

POLICY NUMBER: **AC-100-007**SUBJECT: **TRANSLATION/INTERPRETATION SERVICES**EFFECTIVE DATE: **03/09/98**

REVISION DATE: 03/10/2015

APPROVED BY: _____

DATE: 03/10/2015

CHIEF EXECUTIVE OFFICER

POLICY

It is the intention of Charlotte Behavioral Health Care, Inc., (CBHC) to provide timely translation and interpretation services for those persons admitted as patients, in accordance with Section 504 of the Rehabilitation Act of 1973 and the American with Disabilities Act of 1990. This policy is developed to ensure that all people have access to and a complete understanding of all communications with staff, including their rights and responsibilities.

PROCEDURE

1. CBHC subcontracts interpretation services with ASIST Translation Services, which provides telephone and video interpretations for patients who do not communicate in English or are hearing impaired. This service is available 24 hours per day, 7 days a week, and adheres to CBHC's standards for confidentiality and professionalism. ASIST verifies interpreter's certifications and has lists of certified sign language interpreters and qualified foreign language interpreters.
2. Staff are informed of these services and trained within 60 days of commencing employment on how to provide timely auxiliary aids and services for persons with disabilities and to those who are limited English Proficient as part of New Hire Orientation training and as part of Annual Training.. Reminders of available services are provided in the following manners: posters displayed conspicuously in prominent locations; individual instruction cards; periodic e-mail reminders. Staff can contact the CBHC designated Single-Point-of-Contact for instructions on the process to follow should they not be familiar with an auxiliary aid or service requested by a patient or a companion.
3. At time of hire, staff will be trained in both the American with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973. All staff will sign an attestation statement stating that they are familiar with the requirements, roles, and responsibilities of these Acts. Attestation statements will be maintained in each employee's personnel file.
4. Annual Refresher training is provided for all clinical staff on how to provide assistance to persons with disabilities and those who are limited English proficient.
5. Patients are notified of these services in the following ways:
 - Conspicuously displayed posters
 - Guide to Services (distributed at intake and upon request which is published in English and Spanish)
 - By Staff
 - On the CBHC website
6. Patient or companion's preference is the primary consideration in what auxiliary aid or service is provided.
7. If a patient chooses to utilize a friend or family member for interpretation, CBHC staff should ensure the accuracy of that person's interpretations by first utilizing a professional interpreter to monitor the interaction. If the interpreter agrees that the friend or family member is interpreting accurately, the professional interpretation will not be required for future visits.

8. Live interpreters may be utilized on a case-by-case basis.
9. Accessibility at meetings, conferences and seminars will be provided to persons with disabilities or limited English proficient or deaf or hard of hearing, including providing necessary aids and services for those individuals who are in attendance
10. If a patient declines translation or interpretation services, it remains the responsibility of CBHC to ensure effective communication with the patient. Contact the Single Point of Contact (Quality Manager, Section 504 Designee or other assigned designee) if communication through an auxiliary aid or service for patients or companions, who are deaf or hard of hearing, is found to be ineffective.
11. The designated CBHC Single-Point-of-Contact (SPOC), as mandated by Department of Children & Families to ensure effective communication with deaf or hard-of-hearing patients, will be the agency's Quality Manager or designee. If staff are not familiar with an auxiliary aid or service requested by a patient or companion they can contact the SPOC for assistance.
12. These services are available to patients at no cost.
13. Documentation required by Central Florida Behavioral Health Network for consumers who are Deaf or Hard-of-Hearing:
 - a. At each visit, a "Customer/Companion Communication Assessment and Auxiliary Aid/Service Record" form will be provided by front desk/ administrative staff to be completed by the individual and/or guardian. This form includes the type of service requested, type of preferred means of communication, type of service provided.
 - b. If a consumer declines translation services, they are to complete and sign the "Customer or Companion Waiver for Free Interpreter Service"
 - c. Completed forms will be included in the consumer's medical record. A copy of each completed form will be sent to Quality Management for tracking.
 - d. A monthly log of service requests and provisions will be maintained by Quality Management and a summary report is submitted to CFBHN per their stated deadlines.
14. To use telephone interpreting services through ASIST Translation Services:
 - a. Dial 888-546-7745 (Toll free number from CBHC).
 - b. Tell ASIST what language is needed.
 - c. Provide ASIST with CBHC's access code (8561).
 - d. Tell ASIST your last and first name.
 - e. Provide the first and last name of the non-English speaker.
 - f. You will be connected to an interpreter.
15. The Florida Relay Service is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Disabled. Through the Florida Relay Service, people who use specialized telephone services can communicate with people who use standard telephone equipment. To call Florida Relay, dial 7-1-1, or use the appropriate toll free numbers:
 - a. 1-800-955-8771 (TTY)
 - b. 1-800-955-8770 (Voice)
 - c. 1-877-955-8773 (Spanish)
16. TDD/TTY services are available for consumers.
17. CBHC does not deny services and ensures that all persons admitted as patients have access to timely translation and interpretation services.
18. CBHC does not have access to the equipment needed for Video Remote/Relay Interpreting, but can accept phone calls from those individuals who use these items to communicate.
19. Assisted Listening Devices are kept in the office of the SPOC and available to consumers as needed.

20. The SPOC ensures that individuals are aware of and know how to use the Captioning in Real time (CART) Services. CART providers can be found online at <http://psl.ncra.org/index.asp>. A list of CART providers in Florida is maintained in the office of the SPOC.

REFERENCES

- Section 504 of the Rehabilitation Act of 1973
- The American with Disabilities Act of 1990
- CFOP 60-10 Chapter 4, "Auxiliary Aids and Services for the Deaf or Hard-of-Hearing"