

LANGUAGE ASSISTANCE AND ACCOMMODATIONS

Language Assistance

If you are a person who is deaf or hard of hearing, you can utilize the Michigan Relay Center (MRC) to reach your PIHP, CMHSP or service provider. Please call 7-1-1 and ask MRC to connect you to the number you are trying to reach.

If you prefer to use a TTY, you may contact LRE at (231) 740-0098, or you may contact your local CMHSP at the following TTY/TDD phone number:

CMHSP	TTY/TDD Phone Number
Allegan County CMH	(269) 686-5313
CMH of Ottawa County	(616) 494-5508
HealthWest, Muskegon's Behavioral Wellness Connection	(231) 720-3280
Network180	(800) 649-3777
West Michigan CMH	(800) 790-8326

If you need a sign language interpreter, contact your local CMHSP so that one will be made available. Sign language interpreters are available at no cost to you.

If you do not speak English, contact your local CMHSP as soon as possible so that arrangements for an interpreter can be made for you. Language interpreters are available at no cost to you.

Accessibility and Accommodations

In accordance with federal and state laws, all buildings and programs of the LRE are required to be physically accessible to individuals with all qualifying disabilities. Any individual who receives emotional, visual or mobility support from a qualified/trained and identified service animal such as a dog will be given access, along with the service animal, to all buildings and programs of the LRE. If you need more information or if you have questions about accessibility or service/support animals, contact your local CMHSP or Customer Services at 800-897-3301.

If you need to request an accommodation on behalf of yourself or a family member or friend, you can contact your local CMHSP or Customer Services at 800-897-3301. You will be told how to request an accommodation (this can be done over the phone, in person, and/or in writing) and you will be told who at the agency is responsible for handling accommodation requests.

If you need to request written information be made available to you in an alternative format, including enlarged font size, audio version or in an alternate language, contact Customer Services or your local CMHSP so arrangements for translation or accommodations can be

made. We will provide the information to you as soon as possible, but no later than 30 days from the date of your request. This information will be made available to you at no cost.