

## **Persons with Disabilities**

- I. Reasonable accommodations must be provided to persons with physical and/or mental disabilities.
- II. The clinic must have a plan in place to provide services to disabled participants and applicants. This plan should include items such as:
  - a. Ensuring the clinic is fully accessible or other arrangements are made to serve the disabled,
  - b. Providing parking spaces for the disabled,
  - c. Providing appropriate information in alternative formats,
  - d. A plan to communicate adequately with the hearing impaired.
    - i. Scheduling a sign language interpreter upon request to translate for a hearing impaired applicant/participant is considered to be a reasonable accommodation and is required. Local agencies must contact the State WIC Office if they are unable to provide a sign language interpreter.
    - ii. Use of another WIC participant as an interpreter in the same clinic is not permitted due to confidentiality issues.
- III. For persons with disabilities, when a new family member is entered in VISION, comments can also be entered regarding special needs. An "SN" will be visible in the name box when there are comments regarding special needs. This information is also available in the notes on an appointment. Staff should enter special needs comments for any disabled persons who may require reasonable accommodations.