

# Limited English Proficiency

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-Approved  
UBOH 01/28/2009  
GB 01/29/2009  
-Effective 12/17/2004

## Audience

This policy applies to all Health District employees, volunteers, and contractors.

## Policy

To ensure compliance with *Title VI of the Civil Rights Act of 1964*, the Galveston County Health District, sets forth the following policy for persons with limited English proficiency (LEP). The purpose of this policy is to provide persons with limited English proficiency meaningful access to Health District services and benefits. No person will be denied access to Health District services and benefits as the result of the inability or limited ability to communicate in the English language. This policy shall apply to all Health District programs and services.

## Executive Manager Responsibilities

It is the Executive Manager's responsibility to:

- establish procedures and/or guidelines for communicating with persons with limited English proficiency;
- document staff training on the procedures and/or guidelines; and
- monitor compliance with the procedures and/or guidelines.

## Risk and Safety Coordinator Responsibilities

It is the Risk and Safety Coordinator's responsibility to:

- identify resources that will be needed to provide effective language assistance;
- maintain a list of bilingual staff and volunteers trained and competent in the skill of interpreting;
- assist staff in accessing language line and/or other available interpretation services; and
- investigate client complaints.

## Laws

It is the intent of this policy to be in compliance with *Title VI of the Civil Rights Act of 1964*.

## Violation

Violation of this policy may result in appropriate corrective disciplinary action, up to and including suspension, probation, or dismissal.

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