

Interpreter Services

Individual Rights to an Interpreter

Title VI of the Civil Rights Act of 1964 prohibits discrimination against national origin as it affects people with Limited English Proficiency (LEP).

"No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." 42 U.S.C. § 2000d.

Interpreter Services Policy

Casa Esperanza, Inc. and its affiliates will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits. The policy of Casa Esperanza, Inc. and its affiliates is to ensure meaningful communication with LEP patients/clients and their authorized representatives involving their medical conditions and treatment.

The policy provides for communication of information contained in vital documents, including but not limited to, waivers of rights, consent to treatment forms, financial and insurance benefit forms, etc. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, and patients/clients and their families will be informed of the availability of such assistance free of charge.

Language assistance will be provided through competent bilingual staff, interpreters, contracts or formal arrangements with local organizations providing interpretation, translation services, or technology and telephonic interpretation services. All staff will be provided notice of this policy, and all front line staff that have direct contact with LEP individuals will be trained in effective communication techniques, including effective use of interpreters.

Casa Esperanza, Inc. and its affiliates will conduct a regular review of the language access needs of our patient population, as well as update and monitor the implementation of this policy and these procedures, as necessary.



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Procedures

1. IDENTIFYING LEP PERSONS AND THEIR LANGUAGE

Casa Esperanza, Inc. and its affiliates will promptly identify the language and communication needs of the LEP person. In addition, when records are kept of past interactions with patients (clients/residents) or family members, these language needs will be included as part of the client record.

2. PROVIDING WRITTEN TRANSLATIONS

Casa Esperanza, Inc. and its affiliates will provide translation of other written materials, if needed, as well as written notice of the availability of translation, free of charge, for LEP individuals.

3. PROVIDING NOTICE TO LEP PERSONS

Casa Esperanza, Inc. and its affiliates will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages LEP persons will understand. At a minimum, notices and signs will be posted and provided in intake areas and other points of entry.

4. MONITORING LANGUAGE NEEDS AND IMPLEMENTATION

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

