

## Providing Meaningful Communication with Persons with Limited English Proficiency

### Procedures

Procedure: **Communicating with Persons  
with Limited English  
Proficiency Procedure**  
Number: 5006.1  
Effective: 10/15/2014  
Approved: 09/01/2014  
Last Revised: New Procedure

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#### IN-PERSON COMMUNICATIONS

Department personnel often interact with members of the public, including responding to requests for assistance or information. During these in-person communications, Department staff members shall inform Limited English Proficiency (LEP) individuals that free interpreter services are available on request to LEP individuals.

A determination of the individual's English proficiency shall be based on the individual's assessment of his/her ability and should not be influenced by the proficiency of a friend or family member accompanying or assisting the individual, except if the individual is a child or an incapacitated adult. To assist in identifying an LEP person's language, the LEP Coordinator ensures that "I Speak" language cards are available in all reception areas, and personally provided to those staff members who most frequently encounter LEP individuals. These cards invite LEP persons to self-identify their language needs to staff members. The federal government has made a set of these cards available online to reduce the costs of compliance. (See <http://www.lep.gov/ISpeakCards2004.pdf>.)

Some LEP persons may prefer or request to use a family member or friend as an interpreter. This practice is allowable if 1) the LEP makes the request and 2) the LEP has been informed and understands an interpreter is available at no charge to the individual. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual and after the LEP person has understood that an offer of an interpreter at no charge to the person has been made by the department.

A waiver must be obtained and documented in the patient's medical record if the patient or family member refuses the language assistance services. If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided to the LEP person.

<p><b>Note:</b> Children (e.g. persons under 18 years of age) <b>will not be used</b> to interpret, in order to ensure confidentiality of information and accurate communication.</p>
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#### TELEPHONE COMMUNICATION

If a staff interpreter is not available or does not speak the needed language, Department staff should contact Tele Language utilizing the following steps:

1. Dial 800-514-9237
2. Say or enter your pre-assigned access code (5233- add your service #) and the language needed.
3. When the interpreter comes on the line proceed with the conversation.

All communication with LEP clients through an interpreter should be recorded in the person's file by stating the name of the interpreter assisting in triadic communication.

All classes offered by the Department for teaching purposes, such food handling, etc., should be given by a bilingual staff member or by using a JCDH interpreter staff as an interpreter.

### **WRITTEN TRANSLATION**

When translations of vital documents is needed, each division or unit in the Department will submit a request for translations through the Request Service tab located in the website of the employees of Department. The document to be translated should be attached electronically to the translation request.

**Note:** The documents being submitted for translation must be approved by the Pamphlet Committee prior to requesting translation services. Documents uploaded with translation request shall be in final, approved form.

The Department will set benchmarks for translations of vital documents into additional languages over time.

### **DOCUMENTATION OF TRANSLATION SERVICES**

All contacts with language assistance services should be documented according to procedures outlined in the respective area. All translation for medical and/or dental services should be documented in the health record. Federal fund recipients (such as Family Planning services) must also provide the translation of vital documents as part of their language assistance services when necessary to ensure the patient's access to important written information.

### **MONITORING LANGUAGE NEEDS AND IMPLEMENTATION**

On an ongoing basis, the Department will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, the Department will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreters services, equipment used for the delivery of language assistance, complaints filed by LEP persons, and feedback from the public and community organizations.

### **FORMS**

Waiver of Interpreter Services (for medical and dental clinics)

### **APPENDICES**

Appendix: Listing of languages provided by the Language Line

### **HISTORY**

New Policy and procedure – 7/2014

# TELELANGUAGE, INC.

SUPPORTING OVER  
200 LANGUAGES  
24/7/365

 Aderi	 Estonian	 Kinyarwanda	 Poqomchi
 Afghani	 Ewe	 Korean	 Portuguese
 African Creole/Krahn	 Fanti	 Kurdish	 Pulaar
 Afrikaans	 Farsi	 Lao	 Punjabi
 Akan	 Finnish	 Latvian	 Quiche
 Albanian	 Flemish	 Lingala	 Romanian
 Amharic	 French	 Lithuanian	 Russian
 Arabic	 French Canadian	 Macedonian	 Samoan
 arabic juba	 French Creole	 Malaysian	 Shona
 Armenian	 Fukienes (Chinese)	 Malayalam	 Sichuomese
 Ashanti	 Fulani	 Malinke	 Singhalese
 Assyrian	 Fuqing	 Maltese	 Slovak
 Badini	 Ga	 Mam [Myam]	 Slovenian
 Bajuni	 Georgian	 Mandarin	 Somali
 Balochi	 German	 Mandingo	 Soninke
 Bambara	 Gheg	 Marathi (Indian)	 Spanish
 Bangladeshi	 Grebo	 Marshalese	 Swahili
 Bantu	 Greek	 Masalit	 Swedish
 Basque	 Gujarati	 May May	 Sylheti
 Bengali/Bangla	 Hakka	 Mende	 Tagalog
 Bulgarian	 Hausa	 Micromesian Kosrae	 Taiwanese
 Burmese	 Hebrew	 Micronesias Pingelapese	 Tamil
 Buryat	 Hindi	 Micronesias Pompei	 Tatar
 Cambodian	 Hmong	 Mien	 Telugu
 Cape Verdian	 Hunan	 Mina (Togolese)	 Thai
 Carolinean	 Hungarian	 Mixteco Alto	 Tibetan
 Cebuano	 Ibo	 Mixteco Bajo	 Tigre
 Chaldean	 Icelandic	 Moldovian	 Tigrinya
 Chamorro	 Ilocano (Filipino)	 Mon	 Toishan
 Chinn	 Indonesian	 Mongolian	 Tongan
 Chinese	 Italian	 Navajo Indian	 Trukese
 Chinese Shanghaiese	 Japanese	 Ndebele	 Tshiluba
 Chinese Sichuan	 Jawi	 Nepali	 Turkish
 Chinese Taiwanese	 Kabye	 Nigerian	 Turkman
 Chinese Toisanese	 Kachin	 Norwegian	 Twi
 Chiu	 Kambojian	 Nuer	 Ukrainian
 Chuukese	 Kanjoval [Myan]	 Oriya	 Urdu
 Cree	 Kannada	 Oromo	 Uzbek
 Croatian	 Kaqchikel	 Palau	 Vietnamese
 Czech	 Karen	 Pashtu	 Visayan
 Danish	 Karenni	 Pokomchi	 Welsh
 Dari	 Kaya	 Pangasina (Filipino)	 Wolof
 Dinka	 Kazak	 Pango	 Yiddish
 Dutch	 Khmer	 Pashto	 Yoruba
 Dyula	 Kikuyu	 Polish	 Zulu

**Interesting Facts:** There are over 6000 languages in the world and only 230 are spoken in Europe, while 2,197 are spoken in Asia. In Papua-New Guinea, where there are an estimated 832 languages spoken by a population of around 3.9 million. Of about 165 indigenous languages, in North America, only eight are spoken by as many as 10,000 people.

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