

Operational Policy

Policy Title: INTERPRETER/TRANSLATION SERVICES	Policy Number 94-02 Page <u>1</u> of <u>4</u> Pages Effective Date: Jan. 8, 1998
Approved: 	Chairperson

I. Purpose:

The purpose of this Policy is to define the process by which the Developmental Disabilities Council (the Council) supports the communication needs of people with limited English Proficiency because of their national origin.

II. Policy:

The Council will not discriminate against any person on the basis of race, color, national origin, disability, sex, and religion or age. The Council shall not exclude any person because of limited English proficiency from participation in, or deny any benefits of privileges to any such person, or restrict in any way the enjoyment of any advantage or privilege enjoyed by others receiving financial aid or other benefit provided by the Council.

III. Procedure:

A. The Council's Responsibilities Include:

1. ensuring that persons with limited English proficiency because of their national origin have a meaningful opportunity to apply for, receive, participate in and benefit from the financial aid or other activities of the Council; and,
2. providing effective communication from or with the Council without cost to those needing bilingual interpreters.

B. How the Council will Fulfill Its Responsibilities:

1. The Council will advise the person with limited English proficiency that an will be provided to him/her at no cost.
 - a) Family members and friends of the person with limited English proficiency will not be used routinely as interpreter unless specially requested by the individual after being informed that an interpreter will be provided at no cost to him/her.
 - b) The restrictions on using friends and family members are intended to ensure the confidentiality and accuracy of the information communicated.
2. The Council will secure the services of a qualified interpreter in the language of the person with limited English proficiency.
3. The Council will provide interpreter services in verbal and written communication with the person with limited English proficiency.
 - a) The Council, after providing written and/or verbal interpreter services to the individual with limited English proficiency, shall ask the person if they were satisfied with the quality of the interpreter services.
4. The Council will include on all publications and public notices a statement that written or verbal interpreter services are available upon request.
5. The Council will require grant recipients to comply with the intent of this policy as part of the implementation of their grants.

D. Conflict Of Interest And Confidentiality:

1. The Council will not utilize the services of interpreter who are in a real or perceived conflict of interest with either the subject matter at hand or with the person with limited English proficiency.
 - a) Either the interpreter, the person with limited English proficiency or the Council may declare a conflict of interest in any given situation, and that does not disqualify that interpreter from being utilized by the Council in other situations in which an interpreter is needed.
2. Interpreters utilized by the Council must agree to maintain confidentiality of discussions or written communication as requested by either the person with limited English proficiency or by the Council.
3. Interpreter may not copy, reproduce or share in any manner the content of any of the written or verbal communications other than as requested to do so by either the Council or the person with limited English proficiency.

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IV. Additional References:

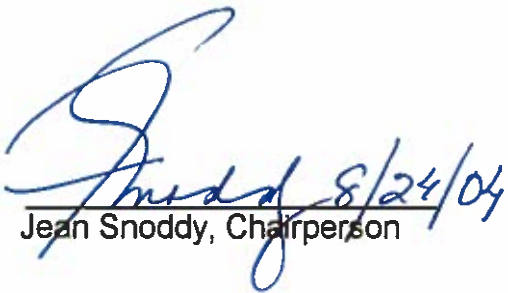
- 1. Title VI of the Civil Rights Act of 1964*
- 1. 45 Code of the Federal Regulations (C.F.R.), Part 80*

V. Executive Committee Review/Approval Date:

January 8, 1998.

INTERPRETER/TRANSLATION SERVICES

Adopted January 8, 1998


Jean Snoddy, Chairperson


Marcia Tewell, Executive Director