



Ohio Administrative Code

Rule 5122-26-17 Service and support accessibility and availability.

Effective: August 1, 2026

A provider is to have written policies, procedures, and processes to ensure certifiable services and supports are accessible and available. Those policies, procedures, and processes are to address all of the following:

- (A) The continuity of care for an individual who is already a client of the provider, who is discharged from a psychiatric inpatient setting, and who is referred to necessary services or supports as determined by the provider in consultation with the individual served, that individual's guardian (if applicable), and the referral source. Necessary services or supports are to be provided to such an individual not later than two weeks after discharge unless clinical staff at the psychiatric inpatient setting determine that the services or supports are not needed within that time frame.
- (B) The provision of communication assistance to an individual requesting or receiving certifiable services or supports from the provider or to a family member or significant other of that individual, because of limited English proficiency, deafness or other hearing impairment, or another communication barrier.
 - (1) With respect to assistance for an individual with limited English proficiency or communication barrier, the assistance is to include at least one of the following:
 - (a) An interpreter fluent in the language of the individual with demonstrated ability or certification;
 - (b) Interpretation provided by a professional who is able to communicate in the same language as the individual; or
 - (c) Referral to a service that provides interpreters.
 - (2) With respect to assistance for an individual with deafness or other hearing impairment, the assistance is to include the availability of appropriate telecommunications relay services (TRS). In situations when an individual expresses a preference to communicate by use of a particular type of TRS, the provider is to ensure one is available.
- (C) The certifiable service or support needs of the relevant community as described in the community plan of the board or boards.
- (D) Referral to other systems or organizations if the provider does not provide the services or supports necessary to meet the needs of clients.
- (E) The steps the provider takes to comply with Title II of the Americans with Disabilities Act of 1990, 42 U.S.C. 12131 et seq., or Title III of the Americans with Disabilities Act of 1990, 42 U.S.C. 12182 et seq., as applicable.