

<b>Procedure</b>	<b>Interpretation and Translation Services</b>	<b>Number</b>	5.10.20.P1
<b>Refer to</b>	Policy – Interpretation and Translation Services 5.10.20	<b>Original Reviewed Revised</b>	March 11, 2015
<b>Written by</b>	Executive Committee	<b>Approved by</b>	Executive Committee

### **Assessment of Need for Interpretation and Translation Services**

1. When communication has been identified as a potential/actual barrier to accessing Health Unit programs and services, an assessment will be conducted as to the interpretation and/or translation services required to reduce the barrier. This assessment will include whether or not hearing impairment is an issue, the level of English language proficiency, and whether the need is verbal, written or both.
2. Clients who indicate that they have a hearing impairment will be asked if they prefer written communication or sign language. If the client responds that sign language is preferred, arrangements will be made for sign language services.
3. Clients who do not indicate a hearing impairment, will be asked whether they use a language other than English at home. If the client responds that they speak another language at home, they are then to be asked “How well do you speak English?” If the client provides any response other than “very well”, he/she should be considered to benefit from interpretation services in his/her preferred language.
4. Because many clients where English is not their first language may have a better verbal comprehension than written comprehension, they are also to be asked “How well do you read English?” If the client provides any response other than “very well”, and the provision of written materials is a key component of program/service delivery, he/she should be considered to benefit from written translation services in his/her preferred language.
5. Once identified, the need for interpretation/translation services will be documented in the client file for future reference. If interpretation/translation services are arranged, details of the service and the client’s consent to have such services provided, will be documented in the client file for future reference. If interpretation/translation services are declined, the reason for the decline will be noted in the file.

### **Accessing Interpretation Services**

1. When a need for interpretation services has been identified, the employee will contact the Director, Administration and Human Resources (DAHR) or designate to arrange for a qualified interpreter. The employee will identify whether the interpretation services are required by telephone or face-to-face.
2. Prior to entering into any conversation the employee will have the interpreter reaffirm client consent by reviewing the consent form with the client, and have the client sign the form.

### **Accessing Translation Services**

1. When a need for translation services has been identified, the employee will first check to see whether the written material is already available and can be accessed

- from another source. For example, Toronto Public Health has a wide variety of written materials available in many languages and will provide limited copies to other Health Units.
2. If the written material is not already available, the employee will review the need with the manager to determine whether or not approval should be granted to have the written materials translated into the required language.
  3. If approval is granted, a requisition will be completed for translation of the materials, with a copy of the materials to be translated attached.

Source Documents: