

1.6 FACILITIES AND ACCESSIBILITY OF SERVICES

Policy: Title X clinics should be geographically accessible for the population being served. Clinics should consider clients' access to transportation, clinic locations, hours of operation, and other factors that influence clients' abilities to access services. (*Title X Guidelines 13.1*)

Title X clinics must NOT discriminate on the basis of disability and, when viewed in their entirety, facilities must be readily accessible to people with disabilities. (*45 CFR part 84*)

Procedure:

1. Each clinic will assess the adequacy and accessibility of their facility. Title X clinics must be free from obvious structural or other barriers that would prevent disabled individuals from accessing services. Title X clinics should maintain documentation of any accommodations made for disabled individuals.
2. Title X clinics which are not accessible to the disabled must develop a plan for serving the disabled which could include removing barriers, making house calls or meeting disabled clients in offices that are accessible.
3. Facilities should be able to adequately provide necessary services, be comfortable, provide privacy for clients and be designed to enhance workflow. If possible, clinics should consider gender neutral restrooms.
4. Alternative hours should be explored to assure services are available to those seeking services.
5. Title X clinics must have policies and procedures that assure access to timely language translation services (see MT TX FP Administrative Manual, Policy 1.7, *Limited English Proficient Persons*).
6. Educational materials should be tailored to literacy, age and language preferences of client populations (see MT TX FP Administrative Manual, Policy 6.1, *Information and Education Committee*).