

Vermont Psychiatric Care Hospital Policy and Procedure		
Language Access		
Effective: May 2019	Revised: July 2024	Due to Review: July 2026

POLICY

In coordination with the Vermont Agency of Human Services (AHS) Language Access Policy, the Vermont Psychiatric Care Hospital (VPCH) shall provide language access services to bridge the communication barrier with individuals who cannot speak, understand, read, or write English fluently or for those who are Deaf, Deafblind, or Hard of Hearing who need interpretive services to enable meaningful access to VPCH services.

PROCEDURE

The Hospital Operations Director is responsible for the overall management of language access at VPCH.

VPCH shall prominently display and maintain signs in the admissions area and on each designated care unit that informs hospitalized individuals in languages frequently encountered, that language assistance shall be provided as needed and at no cost.


When an individual who requires language access services is admitted, the Director of Social Work Services, or another Social Worker, shall be the point of contact for ensuring that those services are made available to the individual in their preferred language and that this need is communicated promptly and effectively to the employees who may interact with this individual during their hospitalization.

The Director of Social Work Services, or another social worker shall inform employees about the means of accessing translation services and coordinate the development of employee training as may be needed.

If requested by a hospitalized individual, VPCH employees shall assist in submitting a grievance alleging lack of meaningful access to services.

References:

- AHS Language Access Policy (linked [here](#))
- [Current Statewide Contracts – Translation Services](#)

Approved by	Signature	Date
Emily Hawes Commissioner Vermont Department of Mental Health	 <p>DocuSigned by: Emily Hawes C50275615A62462...</p>	8/13/2024