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Section: 2 Program Service and Operation	Date: June 1, 2018
Policy: HH2-8A ESL & Interpreting Services	Replaces: December 1, 2017

PURPOSE

To provide written policies and procedures that established and implemented by the HHA regarding the provision of care/service to clients with communication or language barriers.

- A. Agency outsources interpreting services with various local companies to provide services such as:
 - a. On-Site Interpreting
 - b. Telephone Interpreting
 - c. Video Interpreting

- B. Agency will provide smart phones to help assist caregiver and staff to communicate with client and family members

- C. Agency will provide annual cultural diversity training to educate staff on how to communicate effectively with people with different language to include sign language

Departments Involved in Development: Board of Directors, Compliance Committee, Legal Counsel
Reviewed by Executive Board and approved by the Board 06/01/18
Reviewed by Compliance Officer and approved 06/01/18
All previous versions are obsolete