



## Communication Accommodations for Clients

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### **I. Purpose**

The agency has a mechanism for providing services in the language chosen by the applicant or Client. All services, rights and responsibilities of clients are to be clearly explained in the preferred language of the clients in compliance with Mental Health Licensing Standard AD.3 and Mainecare Benefit Manual Chapter 101 1.06 G.

### **II. Policy**

Agency will provide interpreters to facilitate communication to ensure clients have full understanding of their service, rights, consent, financial obligations and can engage fully in their service.

Family member and/or friends may not be used as interpreters unless specifically requested by that individual. Providing a professional and neutral interpreter who is accountable to confidentiality and professional boundaries will be the standard. Mainecare requires Interpreter services to be licensed by the Maine Department of Professional and Financial Regulation as: Certified Interpreters/Transliterators, Certified Deaf Interpreter, Limited Interpreters/Transliterators, or a Limited Deaf Interpreters. Interpreters will be at no expense to the client.

### **III. Procedure**

**Visually Impaired Clients:** The assigned staff will read aloud all documents provided to clients and ensure the client has heard and fully understands what was read. Staff will assist client in completing forms or with an individual the client identifies. Staff will document this in the client record. Staff can contact the League for the Blind for auxiliary aids and resources are available on <https://www.maine.gov/rehab/dbvi/>.

**Hearing Impaired Clients:** Staff will establish the client's preferred method of communication (Written, lip reading, sign language). If the preferred method is sign language, a sign language interpreter will be utilized. Staff will obtain appropriate releases and agreements to confidentiality. Interpreter resources are available at [https://www.maine.gov/rehab/dod/legal\\_interp.shtml](https://www.maine.gov/rehab/dod/legal_interp.shtml). UCP will make use of other auxiliary aids available such as TDY.

**English as a second Language Clients:** Staff will secure a translator who speaks client's preferred language and obtain appropriate releases and agreements to confidentiality. Translator resources are available at:

<https://www.maine.gov/doe/learning/englishlearners/translatorresources>

<http://www.mainestateinterpreters.com/>

<https://www.mainetranslators.org/>

  
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Scott Tash, CEO

  
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