

Procedures on Services for Non-English Speakers

Purpose:

To provide culturally competent services to clients and participating family members who are non-English speaking.

Procedures:

If a CFF staff member recognizes or has any reason to believe a client or family member involved in his/her services is non-English, the staff member must advise the person that culturally competent services including document translation and interpreters will be provided free of charge when necessary for effective communication. The responsible CFF staff member will ensure that such services are offered, utilized, and documented. Information about the availability of these services will be provided on the General Agency brochure and on the CFF website.

Who to Contact for Interpretation Services:

Children & Families First will maintain a Business Associate's Agreement with one or more local individuals and/or companies that provide foreign language interpretation and/or translation. CFF will engage individuals and/or companies who are members of the American Translators Association (ATA) and whose interpreters abide by the ATA Code of Ethics and Professional Conduct (http://www.atanet.org/certification/online_ethics_code.php), with a preference for those individuals/companies under contract with the State of Delaware.

The worker will complete a Foreign Language Interpretation Form identifying client's preferred language and/or dialect and will forward a copy of the completed form to the identified agency liaison who will serve as the gatekeeper for these services. The liaison will provide the worker with contact information for the identified foreign language interpreter.

The worker will make arrangements directly with the identified foreign language service interpreter to make contact with the client for program intake. If on-going interpretation services are needed, the worker will schedule directly with the identified interpretation provider.

Who to Contact for Document Translation:

Requests for Document Translation will be made using the Web Help Desk Ticketing System. The Development Department will work with one of the contracted providers for translation services.

When to use qualified interpreters:

A qualified interpreter should be used in situations where clear and effective communication is necessary. Situations in which the presence of a qualified interpreter may be necessary include, but are not limited to:

- Intake and assessment
- Obtaining the client's history (to include medical, psychiatric, psychosocial, nutritional)
- Reviewing or obtaining informed consent or permission for participation in services
- Explaining services to be provided
- Providing mental health evaluations, individual or group therapy/counseling, psychosocial groups or trainings, other therapeutic activities including crisis intervention

APPROVED by Management Team on 12/15/14

- Explaining medications and possible side effects
- Ongoing participation in services
- Discharge planning
- Emergency situations that may arise

Restricted use of certain persons to facilitate communication:

Some persons who are non-English speaking may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and after an offer of an interpreter at no charge to the person has been made by CFF. Such an offer and the response will be documented in the person's file. If the client requests that this person facilitate communication, and if this person is willing to facilitate communication, and if this choice is necessary or appropriate under the circumstances, such decision will be noted in the client's record. Special consideration will be given to privacy issues that may arise.

Video Broadcasts

All educational videotapes that are used with patients will include appropriate foreign-language subtitles, or an interpreter will be provided for non-English speaking clients.