



Freedom House Policy and Procedure

Policy: Interpreting Services	
Effective Date: October 2008	Section: Organizational
Date of Revision: June 2014, August 2014	

PURPOSE:

To facilitate equal access to treatment through the provision of interpreting services.

POLICY:

It shall be the policy of the Board of Directors of Freedom House to have Procedures that ensure Freedom House services are accessible to those who need Interpreting services due to Limited English Proficiency (LEP) or who is deaf, hard of hearing, blind or visually impaired. All persons needing interpreting services to engage in treatment services will receive them in a timely manner and at no cost or hardship to the consumer. Lack of interpreting services may not be used to prevent admission to Freedom House Programs or access to services. Freedom House will offer interpretation services up to the point at which it creates a financial hardship for the organization.

PROCEDURES:

1. Consumers requiring interpreting services, who have Limited English Proficiency (LEP) Or who are deaf, hard of hearing, blind or visually impaired shall be identified before or during the intake process.
2. Program Directors will identify a minimum of 2 staff members who will receive the Required training to make referrals for consumers who need interpreting services. Training documentation will be housed in the employee's HR file. If an identified employee is voluntarily/involuntarily terminated the Program Director will identify a replacement.
3. Once a consumer is referred for interpreting services, for monitoring purposes, identified staff will notify the Accounting Department within 24 hours. If interpreting services are needed after administrative business hours or weekends, Accounting shall be notified on the next business day.
4. For consumers who are deaf, hard of hearing, or blind/visually impaired, needing interpreting services staff will consult with the MCOs Deaf Services Coordinator.
5. Consumers identified as needing interpreting services must be informed in writing that these services are at no cost to them. The form entitled Notice of Interpreting Services shall be provided during the intake process.
6. Friends and family of the consumer may not be used as interpreters except in crisis or emergency situations.