Topics for Staff Meeting Discussions

✓ Why this is mission critical to DCF and our providers.
✓ Who are SPOCs and ADA/Section 504 Coordinator?
✓ How to quickly access auxiliary aids and services in your area/facility.
✓ Local area/facility procedures.
✓ How often are we serving customers who are deaf or hard-of-hearing?
✓ Are there more common communication needs in our area?
✓ Updates or changes to policy, procedures, and/or forms.
✓ Has everyone completed their training?
✓ Has everyone covered the checklist with their SPOC and attested to it in HRTS?
✓ Findings during SPOC or ADA/Section 504 monitoring.
✓ Etiquette when working with customers who are deaf or hard-of-hearing.
✓ Time for staff to ask questions!