

NC DIVISION OF SERVICES FOR THE BLIND POLICIES AND PROCEDURES

ADMINISTRATIVE

Title:	Client Signatures
Current Effective Date:	12/2025
Revision History:	n/a

DSB recognizes that many people we serve may require additional assistance with providing a signature due to their visual impairment. Reasonable assistance may be provided as needed. The DSB participant should be allowed the maximum level of independence with signing. Under no circumstances may a DSB staff member sign the visually impaired person's name for the individual, whether a physical hard copy signature nor an electronic signature. Note: due to the need for social distancing during COVID-19, an interim policy was implemented allowing staff to sign for clients with the clients' permission. It is understood that during that time, staff may have obtained client signatures according to the interim policy which is no longer in effect.

Some examples of acceptable forms of assistance include use of a signature guide placed on the paper, physical guidance to the location for signing, allowing the use of a X for a signature, or allowing the signature to be whole or partially outside a confined signature space. Various means of obtaining electronic signatures may be implemented if approved by the Department of Health and Human Services and/or the Department of Information Resource Management.

Use of Employee Computer for Obtaining Signatures

There may be times when it is feasible and most effective to obtain a client signature through use of the staff member's computer. Allowing a client to provide a signature directly to the staff member's computer is allowed only if the below procedures are followed.

- The staff member must close all other documents, programs and tabs other than the one internet tab where that client's content related to the signature and/or client signature is captured. All programs which may create popup notifications must be fully closed to prevent notifications from appearing. Programs/apps which have popup notifications may require additional steps to prevent the popups.
- At all times, the staff member must retain control of the computer and any content on the computer.
- A screen showing what the client or their family members, etc. can see must be accessible to the staff member at all times.
- Only screens with client content which require a client signature may be visible to the client or their representatives. Requests for additional information must follow established protocols for releasing information to the client.
- The client must use an external keyboard, external mouse or other external signature device for adding an electronic signature. Neither the laptop's built-in keyboard nor mouse may be used.
- In keeping with the DSB Confidentiality Statement, case management system users, "Shall at no time leave a computer personally unattended while logged onto the electronic case management system. Users should log out of the electronic case management system before leaving their computer."

Follow all other guidance and procedures related to confidentiality and use of state-owned computers. These guidelines are subject to change based on updated Department of Health and Human Services and Department of Information Resource Management confidentiality and privacy and security requirements.