

# DCF Customers or Companions who are Deaf, Hard of Hearing or Deaf-Blind



To request an interpreter or other accommodation	To file a complaint
<p>Single Points of Contact (SPOC)</p> <p>-Ask your local program office or provider for their Single Point of Contact's (SPOC) information.</p>	<p>DCF Office of Civil Rights Office – (850) 487-1901 TTY – (850) 922-9220 <a href="http://www.myflfamilies.com/about-us/office-civil-rights">http://www.myflfamilies.com/about-us/office-civil-rights</a></p>



know  
your  
rights

**To view forms and instructions in ASL,  
visit the following webpage:**

**[www.dcf.state.fl.us/admin/servicedelivery/index.shtml](http://www.dcf.state.fl.us/admin/servicedelivery/index.shtml)**

Are you deaf, hard-of-hearing or deaf-blind **and** DCF staff have been to your **home**?

- *Did you understand everything that was said?*
- *Did you request an interpreter?*
- *Was an interpreter provided?*
- *Was the interpreter certified?*
- *Did you receive assistance with forms or paperwork?*



Are you deaf, hard-of-hearing or deaf-blind **and** have been in **DCF offices** for meetings or services?

- *Did you understand everything that was said?*
- *Did you request an interpreter?*
- *Was an interpreter provided?*
- *Was the interpreter certified?*
- *Did you receive assistance with forms or paperwork?*



**You have the right to:**

- Clear communication**
- A certified interpreter at no cost to you**
- Understand forms and written information**
- Provide feedback on the effectiveness of services provided**

**You have the right to understand:**

- written documents and forms**
- all discussions, meetings, trainings and investigations**

**DCF will provide an interpreter at no cost to you. You can request an interpreter for all meetings.**

- Sign Language Interpreter**
- Oral interpreter**
- Tactile Interpreter for deaf-blind**