



6.1 FACILITIES AND ACCESSIBILITY OF SERVICES

POLICY:

Title X clinics must have written policies that are consistent with the HHS Office for Civil Rights policy document, *Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons* (August 4, 2003) (HHS Grants Policy Statement 2007, II-23).

Projects may not discriminate based on disability and when viewed in their entirety, facilities must be readily accessible to people with disabilities (45 CFR 84).

6.1 Link to QFP: Communication and Education

When developing written policies that meet these requirements, projects implement the recommendations presented in “Appendix E” of the QFP. [rr6304.pdf \(cdc.gov\)](#)

Strategies that can make information more accessible for clients with Limited English Proficiency include:

- Presenting information in the client’s primary language.
- Providing translation services.

PROCEDURE:

Service sites must ensure access to services for individuals with disabilities at their sites. For information on your specific legal obligations for serving qualified individuals with disabilities, including providing program access, reasonable modifications, and taking appropriate steps to provide effective communication, see <http://www.hhs.gov/ocr/civilrights/understanding/disability/index.html>

Service sites maintain documentation of any accommodations made for individuals with disabilities.

Service sites are free from obvious structural or other barriers that would prevent individuals with disabilities from accessing services.

Subrecipient policies assure language translation services are readily provided when needed and staff is aware of how to access language translation services when needed.

Observation during site reviews should demonstrate that information is presented in a way that emphasizes essential points information on risks and benefits is communicated in a way that is easily understood.

Information provided during counseling is culturally appropriate and reflects the client’s beliefs, ethnic background, and cultural practices.



RESOURCES:

ND FPP Policy 2.2.2 Diverse Populations