



# CRESCENT

COUNSELING SERVICES

## PROCEDURE FOR COMMUNICATING WITH PERSONS OF LIMITED ENGLISH PROFICIENCY

### **POLICY:**

It is the policy of Crescent Counseling Services, LLC to provide communication aids (at no cost to the person being served) to Limited English Proficient (LEP) persons, including current and prospective patients, clients, family members, interested persons, et al., to ensure them a meaningful opportunity to apply for, receive or participate in, or benefit from the services offered. The procedures outlined below will reasonably ensure that information about services, benefits, consent forms, waivers of rights, financial obligations, etc., is communicated to LEP persons in a language which they understand. Also, they will provide for an effective exchange of information between staff/employees and patients/clients and/or families while services are being provided.

### **PROCEDURE:**

1. Crescent Counseling Services, LLC will designate Jermaine Wall, LICSW to be responsible for implementing methods of effective communication with LEP persons.
2. Jermaine Wall, LICSW will:
  - Maintain and routinely update a list of all bilingual persons, organizations, and staff
  - Members who are available to provide bilingual services, and
  - Develop written instructions on how to gain access to these services, i.e., contact persons, telephone numbers, addresses, languages available, hours available, fees and conditions under which the person(s) are available.
3. In order to ensure effective communication and to protect the confidentiality of client information and privacy, the client will be informed that the services of a qualified interpreter are available to him/her at no additional charge. Only after having been so informed, the client may choose to rely on a family member or friend in a particular situation. The choice of the client and presence of an interpreter will be documented after every visit.