

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

SECTION 5.13

Effective Date: October 15, 2015

Approved By: Executive Director GBR

PROCEDURE:

Whenever a translator is needed the Administrative Assistant is responsible for contacting one of the in-house translators on the list. The in-house translator list shows the name, language and site of where staff would be located. If a staff translator is not available or there is no one listed for a particular language, arrangements have been made with Ohio State Linguistics Department who contracts with Language Line Services (LLS) to do over the phone interpretation. Language Line Services (LLS) can be reached at 614-292-4052.

Family members or friends of the limited English-proficient person may not be used as translators unless specifically requested by that individual after an offer of a translator has been made by your facility/ agency. Such an offer and the response must be documented in the person's file. Other patients/ clients may not be used to translate. These restrictions are to ensure confidentiality of information and accurate communication.

The front desk will maintain a list of available contract translators.