



CAVERN CITY CHILD ADVOCACY CENTER

Limited English Proficient Policy

MISSION:

The mission of the Cavern City CAC is:

- To provide child abuse prevention and awareness training to children within their reach;
- To provide forensically sound child interviews to service agencies;
- To provide SANE (Sexual Assault Nurse Examiner) services;
- To refer victims to appropriate follow-up services.

All these services and any other are to be provided with the ultimate goal of protection and enhancement of the well-being of victims and children.

POLICY STATEMENT:

The Cavern City Child Advocacy Center (CAC) is committed to providing access to its services to all persons regardless of their ability to speak English. Individuals who access CAC services should not receive services that are more limited or lower in scope than services provided to callers who speak English. The Cavern City CAC will provide services to clients regardless of race, color, national origin, sex, sexual orientation, religion, age or disability.

Definition

“Limited English Proficiency” or “LEP” is defined as the inability to speak, read, write, or understand the English language at a level that permits the patient to fully understand the nature of the services they are receiving.

Overview

To ensure LEP services are provided, all staff is instructed to abide by the following procedures:

- Each staff person will ensure that they understand the special needs of clients and accommodate those needs when possible.
- Notice shall be provided to persons with Limited English Proficiency (LEP) of the right to access services and the right to use a trained interpreter.
- Competent interpreters shall be provided for LEP persons.
- All paperwork which requires the client’s signature regarding expectations, rights and responsibilities and consent shall require an interpreter to explain the paperwork in detail or be available in a translated version.
- Callers should be assisted by the staff member that is best able to serve their needs. Callers should not receive services that are more limited or lower in scope than those available to callers who speak English.

Training

- All staff will be trained annually in recognizing limited English proficiency, how to use interpreters, and current interpreting resources, including both the Deaf and Hard of Hearing and the use of interpretation language line services.
- Staff will be trained annually in how to access interpretation language line services and what to expect once activated.
- Staff will demonstrate how to access current materials that have been translated and other resources and materials as acquired.
- Staff will practice a handful of phrases in the common language other than English and will be competent in their initial response to bi-lingual speakers who access CAC services until further interpretation services are obtained.
- All interpreters provided by the Cavern City CAC shall sign a confidentiality statement.

When to Consider Interpretation

Interpreting services should be considered when:

- When a caller speaks (or seems to speak) more English than she/he seems to understand.
- When a caller seems to understand more English than she/he seems to speak.
- When a caller requests an interpreter.
- When a caller is in crisis (language proficiency decreases in a crisis situation).

CAC Staff will be trained to inform an individual, whether in person or on the phone, that SANE has interpreter services available at no charge to the caller. Even if a caller refuses the use of interpreter at first, if during the call an interpreter is appropriate, inform the caller about the availability of interpreters more than once or simply solicit the services of the interpreter on behalf of the LEP individual eliminating the need for the caller to request these services.

Interpretation In-Person and Language Procedures

The Cavern City CAC volunteers and staff should follow these procedures to comply with its policy of language accessibility to LEP persons:

- Inform client of their right to interpreter and ask if they need one.
 - If available, access phone interpretation by CAC staff.
 - If CAC staff interpretation is not available, CAC staff should immediately access an interpreter via language line.
- Identify language needs and record on intake.
- Documentation: Language of the client and need for an interpreter shall be noted in NCAtrak client file or "Phone Call" file.
- In-person client services:
 - Inform client of their right to interpreter and ask if they need one.
 - If available, access in-person interpretation by CAC staff via face-to-face interaction, video conference, or phone call.
 - If CAC staff interpretation is not available and client is comfortable speaking with an interpreter via language line, the language line shall be immediately accessed.

- Identify language needs and record on intake.
- Documentation: Language of the client and need for an interpreter shall be noted in NCAtrak client file or “Walk In” file.

Printed Materials

The Cavern City CAC may have documents and materials available in languages other than English. Priority of translated materials will be given to documents that the client takes with them after receiving CAC services. Translation of CAC documents and materials will be completed by competent translators and reviewed by individuals who are proficient in the language to ensure the translation is accurate.

In New Mexico, the primary language spoken by patients of SANE, other than English, is Spanish which will be the primary alternate language of printed materials. Educational materials will be purchased in both English and Spanish versions.

Implementation and Expense

The Executive Director of the Cavern City CAC will be responsible for ensuring compliance with the Limited English Proficiency Plan. Any questions regarding the LEP Plan should be directed to the Executive Director.

The Cavern City CAC is committed to ensuring all persons seeking CAC services are provided competent care. The Cavern City CAC will always work to cover expenses related to interpretation services for victims of abuse and their non-offending family members.