

SOG 100.27A DIRECTION FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY

ADOPTED: 09/27/2019

REVISED:

PURPOSE: To provide direction for District personnel when interacting with persons with Limited English Proficiency (LEP).

PROCEDURE:

1. Follow this procedure if during the interaction with patients or victims at the scene of an emergency incident and if it is determined that the patient falls under the LEP standard that is set forth in SOG 100.27. This following action should not delay patient care.
2. Using resources available at the scene, you must inform the person of their right to use a Language Line Service free of charge.
3. If the person wants to use the Language Line Service, the Language Line Service is either the App on the iPads or you can find the phone number and Pin number in the clip board in the apparatus.
4. For the App on the iPads, you can touch the language App then select either voice or video and follow the directions/prompts.
5. To use the phone, call the number posted on the informational sheet in the clip board then enter the Pin number as you're prompted to do so.
6. Once either program has responded, make sure the person needing the service can see or hear what is being said and/or seen on the screen.
7. Limit the use of this service to what is needed and disconnect as soon as you are done.