

**COMMUNICATIONS WITH INDIVIDUALS WITH
LIMITED ENGLISH PROFICIENCY (ESL)**

SECTION 5.13

Effective Date: October 15, 2015

Approved By: Governing Board 

The Community Action Committee of Pike County shall provide for communication with limited English-proficient persons, including current and prospective patient/ clients, family, interested persons, etc., to ensure them an equal opportunity to benefit from services. The procedure outlined below will ensure that information about obligations, etc., is communicated to limited English-proficient persons in a language which they understand. Also, it provides for an effective exchange of information between staff / employees and patient/ clients and/ or families while services are being provided.