

**NORTH COUNTRY COMMUNITY MENTAL HEALTH  
NORTHERN AFFILIATION  
ADMINISTRATIVE MANUAL**

**CHAPTER:** Affiliation Chapter 2  
**PROCEDURE NAME:** Policy regarding Persons with Limited English Proficiency  
**PROCEDURE NUMBER:** 2004

**POLICY:**

It is the policy of North Country Community Mental Health to ensure that persons with limited English proficiency are not discriminated against in the delivery of services.

- North Country Community Mental Health shall provide necessary language assistance at no cost to the service recipient. To this end, North Country Community Mental Health shall have the following:
  - A formal, written plan for language assistance,
  - An assessment of the language needs of the population in the service area, and
  - Training for all staff regarding the provision of language assistance.

**PROTOCOL:**

- I. Elements of a Plan for Language Assistance
  - A. Assessment of Language needs and estimates of numbers of persons likely to need assistance.
  - B. Postings in service locations, in several languages, informing service recipients of the right to language assistance at no cost.
  - C. Use of "I Speak" cards to identify language spoken.
  - D. Availability of interpreter services, through:
    1. Contractual arrangements,
    2. Community groups, or
    3. Telephonic language services
  - E. Information on critical topics, such as services, Recipient Rights, and grievance and appeal processes, is available in languages spoken by substantial numbers of persons.
  - F. Procedure for resolving conflicts relating to availability of language services.
  - G. Senior level employee appointed to coordinate the language services program.

**REFERENCES:**

**DISTRIBUTION:**

**REVISED:** March 2002

**APPROVED:** By the Operations Committee, 03/19/02

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