



POLICY AND PROCEDURES FOR COMMUNICATION WITH PERSONS WITH LIMITED ENGLISH PROFICIENCY

POLICY:

Restore HOMEhealthCARE of Oklahoma will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits. The policy of *Restore HOMEhealthCARE of Oklahoma* is to ensure meaningful communication with LEP patients/clients and their authorized representatives involving their medical conditions and treatment. The policy also provides for communication of information contained in vital documents, including but not limited to, waivers of rights, consent to treatment forms, financial and insurance benefit forms, etc. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, and patients/clients and their families will be informed of the availability of such assistance free of charge.

Language assistance will be provided through use of competent bilingual staff, staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephonic interpretation services. All staff will be provided notice of this policy and procedure, and staff that may have direct contact with LEP individuals will be trained in effective communication techniques, including the effective use of an interpreter.

Restore HOMEhealthCARE of Oklahoma will conduct a regular review of the language access needs of our patient population, as well as update and monitor the implementation of this policy and these procedures, as necessary.

PROCEDURES:

1. IDENTIFYING LEP PERSONS AND THEIR LANGUAGE

Restore HOMEhealthCARE of Oklahoma will promptly identify the language and communication needs of the LEP person. If necessary, staff will use a language identification card (or "I speak cards," available online at www.lep.gov) or posters to determine the language. In addition, when records are kept of past interactions with patients (clients/residents) or family members, the language used to communicate with the LEP person will be included as part of the record.

2. OBTAINING A QUALIFIED INTERPRETER

Larry Montgomery/Administrator/918-682-9172 is responsible for:

(a) Obtaining an outside interpreter if a bilingual staff or staff interpreter is not available or does not speak the needed language. (See *Appendix A*) have/has agreed to provide qualified interpreter services. The agency's (or agencies') telephone number(s) is (1 888 808-9008) and the hours of availability are (24 hours a day/7 days a week).



Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual and after the LEP person has understood that an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided to the LEP person.

Children and other clients/patients/residents will not be used to interpret, in order to ensure confidentiality of information and accurate communication.

3. PROVIDING WRITTEN TRANSLATIONS

(a) When translation of vital documents is needed, each unit in *(Restore HOMEhealthCARE of Oklahoma)* will submit documents for translation into frequently-encountered languages to *(Larry Montgomery/Administrator)*. Original documents being submitted for translation will be in final, approved form with updated and accurate legal and medical information.

(b) Facilities will provide translation of other written materials, if needed, as well as written notice of the availability of translation, free of charge, for LEP individuals.

(c) *(Restore HOMEhealthCARE of Oklahoma)* will set benchmarks for translation of vital documents into additional languages over time.

4. PROVIDING NOTICE TO LEP PERSONS

(Restore HOMEhealthCARE of Oklahoma) will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages LEP persons will understand. Notification will also be provided through one or more of the following: outreach documents, telephone voice mail menus, local newspapers, radio and television stations, and/or community-based organizations.

5. MONITORING LANGUAGE NEEDS AND IMPLEMENTATION

On an ongoing basis, *(Restore HOMEhealthCARE of Oklahoma)* will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, *(Restore HOMEhealthCARE of Oklahoma)* will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, equipment used for the delivery of language assistance, complaints filed by LEP persons, feedback from patients and community organizations, etc.



AUXILIARY AIDS AND SERVICES FOR PERSONS WITH DISABILITIES

POLICY:

(Restore HOMEhealthCARE of Oklahoma) will take appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, programs and other benefits. The procedures outlined below are intended to ensure effective communication with patients/clients involving their medical conditions, treatment, services and benefits. The procedures also apply to, among other types of communication, communication of information contained in important documents, including waivers of rights; consent to treatment forms, financial and insurance benefits forms, etc. All necessary auxiliary aids and services shall be provided without cost to the person being served.

All staff will be provided written notice of this policy and procedure, and staff that may have direct contact with individuals with disabilities will be trained in effective communication techniques, including the effective use of interpreters.

PROCEDURES:

1. Identification and assessment of need:

(Restore HOMEhealthCARE of Oklahoma) provides notice of the availability of and procedure for requesting auxiliary aids and services through notices in our *(Client Handbook/Admissions Packet)* When an individual self-identifies as a person with a disability that affects the ability to communicate or to access or manipulate written materials or requests an auxiliary aid or service, staff will consult with the individual to determine what aids or services are necessary to provide effective communication in particular situations.

2. Provision of Auxiliary Aids and Services:

(Restore HOMEhealthCARE of Oklahoma) shall provide the following services or aids to achieve effective communication with persons with disabilities:

A. For Persons Who Are Deaf or Hard of Hearing

(i) For persons who are deaf/hard of hearing and who use sign language as their primary means of communication, the *(Administrator, Larry Montgomery)* is responsible for providing effective interpretation or arranging for a qualified interpreter when needed.

In the event that an interpreter is needed, the *(Administrator, Larry Montgomery)* is responsible for:

Maintaining a list of qualified interpreters on staff showing their names, phone numbers, qualifications and hours of availability *(See Appendix A)*.



(ii) Communicating by Telephone with Persons Who Are Deaf or Hard of Hearing

(Restore HOMEhealthCARE of Oklahoma) utilizes relay services for external telephone with TTY users. We accept and make calls through a relay service. The state relay service number is **State Relay numbers:**

(800)522-8506 (V/TTY)

(800)722-0353 (V/TTY); 711 (TTY)

(877)722-3515 (Speech to Speech)

(iii) For the following auxiliary aids and services, staff will contact **(Larry Montgomery/Administrator/918-682-9172)**, who is responsible to provide the aids and services in a timely manner: Note-takers; computer-aided transcription services; telephone handset amplifiers; written copies of oral announcements; assistive listening devices; assistive listening systems; telephones compatible with hearing aids; closed caption decoders; open and closed captioning; telecommunications devices for deaf persons (TDDs); videotext displays; or other effective methods that help make aurally delivered materials available to individuals who are deaf or hard of hearing.

(iv) Some persons who are deaf or hard of hearing may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and *after* an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. If the person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided.

NOTE: Children and other residents will *not* be used to interpret, in order to ensure confidentiality of information and accurate communication.

B. For Persons who are Blind or Who Have Low Vision

(i) Staff will communicate information contained in written materials concerning treatment, benefits, services, waivers of rights, and consent to treatment forms by reading out loud and explaining these forms to persons who are blind or who have low vision.

The following types of large print, taped, Braille, and electronically formatted materials are available: These materials may be obtained by calling **(Larry Montgomery/Administrator/918-682-9172)**.

(ii) For the following auxiliary aids and services, staff will contact **(Larry Montgomery/Administrator/918-682-9172)**, who is responsible to provide the aids and services in a timely manner:



Qualified readers; reformatting into large print; taping or recording of print materials not available in alternate format; or other effective methods that help make visually delivered materials available to individuals who are blind or who have low vision. In addition, staff are available to assist persons who are blind or who have low vision in filling out forms and in otherwise providing information in a written format.

C. For Persons with Speech Impairments

To ensure effective communication with persons with speech impairments, staff will contact *(Larry Montgomery/Administrator/918-682-9172)*, who is responsible to provide the aids and services in a timely manner:

Writing materials; typewriters; TDDs; computers; flashcards; alphabet boards; communication boards;

D. For Persons with Manual Impairments

Staff will assist those who have difficulty in manipulating print materials by holding the materials and turning pages as needed, or by providing one or more of the following: note-takers; computer-aided transcription services; speaker phones; or other effective methods that help to ensure effective communication by individuals with manual impairments. For these and other auxiliary aids and services, staff will contact *((Larry Montgomery/Administrator/918-682-9172))* who is responsible to provide the aids and services in a timely manner.



AGE NONDISCRIMINATION STATEMENT

Restore Home Healthcare of Oklahoma does not use age distinctions in providing benefits and or services to its patients that are prohibited by the Age Discrimination Act.

Larry Montgomery, Administrator

Effective: 01/01/2011



*RESTORE HOME HEALTHCARE OF OKLAHOMA, LLC
NONDISCRIMINATION POLICY*

As a recipient of Federal financial assistance, RESTORE Home Health does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, or national origin, or on the basis of disability or age in admission to, participation in, or in employment therein, whether carried out by RESTORE Home Health directly or through a contractor or any other entity with whom RESTORE Home Health arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to the Acts, Title 45 Code of Federal Regulations Part 80, 84 and 91. (Other Federal Laws and Regulations provide similar protection against discrimination on grounds of sex and creed.)

In case of questions concerning this policy, or in the event of a desire to file a complaint alleging violations of the above, please contact:

Restore Home Healthcare of Oklahoma
Larry Montgomery/Administrator
124 S. 4th St.
Muskogee, OK 74401
918-682-9172

State Relay numbers:
(800) 522-8506 (V/TTY)
(800)722-0353 (V/TTY); 711 (TTY)
(877)722-3515 (Speech to Speech)



Dissemination of Non Discrimination Policy/Notices

Restore Home Healthcare of Oklahoma takes the proper steps to educate and inform all stakeholders in its strong stance on Non discrimination. The following steps are taken at each location:

- Orientation for all new employees describing the position of the company regarding non discrimination.
- Postings in the break room of each location to address that Restore Home Healthcare of Oklahoma does not discriminate (Age Discrimination and Non Discrimination postings)
- Marketing Brochure also posted and handed out with a Statement of Non Discrimination.
- Admission Packets include statement of Non Discrimination.

Appendix: A / Limited English Proficiency Policy

Language Line Instructions

Language Line® Personal Interpreter Service (Available 24 hours a day/7 days a week)

- * To connect to an interpreter, dial 1 888 808-9008 or +1 831 242-8841 if calling from outside of North America.
- * At the prompt, enter your 8-digit PIN number: 29011755.
- * Speak the name of the desired language. (e.g. Spanish)
- * If the language you requested is correct, press 1.
- * An interpreter will be connected. Tell them what you want to accomplish and give them any special instructions.
- * Provide the number if you need to have the interpreter place an international or domestic call

Vietnamese Translators

Refugee Center	405-524-3088
TAFB Family Support	405-739-3801
Viet-Am Association	405-524-2947
First Baptist Church	405-232-4255
Catholic Center	405-232-8514
Individuals: Judy Vu	405-946-7158
Yen Li	405-425-4344

Spanish Translators

JoAna Dela Cruz	405-425-4439
Victor Quirogo	405-373-2505
LaPuerto De'Oro	405-636-0260
LaPuerto De'Oro	405-636-0260
3416 S. Robinson Oklahoma City, OK 73109 Senior Center	
Latino Community Development Agency	405-634-2804
909 S. W. 25th Oklahoma City, OK 73109	



Appendix A for Auxiliary Aids and Services for Persons with Disabilities Policy

Sheilah Arnett Oklahoma City, OK 73150
Cell: 405-639-7099
Sheilah.Arnett4@gmail.com

Mary Jo Barnes Broken Arrow, OK 74012
Work: 918-638-1455 Home: 918-250-9714
maryjo.barnes@yahoo.com

Cynthia Blair Broken Arrow, OK 74012
Work: 1-918-282-4744
Home: 918-282-4744
b.cyndie@gmail.com

Sarah Bowen Tulsa, OK 74127
Home: 918-695-7381
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Victoria Brown Tulsa, OK 74135
Work: 918-510-0121
Home: 918-794-4715
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Nichole Cash Coweta, OK 74429
Cell: 918-521-9765
an.cash@hotmail.com

Matthew Catlett Collinsville, OK 74021
Home: 918-406-9661
matthew.catlett@gmail.com

Ginger Denney Tulsa, OK 74133
Home: 918-893-3855
Cell: 918-282-5774
gkdenney@gmail.com

Donna Dubose Owasso, OK 74055
Work: 918-906-6201
Home: 918-274-0538
donnadubose@cox.net