

Fairview Developmental Center  
**Policy & Procedure Manual**

Policy Section: Introduction

Policy Number

Policy Name: Language Assistance

Revision Date: 6/16/16

This Policy & Procedure contains the following:

1. Policy
2. Procedure/Responsibilities
  - 2.1 Program Director/Service Director
  - 2.2 Social Worker
  - 2.3 Bilingual Interpreter
  - 2.4 Supervisor (of Interpreter)
  - 2.5 Assistant Coordinator of Nursing Services (ACNS)
  - 2.6 Personnel Director

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## 1. POLICY

Language assistance services are available twenty-four (24) hours per day to clients with language or communication barriers. Clients and family members are informed upon admission of available translation and hearing impaired services. Families or clients requesting translation shall contact the Unit Supervisor who will ensure translation services are made available.

In order to expedite translation, family member or friends are encouraged to provide interpretive support whenever possible. Available bilingual employees have been identified and designated by the Personnel Department.

Hearing impaired clients have access to a variety of individualized communication devices and TDD phone service as requested and/or determined by the interdisciplinary team to provide supportive communication. A list of qualified employees proficient in sign language is available in the Personnel Department. In the event that facility designated staff are unavailable or unable to meet the needs of hearing impaired clients, with sufficient notification the Personnel Department will contact the Dayle McIntosh Center to provide services. This service is also utilized for applicants requesting Reasonable Accommodation for interviews or written tests.

The availability of language assistance shall be posted in conspicuous locations and made available to clients and families.

When the need for day-to-day services have been identified, on-going services are provided by the residence and/or Program staff and by Departments who provide direct services.

When an interpreter is used to assist the physician in providing the client or his/her representative with the information needed to obtain an informed consent, the name of the person who acted as the interpreter and his/her relationship to the client or facility is to be documented in the client's clinical record.

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**2. RESPONSIBILITIES**

**2.1. Program Director/Service Director**

- 2.1.1. Maintain a list of staff within the program or service area capable of providing interpretive services, noting the language spoken, extension, and his/her work assignment.
- 2.1.2. Identify the need for interpretive services. Contact paid bilingual interpreters from the list for service that is not available from within their own work sites.

**2.2. Social Worker**

- 2.2.1. Identify clients and families who may need interpretation services and incorporate services in the client's Individual Program Plan.

**2.3. Bilingual Interpreter**

- 2.3.1. Provide interpretive services upon request

**2.4. Supervisor (of Interpreter)**

- 2.4.1. Release paid interpreter to provide services

**2.5. Assistant Coordinator of Nursing Services (ACNS)**

- 2.5.1. During evenings, weekends, and holidays provide information as needed from the current list of interpreters.

**2.6. Personnel Director**

- 2.6.1. Maintain a list of interpreters, updating at least annually and more often as indicated.
- 2.6.2. Distribute the list and updates to the Executive Committee, Program Directors, Service Directors, and ACNS.
- 2.6.3. Conduct a bi-annual survey of interpretation service needs.
- 2.6.4. Make contact with an agency to provide interpretive services when the need cannot be met by the list of bilingual interpreters provided.

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References:

- 42CFR 483.10(b)(1, 3)
- 22CCR 72528(h)(1-2)
- HSC 1259 (c)(2) (AFL 15-27: Language Assistance Services)
- DDS Policy Memorandum 112: Provision of Bilingual Services