

Vermont Psychiatric Care Hospital Procedure

Limited English Proficiency

Revised: X

Date: 04/07/14

- I.** The Chief of Operations is responsible for the overall management of language assistance services at the Vermont Psychiatric Care Hospital (VPCH).
- II.** VPCH will prominently display and maintain a sign in the Admission area that informs patients (in languages frequently encountered) that language assistance will be provided as needed at no cost.
- III.** VPCH will make every effort to ensure that assistance with oral and/or written English is provided for any patient who requires such assistance throughout their hospitalization.
- IV.** When a person with limited English proficiency becomes a patient at the Hospital, VPCH employees will ensure that this need for assistance with English is communicated promptly and effectively to all employees who may interact with the patient during hospitalization.
- V.** VPCH will provide training and resource materials for Admissions, Managers, Supervisors, and other hospital employees who require such training and materials, in these areas:
 - a. Methods of communicating effectively with persons with limited English proficiency.
 - b. Means of acquiring translation services.
- VI.** VPCH will present the AHS LEP Policy, this Procedure, and related practices, in new employee orientation. This information will also be made available to employees throughout their time of employment.
- VII.** If requested by a patient, VPCH employees will assist the patient in lodging a complaint alleging lack of meaningful access to services.

Approved by VPCH Policy Committee

Approval Date: April 7, 2014