
Arnette House Policy and Procedure

Effective Date: 3/30/98

Revised Date: 1/24/24

CEO: _____

LIMITED ENGLISH PROFICIENCY

POLICY

Arnette House provides or arranges for communication assistance for persons with special needs or who have limited English proficiency by providing information to clients and families in the language, which they understand about the program. Bi-lingual staff is made available to interact with clients and families who have limited English proficiency or trained translators will be provided through community resources to translate for clients, families, and staff. Bi-lingual materials will be provided to clients/families who have limited English proficiency, whenever possible.

PROCEDURES

When a residential client or family who has limited English proficiency requests services, the team leader or counselor will contact a bi-lingual staff or translator. If a bilingual staff member is unavailable or does not speak the primary language of the client or family, staff will contact Tele-Interpreters, a 24-hour telephone language service at 1-800-811-7881. This service is paid for by Arnette House and uses an away teleconferencing system available in 150 languages.

In cases of non-residential clients and families who have limited English proficiency, staff will refer clients and/or families to the local multi-lingual counselors. In school locations, Spanish-speaking school personnel may be utilized, if available. When a child is English proficient, but the guardian is not, the counselor may use other bi-lingual staff, school personnel, or Tele-Interpreters to communicate with the parents.

The client's parents must consent to release information to the interpreter through a signed form and the interpreter must sign a confidentiality statement.

Spanish-speaking clients and families will have access to the local cable channels in Spanish, when appropriate, to local church services in Spanish. Other resources are available through libraries, community partners, and schools for a variety of languages.

The agency will provide written translations of materials where budgetary and time constraints permit. Otherwise, verbal translations of written material will be provided as above.