

## **UpValley Family Centers of Napa County Limited English Proficiency Policy**

It is the policy of the UpValley Family Centers of Napa County not to discriminate against any person who is limited English proficient (LEP). The Organization will take reasonable steps to provide LEP persons meaningful access to its programs and activities. This includes ensuring access through multilingual staff, contractors, and telephone interpreters, and informing the public of the availability of language accessible programs and activities. It is the responsibility of the Organization, and not the LEP person, to take reasonable steps to ensure that communication is not impaired as a result of the limited English proficiency of the individual.

It is our intent to eliminate or reduce barriers to programs offered by the UpValley Family Centers of Napa County for people who have a limited ability to speak, write and/or understand the English language. Employees are expected to make reasonable efforts to provide timely language assistance services to ensure LEP individuals have substantially equal and meaningfully effective access to the Organization's programs and activities. The Organization's management is expected to ensure that employees know how and when to use language assistance services, and that all employees and contracted personnel who serve as translators, interpreters, or who communicate "in language" with LEP persons, are competent to do so. Considerations of competency in light of particular tasks may include:

- proficiency in and ability to communicate information accurately in both English and the target language;
- ability to identify and employ the appropriate mode of interpreting (i.e. consecutive, simultaneous, or sight translation);
- knowledge in both languages of any specialized terms or concepts particular to the program or activity;
- understanding and following confidentiality, impartiality, and ethical rules that the Organization adheres to.

UpValley Family Centers of Napa County will not encourage the use of family members or friends as interpreters because this may violate an individual's privacy and disclose sensitive and confidential information. If an individual declines free language assistance and interpreter services and requests the use of a family member or friend, they will be asked to sign a release acknowledging that this practice could result in a breach in confidentiality and that they will not hold the Organization accountable for any inaccurate translation or miscommunication. The Organization prohibits minor children from being used as interpreters.