

POLICY AND PROCEDURES FOR COMMUNICATION WITH PERSONS WITH LIMITED ENGLISH PROFICIENCY

POLICY:

In compliance with Title VI of the 1964 Civil Rights Act (42 U.S.C. § 2000d), on the ground of race, color or national origin, **Kansas Braille Transcription Institute** shall not exclude from participation in, deny the benefits of, or subject to discrimination any person under any program or activity receiving federal financial assistance. **Kansas Braille Transcription Institute** 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 **Kansas Braille Transcription Institute** is to ensure meaningful communication with LEP Program participants and their authorized representatives. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, program participants 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.

Kansas Braille Transcription Institute will conduct a regular review of the language access needs of our program participants, as well as update and monitor the implementation of this policy and these procedures, as necessary.

PROCEDURES:

1. IDENTIFYING LEP PERSONS AND THEIR LANGUAGE

Kansas Braille Transcription Institute 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.

2. OBTAINING A QUALIFIED INTERPRETER

Randolph Cabral, KBTI Director is responsible for:

- (a) Identifying an accurate and current list showing the name, language, phone number and hours of availability of bilingual staff as the need arises;
- (b) Contacting the appropriate bilingual staff member/contractor to interpret, in the event that an interpreter is needed, if an employee/contractor who speaks the needed language is available and is qualified to interpret;
- (c) Obtaining an outside interpreter if a bilingual staff or staff interpreter is not available or does not speak the needed language.

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. 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.

3. PROVIDING WRITTEN TRANSLATIONS

(a) When translation of vital documents is needed, each unit in ***Kansas Braille Transcription Institute*** will submit documents for translation into frequently-encountered languages to ***Randolph Cabral***. Original documents being submitted for translation will be in final, approved form with updated and accurate legal and medical information.

(b) The organization 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) ***Kansas Braille Transcription Institute*** will set benchmarks for translation of vital documents into additional languages over time.

4. PROVIDING NOTICE TO LEP PERSONS

Kansas Braille Transcription Institute will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages LEP persons will understand. At a minimum, notices will be posted on the KBTI website. 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 *as applicable*.

5. MONITORING LANGUAGE NEEDS AND IMPLEMENTATION

On an ongoing basis, ***Kansas Braille Transcription Institute*** will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, ***Kansas Braille Transcription Institute*** 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 program participants and community organizations, etc.

This policy will be reviewed annually and revisions updated if necessary.

All employees will be trained on the LEP policy at initial orientation and updated annually.

This policy adopted on 3/31/2020, updated on 4/14/2020