



# DHoH Services Compliance - Personnel

1. Deaf & Hard of Hearing Personnel Tool 1 (Standard Contract Paragraph 36.i.viii; CFOP 60-10, Ch 4, Section 4-21) 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.
2. Deaf & Hard of Hearing Personnel Tool 2 (Standard Contract Paragraph 36.i.viii; CFOP 60-10, Ch 4, Section 4-21) 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 (Standard Contract Paragraph 36.i.viii) 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 (Standard Contract Paragraph 36.i.viii) Is the attestation in the employee personnel file?