



# DHoH Services Compliance - Personnel

1. Deaf & Hard of Hearing Personnel Tool 1 (LSF Standard Contract Paragraph 36.i.viii; CFOP 60-16, Ch 3) Did the employee complete the most updated version of the Effective Communication Online training (Training modules are updated yearly by DCF)? For most staff members, this should include Modules 1 through 3. For a DHoH SPoC, that will also include Module 4. (Note the "certificate" is the last slide of the powerpoint and says "Congratulations. You have completed the Department's Effective Communication Online Training.")
2. Deaf & Hard of Hearing Personnel Tool 2 (LSF Standard Contract Paragraph 36.i.viii; CFOP 60-16, Ch 3) Are the training certificates for the appropriate "Serving our Customers Who are Deaf or Hard of Hearing" modules stored in the personnel file?
3. Deaf & Hard of Hearing Personnel Tool 3 (LSF Standard Contract Paragraph 36.i.iv) Does the employee attest to being familiar with the requirements of Section 504 of the Rehabilitation Act of 1973, the ADA, and CFOP 60-10 Chapter 4?
4. Deaf & Hard of Hearing Personnel Tool 4 (LSF Standard Contract Paragraph 36.i.viii) Is the attestation in the employee personnel file?