

Limited English Proficiency

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- LEP Standards
 - Provide standardize access
 - Eliminate unintentional barriers
- Basis for LEP Standards
 - Civil Rights Act of 1964
 - Americans with Disability Act (this includes additional assistance required due to poor hearing or limited sight.)

LEP Assistance provides

- Language posters in lobbies
- Translation providers act as
 - Telephone interpreters
 - On-site interpreters

Language Interpretation

- Must be provided at no cost to consumer
- Each provider must ensure that interpretation services are available whenever necessary

Ground Rules

- **Do treat every customer regardless of his/her ability to speak English as a second language fluently.**
- **Do realize that there is a clear obligation to provide interpreter services free of charge to the customer.**
- **Do clearly document any instances where situation warranted use of and interpreter, your actions, result, customer's decision to use or refuse interpreter services etc...**
- **Don't use children/minors as an interpreter.**

Translation vs. Interpretation

- Translation – is what was *said*
- Interpretation – is what was *meant*
- Translation/interpretation may only be performed by a person who has been tested and certified by a recognized body to provide an accurate interpretation from English to the oral or written language of the recipient.

Need Help?

- If you or someone in your organization needs assistance with locating an agency that provides interpretation services. You may contact the Customer Services Coordinator at Pines Behavioral Health at 517-278-2129