

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



know  
your  
rights

## To request an interpreter or other accommodation

Single Points of Contact (SPOC)

-Ask your local program office or provider for their Single Point of Contact's (SPOC) information.

## To file a complaint

DCF Office of Civil Rights

Office – (850) 487-1901

TTY – (850) 922-9220

<http://www.myflfamilies.com/about-us/office-civil-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?*



know  
your  
rights

**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

