NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES

POLICY AND PROCEDURE

SUBJECT: LANGUAGE MINORITIES AND COMMUNICATION IMPAIRED

NUMBER: NN-PC-PL-01

ORIGINAL DATE: 04/06/89

REVIEW/REVISE DATE: 04/22/92, 06/26/92, 06/26/95, 10/22/98, 07/01/99, 09/04/03, 11/02/06, 12/17/09, 8/16/12

APPROVAL: Cody L. Phinney, Agency Director

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I. PURPOSE

To describe the delivery plan of services for Northern Nevada Adult Mental Health Services (NNAMHS) consumers who may be in a language minority or communication impaired individuals.

II. POLICY

NNAMHS will provide reasonable access to treatment and services to all individuals with special language and communication needs

III. REFERENCES

1. Title VI Civil Rights Act 1964
2. Section 504 Rehabilitation Act of 1973
3. Age Discrimination Act of 1975
4. Americans with Disabilities Act (ADA) of 1990
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5. NNAMHS Policy and Procedure NN-RI-14- Compliance with Civil Rights

IV. PROCEDURES

1. Upon request for services or admission, the admitting clinician will assess the need for special language or communication needs
2. A client alert will be entered in the electronic medical record.
3. Language minority and communication impaired consumers will be informed of their individual right to these services as part of their admission process.
4. The consumers' treating clinician or the supervising RN, if after hours, will arrange access.
5. The business office staff shall be responsible for maintaining an up-to-date list of approved interpreters or translators.
   a. The resource list will be located in all clinical departments.
   b. The resource list will be updated as needed.
6. Interpreters and translators will be qualified to interpret in a mental health setting.
7. Telecommunication access for the deaf and the hearing impaired is provided via the Nevada Relay Service and the Northern Nevada Center for Independent Living.
8. The Telecommunications Device for the Deaf (TDD), directory and One-to-One Communicators are available in the PES.
9. Large print books, recorded books and books in Braille, for the visually impaired are available through the State of Nevada and University of Nevada Reno Library loan system.
10. A notice of non-discrimination and listing of consumer's rights shall be posted at the PES, nursing stations, Outpatient Medication Clinic, Service Coordination, and the Administration Building in both English and Spanish.

11. A list of available translator services is posted in the hospital and outpatient services.
    a. 12. The procedure for accessing translator services is to complete a green requisition and forward it to AA IV, administration, as soon as the service has been provided. The green requisition must include the consumer's name, the name of the interpreter, date, time and total amount of time spent by the interpreter.

12. In-house interpreters should only be used as a last resort. NNAMHS cannot routinely use in-house interpreters as a first resort as it may be perceived as undue influence on a consumer or family. Prior approval from a supervisor must be obtained before using in-house staff.