Everyone should do their best to accommodate each other, to share the gymnasium.

D. Use of the SCCDHH Kitchen

1. The kitchen needs to be reserved in advance or at the same time use of other rooms at the SCCDHH are reserved. The kitchen may be need to be shared with another individual or group.
2. Any individual serving or preparing food prepared on site to be consumed by others must possess proper food permits. Selling or serving food that is pre-packed commercially or off-site does not require a food handlers permit (pre-wrapped candies, food in bags prepared at home and brought to the facility). Any organization selling food that is prepared on site to the public must also obtain a temporary event food permit from the county.
3. If SCCDHH dishes, utensils, pots and pans are used they must be washed and returned to cupboards.
4. If any property is damaged, it is the responsibility of the responsible party or agent to replace or pay for the full cost of repair or replacement.

E. PUBLIC OFFICE, TELEPHONE AND COMPUTER USE BY PUBLIC

1. Courtesy phones and videophones are permitted in common areas, not from an office or receptionist area. Consumers or members of the general public are not allowed to enter unoccupied offices.
2. The public is not allowed to use office phones without expressed permission of an DSDHH staff person.
3. Computers are available in the lobby and computer lab (Classroom A) for consumer use. Downloading of software, pornography, or other illegal or unsavory activities are prohibited - do not download any software, sexually graphic pictures, or conduct any other illegal activity or the proper authorities will be notified. Software may not be loaded onto any computer unless the software is first donated to the agency through approval from the Division Director.

F. USE OF EXERCISE ROOM

1. No children under 18-years-old are allowed in the Exercise Room at any time.
2. Any adult who is unfamiliar with the equipment must receive appropriate training from a SCCDHH staff member.

G. WORK ROOM POLICY

Full-time and part-time staff persons, including ASL Instructors and UAD Bookstore manager, are the only people allowed access to the Work Rooms. The work room is to be locked daily at 5:00 pm and remain locked all weekend. The room is not open for consumer use. Consumers will be charged \$.10 per copy for a few copies, for a lot of copies consumers should utilize a commercial service. The UIP office is

accessible by DSDHH staff only, consumers should not enter without being accompanied by a staff member.

H. LOITERING AND TRESPASSING POLICY

The Sanderson Community Center and St. George satellite office are facilities for planned programs, activities, services, and to use the community use videophone and computers. Coming to the center for these reasons is encouraged. Individuals may also come to meet friends and socialize for reasonable amounts of time in appropriate areas without disrupting the staff.

When individuals come to the center and stay for hours without a purpose it may be considered loitering and the individual may be asked to leave the Sanderson Center. This policy is in place because several situations have arisen where individuals come to:

1. Sleep (may be homeless)
2. Eat (looking for free food by joining activities that serve food to invited participants, or to take what belongs to others)
3. Socialize with staff for long periods of time
4. Meet easily exploitable* Deaf people
5. Look for opportunities to steal from the agency, employees, clients, or visitors

If an individual is harassing other individuals, asking people for money, food, transportation, housing, or performing any of the above listed actions, they will be asked to stop. If they continue, they will be asked to leave. If they refuse to leave, 911 will be called. If 911 is called to remove any individual for violating this policy, the individual will not be allowed to return to the facility for one (1) week.

*To exploit another Deaf person means to become their friend for the purpose of borrowing money, or asking people for food, transportation or housing for free. **This will not be tolerated.**

I. PLAN OF EVACUATION POLICY

1. If the security alarm is not on, it will be turned on.
2. Employees in the administrative wing will meet in the foyer. Quick assignments will be made relative to what rooms are occupied by what persons or groups. Emergency 911 will be called if deemed necessary.
3. In case of immediate danger such as fire, smoke, earthquake, employees will meet outside in front of building across the street west of the center. 911 will be called.
4. If the situation allows staff will divide into two groups: One group will check gym and shower areas, and kitchen, then exit out the doors next to the kitchen; The other group will go down the main hallway checking all rooms including crafts room, classrooms, bathrooms, Classroom A then exit out the doors next to kitchen area.
5. A head count will then be made for all those known to be in the building at the time.

J. BALL FIELD POLICY

If the softball field is not reserved by individuals who are Deaf or Hard of Hearing, it can be reserved by hearing groups. A softball field usage agreement may be obtained on-line and signed prior to scheduling any dates.

Any organized ball teams for games or practice may not use the ball field without expressed permission from the Division Director.

Contact DSDHH at dshhschedule@utah.gov or (801) 657-5200 (vp) (801)263-4860(v) or 263-4862 (tty) to schedule use of the softball field and supply the signed agreement. Deaf organizations may schedule dates for the whole summer.

K. TABLES AND CHAIRS (SET-UP)

Make arrangements for table set-up at the time of reserving room or space. Table and chair set-up for activities, meetings, etc., must be requested no later than three days (72 hours) in advance. Table and chair set-up is a courtesy provided by the SCCDHH staff. If for some reason staff are unable to do the set-up, the group requesting the service must do the set-up themselves. If a request is made after the 72-hour deadline, staff will negotiate the work to be done.

All requests go to the Building Scheduler, dshhschedule@utah.gov or (801)-657-5200 (VP), or (801) 263-4862 (tty) or 801-263-4860 (voice).

Tables and chairs may not be borrowed and taken from the building or property. Community partners may ask for an exception from the Division Director if a DSDHH staff member will be involved with an off-site activity.

L. VANDALISM POLICY

Should an individual or individuals be caught using spray paint or otherwise vandalize the facility, the individual(s) will be banned from attending the Center for a minimum of one month. Administrative staff of the Center will make a decision on how long that ban should last if longer than one month.

In all cases of vandalism the damage must be assessed by the Director, and if serious the police will be notified and called. If vandalism is caught in process, police will be called immediately.

M. DSDHH SNOW REMOVAL PLAN

Begins: Snow removal will begin as early as 5:00 am if snow has accumulated to one inch or more on parking lots and sidewalks.

First priority: Entrances (both public and employee) and sidewalks next to the building are first priority. Ice melt will be applied to reduce ice build-up.

Second priority: Parking areas next to the building are second priority, including handicapped parking. Parking areas will be cleared of snow and ice melt/salt will be applied to reduce ice and snow build-up. In the east parking, snow will be removed from the state cars, the cars moved and lot plowed. If snow or ice accumulates, ice melt will be applied to remove build-up.

Third priority: Sidewalks away from the building are third priority. These areas will be cleared and treated with ice melt.

Large snowfall: In the event snow continues to fall during work hours, crews will continue clearing walks and applying ice melt as needed keeping the accumulation at an inch or less. In parking areas driving lanes will be kept open if traffic allows.

Between snow fall: During periods between storms, sidewalks and parking areas will be treated with salt or ice melt when there is snow or ice present. This will be done on a daily basis if necessary.

Responsibilities: Responsibility for snow removal and ice melt Monday through Friday, early morning until afternoon is the responsibility of the Building and Grounds Supervisor, and the Maintenance Assistant. They will place bags of ice melt by entrances for easy access and maintain snow removal equipment in good working order. Responsibility for snow removal and ice melt during evening hours and Saturdays is the responsibility of the part-time Security staff.

Map of priorities is available for your review: A map showing the snow removal plan can be reviewed by anyone as they wish. Please see the front desk or the Building and Grounds Supervisor to see the map.

N. LOCKERS FOR SPORTS ACTIVITIES

Any individual may use a locker in the Locker Rooms for sports activities on two conditions:

1. The Building Maintenance Supervisor is informed the locker #, name and contact information of the individual placing a lock on the locker.
2. Any locker that remains unused for a period of one month will be subject to having the lock removed and their items discarded. A note will be slipped inside the locker a week prior to lock removal. If there is no response to that note, the lock will be removed.

O. DSDHH RESTRICTED FUND POLICY

1. History and Purpose.

This trust fund was established in the early 1980's after the original Community Center for the Deaf and Hard of Hearing was opened in Bountiful. Management and the Advisory Council saw a need to create a source of funding for which no other money was available or normal purchasing process rules would be prohibitive for the purpose requested. When it was created it was referred to as the deaf fund. There is no beginning date documented. The Deaf fund is now called the DSDHH restricted fund policy.

2. Philosophy.

The Division of Services to the Deaf and Hard of Hearing (DSDHH) recognizes the desire of individual businesses, corporations and organizations to contribute funds and other resources to benefit DSDHH programs and/or individual Deaf or Hard of Hearing people. It is the duty of the DSDHH administration and the Advisory Council to assure that the funds from this account are used in accordance with the wishes of donors in accordance with state policy and in a manner consistent with DSDHH mission.

3. Definitions.

a) Donor: Any individual, corporation, business or organization making a donation of funds accepted into the restricted funds account.

b) Designated funds: Money donated to DSDHH for a specific purpose specified by the donor, will be noted as such.

c) Undesignated funds: Money donated to DSDHH for general non specified purposes by a donor.

4. Procedures.

a) Solicitation of Funds: Solicitation or requests for funds by staff will be approved in advance by the DSDHH Division Director. The purpose for the solicited funds should be clear and consistent with the mission of the agency. Any funds received as a result of the solicitation will be used in accordance with the purposes stated in the request.

b) Receipt and acknowledgement: Any funds received by DSDHH staff must be handled as stated in the "DSDHH Cash and Money Handling Policy" and deposited in the restricted funds account.

5. Use of Restricted Fund.

Funds may be used for:

- a) *DSDHH programs and activities where use of state funding is not appropriate or available;*
 - (1) Examples – scholarships to attend a camp or social activity, entrance fees, prizes for social activities, or food/refreshments for community center activities.
- b) *Emergency need funding for Deaf/Hard of Hearing individual where no other charitable funding is readily available.*
 - (1) Examples - bus pass, travel funds to a family funeral, food for immediate need.
- c) *Specific need requests for Deaf or Hard of Hearing organizations needing funds for special projects to benefit the Deaf/Hard of Hearing where no other funds are available. Proof of financial status may be required.*
- d) *Other expenditures as specified by donor interest. Examples—funds for deaf children activities, or funds for Employees Wellness Council.*

6. Approval for use of Restricted Accounts.

- a) *DSDHH Director and one or more program supervisor have the authority to approve expenditures for amounts up to \$1,000, when expenditures are in line with appropriate use guidelines and mission statement.*
- b) *Requested funds for \$1,000 or more must be approved by DSDHH Director, one or more program supervisor and the Chair of the Advisory Council.*
- c) *Request in excess of \$1,000 for a single purchase must be accompanied with the necessary bid documentation in accordance with state procurement procedures.*
- d) *Quarterly reports of donations received and expenditure from the restricted funds account will be made to the Advisory Committee.*

7. Accounting/Reporting.

The DSDHH Restricted Fund account will be tracked as a separate fund under the accounting systems used by USOR. The financial director of USOR will provide status reports of these funds on the same schedule state funding budget reports are released. DSDHH cash and check handling policy and procedures apply to Restricted Fund deposits.

II. OTHER CONSUMER USE AND COMMUNITY SERVICE CONCERNS

A. COMMUNITY EDUCATION CLASSES

DSDHH's community education program was created to provide educational opportunities to adults who are Deaf and hard of hearing at convenient times in a communication barrier-free environment. Deaf and hard of hearing individuals or community members are recruited to provide classes in American Sign Language to promote the abilities of the consumers we serve, classes taught by hearing presenters will be considered on a case-by-case basis. Any interested individual wanting to teach a class should contact the community education coordinator to be considered. However there may be situations where fees are collected to cover class expenses incurred by the center. These fees will be collected and processed by DSDHH.

Sales of goods and services are prohibited on site. All community education class must be educational in nature, not relating to for-profit sales. A class on a product or service available for a fee may be considered sales rather than community education and are not allowed.

DSDHH reserves the right to preview the curriculum of any proposed class prior to arrangements being made, and reserves the right to include staff in the class to monitor conduct. Any fees that are charged will be the discretion of DSDHH. DSDHH may elect to pay the teacher a flat fee for teaching time and preparation time (up to one-hour for every two hours teaching) if applicable and appropriate on a case-by-case basis due to the educational value of the information provided. DSDHH may choose to provide ADA accommodations such as ASL interpreters or CART, or may defer that responsibility to the presenter/teacher as deemed appropriate by the Division Director. Communication access to individuals who are Deaf or Hard of Hearing must be provided.

B. FEE REDUCTION POLICY

Fees which are requested for classes, seminars, workshops, etc., can be reduced or waived by the Division Director or the individual staff member in charge of the activity.

Individuals who wish to attend functions, but cannot do so because of the fee, can ask for a fee reduction by emailing the contact staff person indicated on the announcement requesting fee reduction and a brief explanation as to the need.

Temporary employees of the Division may, at discretion of the DSDHH Director and applicable program manager, receive waiver of fees for attending workshops sponsored by the programs of DSDHH. Interpreter certification fees will not be waived for temporary employees.

C. ASSISTIVE TECHNOLOGY DEVICES

1. Use of Equipment

a) Equipment belonging to the SCCDHH and SUDHHP may be loaned to individuals or groups meeting outside the Sanderson Community Center to facilitate communication. If more than one piece of equipment is needed, request must be signed by the Director.

b) Staff members may use equipment outside the Center as long as they are directly involved with a meeting or an event and will be the person responsible for the use and return of the equipment.

c) Assistive technology loaner forms are utilized to track the items, and for staff persons to follow up to ensure return of the loaner devices. If an individual refuses or is unable to return the item, they will not be allowed to borrow more equipment until the first piece has been returned or replaced at the borrower's expense.

d) If individuals lose, break, or fail to return equipment they will not be allowed to borrow equipment in the future.

2. Use of Staff to Run Equipment

DSDHH staff will set up requested equipment for a meeting, class or event. Agencies who want to use the equipment at the Center must provide their own personnel to operate the equipment.

D. ADVERTISEMENTS FROM ORGANIZATIONS OR ACTIVITIES AT THE CENTER

Any recognized organization of/for individuals with disabilities may post flyers or an advertisement on designated bulletin boards only with permission. No flyer or poster is allowed to be posted to a painted wall without permission of a Building and Grounds Maintenance supervisor.

The size of flyers must be no larger than 8 ½" x 11". A supervisor must approve any flyer to be displayed from any outside organization before it is posted.

III. INTERPRETER POLICIES

A. Interpreting Services

Staff interpreters provide interpreting services to the Utah State Office of Rehabilitation (USOR) and other situations of extenuating circumstance as approved by the DSDHH director, Southern Utah Deaf and Hard of Hearing Program (SUDHHP) director or Utah Interpreter Program (UIP) program director. When interpreting needs exceed the capacity of the staff interpreters, services may be procured through state cooperative contracts for ASL interpreting services.

B. Policy for staff preference for interpreting services via state cooperative contract vendors

The individual scheduling the appointment shall maintain a prioritized list of preferred agency preferences for each individual requesting services. Agency preferences will be based on availability including, but not limited to, the following:

1. Specialty skills needed for the appointment
2. Meeting the need within in a specific time frame
3. Quality of interpreters provided
4. Continuity of services
5. History of ongoing quality services
6. Requested gender
7. Other justifiable and documented reason

C. Policy for scheduling interpreting services via state cooperative contracts

Anytime a DSDHH staff interpreter cannot cover a requested assignment, the person making the request will be notified and administration staff will be asked to make arrangements for an interpreter through one of the state contracted vendors.

D. Policy when someone calls requesting a referral for interpreting services

In the event that the DSDHH/UIP is contacted by outside entities seeking interpreters for private appointments, staff shall direct those requesting referrals to the UIP website. The UIP website will include a list of interpreter agencies, and an interpreter directory of certified interpreters in the state of Utah indicating those who identify as independent contractors.

If the request is specifically seeking court qualified interpreters, staff will also refer them to the the list of court qualified interpreters.

E. Policy regarding notification of interpreter training

Division sponsored interpreter trainings of any kind may be advertised as follows:

1. Posted to the UIP website.
2. Notification via email for those who have requested to be notified of division sponsored training opportunities.
3. Posted within the SCCDHH or SUDHHP facility.
4. Posted to division approved social media outlets.
5. Any other method approved by the division director.

Interpreter trainings not sponsored by the division are commonly held at the Sanderson Community Center for the Deaf and Hard of Hearing (SCCDHH), Southern Utah Deaf and Hard of Hearing Program (SUDHHP), as well as other venues. Interpreter trainings not sponsored by the division may be posted on the UIP website. UIP reserves the right not to post workshops deemed inappropriate for a state website. UIP will not notify individual interpreters or agencies about trainings that are not sponsored by the division.

F. Policy for addressing complaints regarding agencies on state cooperative contracts

1. When a complaint is lodged against an individual interpreter, the complaint shall follow the policy set forth in the Utah Interpreter Program Policy and Procedure Manual for disciplinary proceedings.
2. When a complaint is lodged against an interpreter agency on state cooperative contracts while providing services to any state agency, the staff shall inform the complainant that he/she may pursue any one or more of the following:
 - a) *Contact the interpreter agency directly to resolve the issue.*
 - b) *Contact the state agency that scheduled the interpreting agency.*
 - c) *Contact the Division of State Purchasing directly to register a complaint.*
 - d) *Contact the UIP program director via an in person meeting, in writing or in a signed video to file a formal complaint.*
3. In the event that the complaint is made to the UIP program director, the program director shall:
 - a) *Document the complaint and ensure that the state scheduling agency has received notice of the complaint.*
 - b) *Request documentation of any resolution between the state scheduling agency and the contracted interpreting agency.*
 - c) *Submit documentation and any resolution of the complaint to the state purchasing department.*

If a complaint is registered to a UIP staff individual, that individual will recommend options as delineated above, and will document and forward pertinent information to the UIP program director to be aware of the issue and/or follow up. When a complaint is lodged about an interpreter agency, or a service provider other than a state agency, which is not honoring the expressed needs and preferences of a Deaf individual, the client will be referred to the Individualized Services program to explore options in addressing the complaint (see section II. A.).

G. GRIEVANCE PROCEDURES FOR CONSUMERS

1. Grievance Procedure for Consumers wanting to lodge a complaint against services or staff provided by DSDHH:

a) Purpose: To assist any individual or group who feels they are not receiving appropriate or courteous services from staff of the Division of Services to the Deaf and Hard of Hearing.

b) Complaint Procedure: Every effort will be used to quickly resolve any issue or concern that an individual may have with the DSDHH services. If an individual has a grievance regarding services, they should adhere to the following chain of command:

(1) The individual will first talk to the DSDHH employee regarding concerns. If there is no solution found the individual may:

(2) Talk to the individual's supervisor. They can be reached by calling (801) 657-5200 (VP). The supervisor is responsible for investigating a complaint and recommending the appropriate response or action within two (2) weeks of receiving a grievance. If the complaint is about a specific individual, the supervisor's response may include:

(a) Informing the person about whom the complaint is made and seeking their views and perspective

(b) Giving consideration to the use of a neutral staff member to mediate.

(c) Informing the complainant about the outcome of the complaint.

(3) If the matter remains unresolved, the individual may contact:

(a) The Division Director, Marilyn Call at 801-263-4887 (v) or mcall@utah.gov

(4) If the complainant is still not satisfied with the response from the division director, then the executive director of the Utah State Office of Rehabilitation should be contacted.

(5) If the complainant is still not satisfied with the response from the Executive Director, than a Member of the “Advisory Council to the Division of Services to the Deaf and Hard of Hearing” should be contacted.

(6) All grievances will be explored as soon as possible by the staff and/or the Advisory Council. A response will be prepared within 30 days.

(7) If necessary to address the complaint, a meeting may be held with the complainant(s), Supervisor or Manager of the appropriate unit, and others as appropriate to discuss the findings and management’s resolution to the complaint.

NOTE: Complaints regarding interpreting services provided or scheduled by a state agency, please refer to the Interpreter Policies section of this document.

IV. EMPLOYEE POLICIES

The Utah State Office of Education (USOE) and Utah State Office of Rehabilitation (USOR) policies, and Dept. of Human Resource Management (DHRM) policies apply to all DSDHH employees. For complete policy information, please visit:

<http://www.schools.utah.gov/humanresources/Policies.aspx>

<http://www.rules.utah.gov/publicat/code/r477/r477.htm>

Any employee policies listed in the following section are specific to employees of DSDHH and are not meant to supersede the above mentioned references.

A. COMPUTER USE POLICY

Staff must follow the State of Utah “Acceptable Use Policy” which can be found on the Utah State Office of Rehabilitation website: <http://deafservices.utah.gov/USOR-Acceptable-Use-Policy.pdf>.

No downloading of pornography or other offensive materials. No downloading of any software onto the computers. All software on the system must have a license to prove purchase. If you wish to donate software to install on the computer for community use, please contact DSDHH Director.

Computer access is for official business. Use of computers for personal use is prohibited. In addition to acceptable use of technology, time management is of utmost concern. Employees are expected to use on-line resources for the purpose of task completion, time management, and effectiveness. Abuse of this privilege will not be tolerated.

B. NEWS MEDIA POLICY

Being quoted by the news media is such a powerful way of reaching thousands of people. It is extremely important that what is said is completely accurate and in accordance with the policies of USOR.

The following are guidelines for interviews by the media by the newspaper, radio, or television:

1. Talk to the Division Director first. If the Director is not available call the USOR Executive Director, etc. or a managing supervisor.
2. If an interview is done, say only what is 100% accurate and also only if it is politically astute...in other words do not say any negative statements about anyone or any program.

3. If you are interviewed for a television spot always sign for yourself. Even if there is an interpreter, sign for yourself; it is possible the TV station will not show the interpreter on the air. (Talk and sign? - Discuss this - is SIM com okay?)
4. Get copies of all releases whenever possible.

C. SOCIAL MEDIA

The public is welcome to make comments on any of our social media sites, however, DSDHH staff reserves the right to delete or remove comments that are not appropriate or may be demeaning to others.

D. DSDHH CONFIDENTIALITY POLICY

All staff must comply with the highest regard for client confidentiality at all times.

Front line or general employees of the DSDHH will:

1. Never give out personal information (emails, addresses, phone numbers, etc.) of other community members without permission of the said community member. The exception would be information that is already made public in the UAD Directory.
2. Employees will never reveal to others which counselor/case manager is serving a specific community member.
3. Employees will never reveal if a community member is even seeing a specific counselor/case manager.
4. Employees will not share if they have seen a client receiving services or attending events.
5. The response the employee is instructed to use if any of the above situation happens, "Following our confidentiality policy, we are not able to share that information."

Counselors and Case Managers of the DSDHH will follow confidentiality guidelines and rules as they pertain to USOR "Client Service Manual" and their specific professional licensing codes.

E. POLICE / THREATS / EMERGENCY SITUATIONS

When in doubt whether to call 911 - remember these people are trained to know if a situation is an emergency or not. Don't be sorry you didn't call if someone is complaining of what could be a serious medical problem.

Situations may arise involving the police, threats of violence, weapons in the facility or on the grounds of the Sanderson Center or St. George office. If this happens, immediately contact a member of the management team. A member of the management team should be involved with any police action, verify warrants and authorized access, and ensure efforts are made to ensure the safety and security of

the staff, clients, and facility. If the situation is a non-emergency and a management team member is not available, ask them to contact a member of the management team to make an appointment. **If it is an emergency, contact 911, use your best judgment (and continue efforts to reach a member of the management team). Never chase or confront a potentially violent person.**

F. BARRIER-FREE COMMUNICATION GUIDELINES

1. Although American Sign Language (ASL) is the chosen mode of communication for most consumers, we the staff shall respect the public's chosen communication method.
2. Employees on duty are encouraged to use ASL in the public areas of this building (i.e., lobby, hallways, gym) whether the other party can sign or not for respect of others who may walk by. If a hard of hearing person who does not sign has problems reading lips while employees are signing to them, the employee may stop signing.
3. Employees are encouraged to use ASL in all staff meetings. An exception can be considered if the employee is in training or a long conference at which time an interpreter will be made available to interpret.

G. DRESS CODE POLICY

1. Employees

Employees of the Sanderson Community Center of the Deaf and Hard of Hearing should be professional, clean, and appropriate for the work being performed each day. Maintenance and other staff will be allowed to wear appropriate clothing for the physical work to be performed as needed with concern for appropriateness in an office setting. Employees should dress comfortably and appropriate for the time of year but professionally to present the agency in a positive light. Reasonable jewelry is acceptable unless causes concern for one's safety while operating equipment. On casual day, Fridays, jeans, casual dress are permissible unless events or meetings are planned which require professional attire.

2. Consumers

Consumers must wear appropriate clothing and shoes at all times unless the person is changing in the locker room. Athletic shoes must be non-marking if using the gym. DSDHH reserves the right to ask a non-compliant community member to leave the Sanderson Community Center for the Deaf and Hard of Hearing to change clothing.

H. CELL PHONE EQUIPMENT USE BY EMPLOYEES

The purpose of supplying specified staff members with cell phones is to be able to contact the employee for work-related needs, or for the employee to make work-related contacts which allow DSDHH to provide better customer service. Being assigned a cell phone is a privilege, not a right, and should not be abused. Employees must care for the equipment to prevent the cell phone from becoming

damaged, lost or stolen. If an employee loses or damages a device the director will determine if a replacement will be provided. If available, an older phone may be assigned.

I. VOLUNTEERS DRIVING STATE VEHICLES

The Utah State Department of Risk Management requires the following conditions be met for any volunteer or non-state employee to drive state vehicles (including Enterprise rentals).

1. Successfully pass a fingerprint criminal background investigation.
2. Pass the state defensive driving test.
3. A copy of the front and back (showing expiration date) of a valid drivers license must be on file.
4. Individual must be at least 25 years old
5. Use of Minivan or smaller is encouraged for transporting individuals for safety reasons. Children may NOT be transported in a 10 or 15 passenger van.

The Program Secretary for the Deaf, Hard of Hearing and Community Education programs should maintain up-to-date files on every volunteer or non-staff person driving state vehicles in advance.

J. FRIENDS AND FAMILY MEMBERS VISITING EMPLOYEES AT WORK

The Sanderson Community Center is a natural place to visit which makes it challenging at times for employees to get their work done. Sanderson Community Center employees are being paid to work 40 hours a week. When friends or family members are here and divert attention away from job duties, employees should communicate with their supervisor and arrange to take time off to take care of family needs. It is not permissible to care for dependent family members while working. Friends and family members are not allowed to use the employee's works stations. They are welcome to use the community computers and phones. If visiting family members are independent, they should entertain themselves using common areas of the Center such as lobby, lounge, craft room or the gym as opposed to spending long hours in employee offices. As state employees we need to guard against the impression of an overly lax work environment.

K. General Cash/Deposit Handling Cash Policy and Procedure

All monies received will be secured in a locked drawer in DSDHH/SUDHHP/UIP and kept overnight if not processed on the same business day. Money will not be accepted by security staff or other staff not authorized to accept money. In the absence of the person responsible for accepting or processing payment/deposit, the DSDHH Section Accountant will process in their behalf or appoint another employee to do so.

1. Receipt of Online Payments

Online payments received are printed and kept in the deposit book with a copy in the appropriate file, if needed, such as the event or purpose for which the deposit is connected to with a stamp marked "COPY" to show that it is a copy of the original online payment.

2. Receipt of Mail Payments

Two individuals will open the mail together and create a handwritten log of monies received. Each of the two individuals will initial the envelope verifying funds and date, count, and confirm the total of the monies collected for the day.

3. Receiving Payments in Person

One individual receives the payment and provides the payee with a receipt. The receipt and payment are taken to a second person and added to the log of monies received. Each of the individuals will initial the records verifying amount of funds and date.

4. Reimbursement of Cell Phone Service/Accessory Purchases

For some DSDHH employees cell phone service is covered. Additional charges are the financial responsibility of the employee. When an employee makes a purchase that is reimbursable, they will attach a copy of the order/invoice along with the reimbursement to the state to the DSDHH Section Accountant. The DSDHH Section Accountant will submit the reimbursement request with the order/invoice for processing payment of the cell phone bill to the Administrative Secretary who will handle the processing of the deposit as outlined in "Processing Deposits." Additional cell phone expenses that are reimbursable include: protective covers, screen breakage (1 time per employee) or other work related downloads or ADA accessories as approved by supervisor).

5. Receipt of Donations

Request that individuals/entities who wish to make a donation to DSDHH/SUDHHP/UIP send a letter/email to the DSDHH/SUDHHP Director/UIP Director of Certification informing them of their intent. Once the donation arrives the DSDHH/SUDHHP Director/UIP Director of Certification and a second employee will create a log of monies or goods received.

6. Processing Deposits

The individual responsible for processing deposits will compare the records of the log(s) of monies received with the monies to be deposited. A second log will be created to be attached to the deposit. A second employee will verify that the deposit and log(s) match and initial by comparing the deposit slip and deposit receipt to the original log.

Once verification is complete a copy of the deposit and log(s) will be made and kept on record. The deposit is to be sealed and initialed by two employees. The deposit will be taken to USOR Accounting/Banking Institution.

Once the deposit has been processed a receipt from USOR Accounting/Banking Institution will be provided to the DSDHH Section Accountant/SUDHHP Director/UIP Director of Certification to verify the amount deposited matches the amount on the receipt. A copy of the receipt is to be kept on record with the copy of the deposit and log(s).

DSDHH Section Accountant will verify that the funds are recorded properly in FINET for the correct funding sources.

UIP deposits will be printed on green paper. ICAN deposits will be printed on purple paper. DSDHH/SUDHHP deposits will be printed on yellow paper. Restricted fund deposits will be printed on pink paper.

7. Verification of Payment Before Services Rendered

- a) *Certification Testing - Certification Specialist will provide proof of payment or authorization of payment to the UIP Director of Certification for each testing candidate. The UIP Director of Certification or designee will not allow the applicant to test without proof of payment.*
- b) *Annual Certification Renewal - Certification Specialist who oversees annual renewal/recognition will include a copy of the payment with the renewal/recognition letter that is signed by the UIP Director of Certification. A copy of the signed letter and payment will be put in the interpreter's file.*

8. Return/Destruction of Payments

- a) *Check Payments - In the event that a payee requests that their check be destroyed or returned the employee responsible for processing deposits will seek approval from the DSDHH Section Accountant/UIP Director. The date and time of the request must be recorded if made via phone. If the request is made via email a copy must be kept on record. A copy of the check will be made, two employees will return/destroy the check as per the payee's request and initial the copy verifying completion. The copy will be kept with the deposits and log(s).*

9. Cash Payments

In the event that a payee requests that their cash be returned, the employee responsible for processing deposits will seek approval from the DSDHH Section Accountant/UIP Director. The date and time of the request must be recorded if made via phone/in person. If request is made in person have the payee initial the receipt or note recording their request for refund. If the request is made via email a copy must be kept on record. A copy of the cash will be made, two employees will return the cash via certified mail as per the payee's request and initial the copy verifying completion. The copy will be kept with the deposits and log(s) and recorded in appropriate entries.

V. APPENDICES

A. ADDITIONAL SOFTBALL FIELD RULES AGREEMENT:

1. Follow the rules posted on softball field near home plate. You must use softballs, and the size indicated. Children 12 years or older must also use softballs indicated for women and men on the sign. If anyone over age 12 is not using the right ball, you will be asked to leave and not return until you have the right ball.
2. DO NOT CLIMB OVER FENCES! If you your ball goes over the fence, you lose your ball. It is private property past that fence and you may not climb over that fence. If your ball causes any damage, please report the circumstances to Sanderson Community Center staff immediately. If no staff are available, call the office from Monday-Friday, 8:00 am-5:00 pm to report the damage.
3. Hearing groups may use the ballfield for practice only, must first call for reservation for date and time one week in advance by calling (801) 263-4860 (v), (801) 657-5200 or (801) 263-4862 (tty)
4. The schedule for hearing groups may be made one week at a time. If a deaf group wants to schedule an activity at the same time, the hearing group will be canceled with as much notice as possible.
5. If a hearing group has a reservation and a deaf, hearing, or hard of hearing group arrives without reservation, the hearing group may continue to play during their reserved time but must leave immediately when their reserved time is over.
6. Deaf or hard of hearing groups have first priority and may reserve any time they wish for the whole summer or period of time. If this reservation is made in advance and conflicts with a time that a hearing group has reserved, the hearing group will have to reschedule or find another site.
7. If there is no reservation, local children may use the ball field with adult supervision. If you would like to use it on a regular basis, please call the office for reservation.
8. No fighting, drinking of alcoholic beverages, vandalism, or improper behavior will be tolerated by any group or individual.

I have read the above listed rules and agree to its terms in order to use the softball field at the Sanderson Community Center of the Deaf and Hard of Hearing. I also agree that I, as team representative, will ensure that our whole team will follow these rules as well.

- Name: _____ Title: _____
- Organization Name: _____ Date: _____
- Phone Number: _____ (Day) _____ (Evenings)