

Texas Health Resources

Diversity & Inclusion

Language Access Services
&
Disability Support Services

TOOLKIT

For THR IRB Use Only

Diversity & Inclusion

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Language Access Services

Spoken Languages



Language Access and the Law

Title VI of the U.S. Civil Rights Act (1964)

What is Title VI of the U.S. Civil Rights Act of 1964?

Title VI prohibits a recipient of funds from the U.S. Department of Health and Human Services (HHS) from engaging in policies or practices that have the effect of discriminating against individuals on the basis of national origin, including policies or practices that preclude or inhibit equal access to a recipient's programs and activities for patients of limited English proficiency.

What are Organizations Required to Provide?

The Office for Civil Rights (OCR) issued a policy guidance for Title VI compliance in 2004 that states LEP persons must be notified of the availability of free interpreting services, and the services must not require friends or family to provide interpretation. Interpreters must be competent in medical terminology and understand issues of confidentiality and impartiality.

For translated written information, OCR has "safe harbor" requirements that are considered strong evidence of compliance with an organization's obligation to have translated written material available. However, the safe harbor provisions apply to translated documents only. This does not affect the requirements for oral language services.

- Written translations of vital documents for each LEP language group that constitutes 5% or 1000 persons, whichever is less, of the population served.
- If fewer than 50 persons in an LEP language group are 5% of the population served, in lieu of translated written materials, the organization may provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

What Written Materials are Considered "Vital" or Non-Vital?"

Written information is difficult to classify as "vital" or "non-vital," and some documents may include both "vital" and "non-vital" information. However, examples for "vital" and "non-vital" materials could include:

Examples of "vital" written materials:

- Consent and complaint forms
- Information about free language assistance programs or services
- Intake forms that have the potential for important consequences
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits

Examples of "non-vital" written materials:

- Menus
- Third party documents, forms, or pamphlets distributed by a recipient as a public service
- Large documents such as enrollment handbooks (although vital information contained within these documents may need to be translated)

Knowing What to Provide: The Four Factor Analysis

To help determine the extent of an organization's obligation to provide LEP services, OCR recommends organizations perform an individualized assessment to balance the following four factors:

1. The number or proportion of LEP persons served or encountered in the eligible service population.
2. The frequency with which LEP individuals come in contact with the recipient's program, activity, or service.
3. The nature and importance of the recipient's program, activity, or service.
4. The resources available to the recipient and costs.

Source: *Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons*. Washington, DC: United States Department of Health and Human Services, Office for Civil Rights; 2003. Retrieved from: <http://www.usdoj.gov/crt/cor/lep/hhsrevisedlepguidance.pdf>

What Institutions are Covered by These Laws?

All entities receiving direct or indirect Federal financial assistance from HHS through a grant, contract, or subcontract, are covered by these policies. Examples of institutions that may receive financial assistance from HHS include:

- Hospitals
- Nursing homes
- Physicians and other providers
- Home health agencies
- Managed care organizations
- State, county, and local health agencies
- State Medicaid agencies
- Universities and other entities with health or social service research programs

Source: *Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons*. Washington, DC: United States Department of Health and Human Services, Office for Civil Rights; 2003. Retrieved from: <http://www.usdoj.gov/crt/cor/lep/hhsrevisedlepguidance.pdf>



Language Access and the Law

Title III of the Americans with Disabilities Act (1990) Section 504 of the Rehabilitation Act (1973)

What Institutions are Covered by These Laws?

Places of public accommodation are defined as facilities, operated by a private entity, whose operations affect commerce, and fall within at least one of the categories outlined by the Department of Justice. Examples of public accommodation include:

- Pharmacies
- Professional offices of health care providers
- Hospitals
- Other service establishments
- Social service establishments
- Places of education
- Places of exercise or recreation

What is Title III of the Americans with Disabilities Act of 1990?

No individual shall be discriminated against on the basis of disability in any place of public accommodation, which includes the professional office of a health care professional and hospitals. In addition, a public accommodation shall take steps to provide auxiliary aids and services, defined to include qualified interpreters, note takers, computer-aided transcription services, and written materials.

What is Section 504 of the Rehabilitation Act of 1973?

No qualified individual with a disability shall be excluded from, denied the benefits of, or be subjected to discrimination under any program activity that receives Federal financial assistance. Requirements include effective communication with the deaf and hard of hearing.

Who are Considered Individuals with Disabilities?

Individuals with disabilities are defined as persons who have (or who have a history of) a physical or mental impairment which substantially limits one or more major life activities. Major life activities include caring for one's self, walking, seeing, hearing, speaking, breathing, working, performing manual tasks, and learning. Examples of impairments that may substantially limit major life activities, even with the help of medication or aids/devices, are: AIDS, alcoholism, blindness or visual impairment, cancer, deafness or hearing impairment, diabetes, drug addiction, heart disease, and mental illness.

Source: U.S. Department of Justice, Civil Rights Division, Disability Rights Section. (2005). *A Guide to Disability Rights Laws*. Retrieved from: <http://www.usdoj.gov/crt/ada/cguide.htm>.

Auxiliary Aids and Services

What do Auxiliary Aids Include?

Auxiliary aids must be provided when necessary to ensure effective communication with individuals who have hearing, vision, or speech impairments. Examples include services or devices such as:

- Qualified interpreters
- Note takers
- Transcription services
- Written materials
- Assistive listening devices and systems
- Telephone communication devices for deaf persons
- Telephone handset amplifiers
- Video interpretive services

Take Into Account...

The individual's needs and circumstances:

- Individuals who are deaf or hard of hearing have different degrees of hearing loss
- Some individuals may speak though they cannot hear
- Individuals have different skills and use a variety of ways to communicate, including different types of interpreters

The type of communication:

- Length of communication
- Number of persons involved
- Purpose of communication
- Complexity of information being communicated
- The resources available to the recipient and costs

Source: U.S. Department of Justice, ADA Business Brief. (2003). *Communicating with People Who Are Deaf or Hard of Hearing in Hospital Settings*. Retrieved from: <http://www.usdoj.gov/crt/ada/hospcombr.htm>

Language Access Services

METHOD	USAGE	LANGUAGES	APPROXIMATE COST
Phone-Based Interpreting	Fast, easy service when needing to reach an interpreter quickly	Offers 178 Languages	Billed at cost
PRN Interpreters	Schedule for longer sessions with a minimum of 4 hours	Spanish, Burmese	Quote can be provided
Vendor Face-to-Face Interpreting	Schedule for more rare languages particularly refugee languages or when LLS interpreters are not available	Offers over 70 Languages	Billed at cost
		Offers over 90 Languages	
Sign Language Interpreting	Use for Deaf and Hard of Hearing Patients	American Sign Language, Tactile Interpreting	Billed at cost
Translation	Translation of documents	Offers many languages	Quote can be provided

NOTE:

1. Need more information: Contact Diversity & Inclusion (682) 236 - 7871
2. The pricing is an approximation for research/study budgeting purpose and subject to change

Over-the-Phone Interpreting

Language List with Abbreviations

These languages represent approximately 98.6% of all customer requests from the 6,809 languages spoken in the world today. Depending on the availability of qualified interpreters, particularly in rarely requested languages, this list is subject to change and may not match the list you find at www.LanguageLine.com/languages. If you do not see the language you need, please contact your account representative or customer service at wecare@language.com to determine if an interpreter is currently available.

ACHOLI..... ACO	FANTE..... FAN	JAKARTANESE JAK	MANDINGO MNG	SUDANESE ARABIC SUD
AKAN..... AKA	FARSI..... FAR	JAVANESE..... JAV	MOLDAVAN..... MOL	SUNDANESE SUN
ALBANIAN..... ALB	FIJIAN HINDI FHIN	JAPANESE..... JPN	MONGOLIAN MON	SUSU..... SUSU
AMHARIC..... AMH	FINNISH..... FIN	KAREN..... KAR	MONTENEGRIN MONT	SWAHILI..... SWA
ARABIC..... ARA	FLEMISH..... FLE	KARENNI..... KARN	MARSHALLESE MZM	SWEDISH..... SWE
ARMENIAN..... ARM	FRENCH..... FRE	KASHMIRI..... KAS	NAVAJO..... NAV	SYLHETTI..... SYL
ASHANTE..... ASHA	FRENCH CANADIAN... FREC	KAZAKH..... KAZ	NEAPOLITAN..... NEA	TAGALOG..... TAG
ASSYRIAN..... ASY	FUKIENESE..... FUK	CAMBODIAN..... KHM	NEPALI..... NEP	TAIWANESE..... TAI
AZERBAIJANI AZE	FULA..... FULA	KIKUYU..... KIK	NORWEGIAN NOR	TAJIK..... TAJ
AZERI..... AZER	FULANI..... FULAN	KINYARWANDA..... KIN	NIGERIAN PIDGIN NPID	TAMIL..... TAM
BAJUNI..... BAJ	FUZHOU..... FUZ	KIRUNDI..... KIRUN	NUER..... NUER	TELUGU..... TEL
BAMBARA..... BAM	GA..... GA	KOREAN..... KOR	OROMO..... ORO	TIGRE..... TGR
BASQUE..... BAS	GADDANG..... GAD	KOSOVAN..... KOS	PAPAGO..... PAP	THAI..... THA
BEHDINI..... BEHD	GAELIC..... GAE	KOTOKOLI..... KOTO	PASHTO..... PAS	TIBETAN..... TIB
BELOUSSIAN BELO	GAELIC-IRISH..... GAEIR	KURDISH..... KUR	PATOIS..... PAT	TIGRINYA TIG
BENGALI..... BEN	GAELIC-SCOTTISH .. GAESC	KURMANJI..... KURM	PIDGIN ENGLISH PID	TOISHANESE..... TOI
BOSNIAN..... BOS	GARRE..... GARR	KYRGYZ..... KYR	POLISH..... POL	TONGAN..... TON
BULGARIAN..... BUL	GEORGIAN GEO	LAOTIAN..... LAO	PORTUGUESE..... POR	TOUCOULEUR TOU
BURMESE..... BUR	GERMAN..... GER	LATVIAN..... LAT	PORTUG.CREOLE PORC	TSHILUBA..... TSH
CAKCHIQUEL..... CAK	GORANI..... GOR	LINGALA..... LIN	PULAAR..... PUL	TURKISH..... TUR
CANTONESE CAN	GREEK..... GRE	LITHUANIAN..... LIT	PUNJABI..... PUN	TWI..... TWI
CATALAN..... CAT	GUJARATI GUJ	LUGANDA..... LUG	QUICHUA..... QUICH	UKRAINIAN..... UKR
CHAO-CHOW..... CHA	HAITIAN CREOLE..... HAI	LUO..... LUO	ROMANIAN..... ROM	URDU..... URD
CHALDEAN..... CHAL	HAKKA..... HAK	MAAY..... MAAY	RUSSIAN..... RUS	UZBEK..... UZB
CHIN..... CHIN	HAKKA-CHINESE HAKC	MACEDONIAN MAC	SAMOAN..... SAM	VIETNAMESE..... VIE
CHUUKESE..... CHK	HAUSA..... HAU	MALAY..... MAL	SERBIAN..... SER	VISAYAN..... VIS
CREE..... CREE	HEBREW..... HEB	MANDARIN MAN	SHANGHAINESE SHA	WELSH..... WEL
CROATIAN..... CRO	HINDI..... HIN	MANDINKA..... MAND	SICILIAN..... SIC	WOLOF..... WOL
CZECH..... CZE	HMONG..... HMO	MARATHI..... MAR	SICHUAN..... SICH	YIDDISH..... YID
DANISH..... DAN	HUNGARIAN HUN	MIEN..... MIE	SINHALESE..... SIN	YORUBA..... YOR
DARI..... DAR	IBANAG..... IBA	MINA..... MINA	SLOVAK..... SLO	
DINKA..... DINK	IBO..... IBO	MIRPURI..... MIR	SOMALI..... SOM	
DIULA..... DIU	ICELANDIC..... ICE	MIXTECO..... MIX	SORANI..... SOR	
DUTCH..... DUT	IGBO..... IGBO	MALAYALAM MLM	SPANISH..... SPA	
EDO..... EDO	ILOCANO..... ILO			
ESTONIAN..... EST	INDONESIAN INDO			
EWE..... EWE	ITALIAN..... ITA			

FOR MORE INFORMATION:
www.LanguageLine.com / 1-800-752-6096



English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

<p>Arabic عربي </p> <p>أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجانًا.</p>	<p>Korean 한국어 </p> <p>귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.</p>
<p>Burmese မြန်မာ </p> <p>သင့်ဘာသာစကားကို ညွှန်ပြပါ။ စကားပြန် ခေါ်ပေးပါမယ်။ သင့်အတွက် စကားပြန် အခမဲ့ ပေးပါမယ်။</p>	<p>Mandarin 國語 </p> <p>請指認您的語言， 以便為您提供免費的口譯服務。</p>
<p>Cantonese 廣東話 </p> <p>請指認您的語言， 以便為您提供免費的口譯服務。</p>	<p>Polish Polski </p> <p>Proszę wskazać swój język i wezwiemy tłumacza. Usługa ta zapewniana jest bezpłatnie.</p>
<p>Farsi فارسي </p> <p>زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.</p>	<p>Portuguese Português </p> <p>Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.</p>
<p>French Français </p> <p>Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.</p>	<p>Punjabi ਪੰਜਾਬੀ </p> <p>ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਭਾਸ਼ੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਲਈ ਦੁਭਾਸ਼ੀਆ ਦੀ ਮੁਫਤ ਇੰਤਜ਼ਾਮ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।</p>
<p>Haitian Creole Kreyòl </p> <p>Lonje dwèt ou sou lang ou pale a epi nap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.</p>	<p>Russian Русский </p> <p>Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.</p>
<p>Hindi हिंदी </p> <p>अपनी भाषा को इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।</p>	<p>Somali Af-Soomaali </p> <p>Farta ku fiqluqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.</p>
<p>Hmong Hmoob </p> <p>Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.</p>	<p>Spanish Español </p> <p>Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.</p>
<p>Italian Italiano </p> <p>Indicare la propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.</p>	<p>Tagalog Tagalog </p> <p>Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.</p>
<p>Japanese 日本語 </p> <p>あなたの話す言語を指してください。 無料で通訳サービスを提供します。</p>	<p>Vietnamese Tiếng Việt </p> <p>Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.</p>

Interpreting



Three-way communication:
Connecting you, your customer
and our interpreter.

Translation



All content types including
documents, websites, training
materials, multimedia and apps.

Testing and Training



Utilize our expertise to help improve
interpreter and bilingual staff skill
development and language proficiency.

Europe

Albanian	Shqip 
Tregoni me gisht gjuhën tuaj. Do të thërrasim një përkthyes. Përkthyesi ofrohet falas për ju.	
Armenian	Հայերեն 
Նշեք, թե որ լեզվով եք խոսում: Թարգմանիչ կկանչենք: Թարգմանիչ ծառայությունները սրամատերով են առկա:	
Basque	Euskara 
Zure hizkuntza aukeratu. Jarraian interprete bati deituko diogu. Zerbitzu hau doakoa da.	
Bosnian	Bosanski 
Pokažite svoj jezik. Pozvat ćemo tumača. Uslugu tumača su besplatne za vas.	
Bulgarian	Български 
Посочете вашия език. Ще бъде извикан преводач. Преводачът е осигурен безплатно за вас.	
Croatian	Hrvatski 
Pokažite svoj jezik. Prevoditelj će biti pozvan. Prevoditeljja ćete dobiti besplatno.	
Czech	Čeština 
Ukažte na váš jazyk. Bude zavolán tlumočnick. Tlumočení je pro vás bezplatné.	
Danish	Dansk 
Peg på dit sprog. En tolk vil blive tilkaldt. Tolken tilbydes uden omkostninger for dig.	
Dutch	Nederlands 
Wijs uw taal aan. Er zal contact worden opgenomen met een tolk. De service van de tolk is geheel gratis.	
Estonian	Eesti keel 
Osutage oma keelel. Vastava tõlgiga võetakse ühendust. Tõlketeenus on teie jaoks tasuta.	
Finnish	Suomi 
Osoita maasi kieltä. Kutsomme tulkin paikalle. Tulkin käyttö on sinulle ilmaista.	
French	Français 
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	
German	Deutsch 
Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird angefordert. Der Dolmetscher ist für Sie kostenlos.	
Greek	Ελληνικά 
Δείξτε τη γλώσσα σας και θα καλέσουμε ένα διερμηνέα. Ο διερμηνέας σας παρέχεται δωρεάν.	
Hungarian	Magyar 
Válassza ki a nyelvet. Tolmácsot fogunk hívni. A tolmács az Ön számára díjtalan.	

Europe - continued

Icelandic	Íslenska 
Bentu á þitt tungumál. Það verður hringt í túlk. Túlkurinn er þér að kostnaðarlausu.	
Italian	Italiano 
Indicare la propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	
Lithuanian	Lietuvių 
Nurodykite savo kalbą. Bus pakviestas vertėjas. Vertėjas jums bus suteiktas nemokamai.	
Macedonian	Македонски 
Покажете на јазикот на кој зборувате. Ке повикаме преведувач. Услугите на преведувачот се бесплатни.	
Norwegian	Norsk 
Pek på språket dit. En tolk vil bli tilkalt. Tolken tilbys kostnadsfritt for deg.	
Polish	Polski 
Proszę wskazać swój język i wezwiemy tłumacza. Usługa ta zapewniana jest bezpłatnie.	
Portuguese	Português 
Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.	
Romanian	Română 
Indicați limba pe care o vorbiți. Vi se va face legătura cu un interpret caare vă este asigurat gratuit.	
Russian	Русский 
Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.	
Serbian	Српски 
Покажите свой язык. Преводилац ће бити позван. Преводилац је за вас обезбеђен бесплатно.	
Slovak	Slovenčina 
Ukažte na svoj jazyk. Zavoláme tlmočnika. Tlmočenie je pre vás bezplatné.	
Spanish	Español 
Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.	
Swedish	Svenska 
Peka på ditt språk. En tolk kommer att tillkallas. Tolken erbjuds utan kostnad för dig.	
Ukrainian	Українська 
Вкажіть вашу мову. Вам викличуть перекладача. Послуги перекладача надаються безкоштовно.	
Yiddish	יידיש 
ווייזט אן אויף אייער שפראך און מען וועט רופן אן איבערזעצער. איר דארפט גארניט באצאלן פאר דער איבערזעצונג.	

Pacific Islands

Fijian	Vosa Vakaviti 
Dusia na nomu vosa. Ni na Vakarautaki mai e dua na dau vakadewa vosa. Na dau vakadewa vosa e sega ni saumi.	
Ilocano	Ilokano 
Itudo yo ti sao yo. Ag awag da ti maysa nga mangipatpataraw nga tumulong kadakayo nga awan ti bayad na.	
Indonesian	Bahasa Indonesia 
Tunjukkan bahasa Anda. Penerjemah akan dihubungi. Penerjemah disediakan gratis tanpa dikenakan biaya.	
Malay	Bahasa Melayu 
Tunjukkan bahasa anda. Jurubahasa akan dihubungi. Jurubahasa akan disediakan tanpa anda dikenakan bayaran.	
Marshallese	Kajin Majól 
Kelet kajin eo am. Im renaaj kúr juón am Ri-Ukok. Ri-Ukok eo enaaj jibañ cok ilo ejjelok wónéen.	
Samoan	Fa'asamoa 
Fa'asino lau gagana. Ole a vala'au se fa'amatala'upu. Ua saunia se fa'amatala'upu e aunoa ma se tau e te totogiina.	
Tagalog	Tagalog 
Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.	
Tongan	Lea Faka-Tonga 
Tuhu' I mai ho' o lea fakafonua. 'E ui ha fakatonulea. 'Oki ta'etotongi kia `a e fakatonulea.	


North America, South America, and Caribbean

French	Français 
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	
Haitian Creole	Kreyòl 
Lonje dwèt ou sou lang ou pale a epi nap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.	
Navajo	Diné K'ehjí 
Nizaad biká'ígíí bich'í' dah diilniih. Ata' halne' é la' hágo bi' di' dooniil. Ata' halne' é éí doo haida yit' éego bik' é ni' diilíeé da. T' áájiik' e ná ata' hodoolnih.	
Portuguese	Português 
Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.	
Spanish	Español 
Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.	

Language Identification Card

As a LanguageLine SolutionsSM client you have access to over-the-phone interpreting 24 hours a day, 7 days a week. Offer this card in face-to-face situations to determine which language a person speaks. The most frequently encountered languages in North America are grouped by the geographical region where they are commonly spoken.

- Locate the geographical region where you believe the speaker may be from. (Pacific Islands, Europe, etc.)
- Show the person the languages listed for that region. Underneath each language is the translation of the statement below:

English	English 
Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.	

- We offer interpreting from English into more than 200 languages. If you are unable to identify the language, our representative will help you with your call.
- To access an interpreter:

For more information about our services call 1-800-752-6096.

Interpreting



Translation



Testing and Training



India, Pakistan, and Southwest Asia	
Bengali বাংলা [ⓘ]	
 <div>আপনার ভাষার দিকে নির্দেশ করুন। একজন দোভাষীকে ডাকা হবে। দোভাষী আপনি নিখরচায় পাবেন।</div>	
Gujarati ગુજરાતી [ⓘ]	
 <div>તમારી ભાષાની ઉલ્લેખ કરો. કુભાષિયાને બોલાવી શકાશે. ભોભાષિયાને બોલવવામાં તમારે ખર્ચ આપવો નહિ પડે</div>	
Hindi हिंदी [ⓘ]	
 <div>अपनी भाषा को इंगित करें। जिसके अनुसार आपको लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।</div>	
Malayalam മലയാളം [ⓘ]	
 <div>നിങ്ങളുടെ ഭാഷയിലേക്ക് ചുണ്ടുകൾ ഒരു വ്യാഖ്യാതാവിന്റെ സേവനം ലഭ്യമാക്കും. ഈ വ്യാഖ്യാതാവിന്റെ സേവനം നിങ്ങൾക്ക് സൗജന്യമായാണ് നൽകുന്നത്.</div>	
Nepali नेपाली [ⓘ]	
 <div>आफ्नो भाषातर्फ आँल्याउनुहोस्। एक दोभाषेलाई बोलाइनेछ। तपाईंको विना कुनै खर्चको, एकजना दोभाषे उपलब्ध गराइनेछ।</div>	
Punjabi ਪੰਜਾਬੀ [ⓘ]	
 <div>ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਭਾਸ਼ੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਬਈ ਦੁਭਾਸ਼ੀਆ ਦੀ ਮੁਫਤ ਇੰਤਜ਼ਾਮ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।</div>	
Sinhalese සිංහල [ⓘ]	
 <div>ඔබේ භෂම පෙන්නන්න. භෂ පරිවර්තකයෙකු කැඳවෙනු ඇත. භෂ පරිවර්තකය ඔබ වෙත තෙමිලේ සැපයෙනු ඇත.</div>	
Tamil தமிழ் [ⓘ]	
 <div>உங்கள் மொழியைச் சுட்டிக்காட்டுங்கள். மொழிபெயர்ப்பாளர் ஒருவர் அழைக்கப்படுவார். மொழிபெயர்ப்பாளருக்காக நீங்கள் செலவு செய்யத்தேவையில்லை.</div>	
Telugu తెలుగు [ⓘ]	
 <div>మీ భాషను గుర్తించండి. మీ భాషనువారకులను పిలువబడును. మీకు ఎటువంటి ఖర్చు లేకుండా భాషనువారకులను సమకూర్చబడును.</div>	
Urdu اُردو [ⓘ]	
 <div>اپنی زبان پر اشارہ کریں۔ ایک ترجمان کو بلاجائے گا۔ ترجمان کا انتظام آپ پر بغیر کسی خرچ کے کیا جائے گا۔</div>	

Africa	
Acholi Аcoli [ⓘ]	
 <div>Siem thok ma iyae. Ja loko ibiro luongi. Jaloko no ochiuni ma onge chudo.</div>	
Amharic አማርኛ [ⓘ]	
 <div>ቋንቋዎትን ያመልክቱ። አስተርጓሚ ይጠራል። አስተርጓሚው በነጻ ይቀርብልዎለታል።</div>	
Arabic عربي [ⓘ]	
 <div>أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجانًا.</div>	

Africa - continued	
Dinka Thok monyjang [ⓘ]	
 <div>Weet ten thoungdie. Raan weetgeryc a col. Agerwelyic ku a cin aroop biyik yen.</div>	
French Français [ⓘ]	
 <div>Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.</div>	
Hausa Hausa [ⓘ]	
 <div>Nuna zuwa ga yarenka. Za a kira tafinta. An samar maka da tafintan ne ba tare da sai an biya kuɗi ba.</div>	
Italian Italiano [ⓘ]	
 <div>Indicare la propia lingua. Un interprete sarà chiamato. Il servizio è gratuito.</div>	
Nuer Mägäcä luqäddä [ⓘ]	
 <div>Ku tilmään luqäddäädä. Turjubään äyää looyëeri-doonää. Turjubäänkä läguḡu yëëräyo wää biläash.</div>	
Oromo Oromo [ⓘ]	
 <div>Gara afaan keetti eeri. Turjumaanni ni waamama. Turjumaanni beesee takka malee siif qophaawa.</div>	
Portuguese Português [ⓘ]	
 <div>Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.</div>	
Portuguese Creole Crioulo Portugues [ⓘ]	
 <div>Nho pontâ pa lingu qui nho ta papiâ. No ta arranja um interprete pa nho. No ta rranja um interprete e nho ca ta pagá nada pa el.</div>	
Somali Af-Soomaali [ⓘ]	
 <div>Farta ku fiiqluqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.</div>	
Swahili Kiswahili [ⓘ]	
 <div>Onyesha lugha yako. Mkalimani ataitwa. Utapewa mkalimani bila gharama yoyote.</div>	
Tigrinya ትግርኛ [ⓘ]	
 <div>ቋንቋኹም አመልክቱ። አተርጓሚ አዎን ይኸለል እዩ። ንአተርጓሚ አትከፍልዎ ዝኾነ ከፍሊት የለን።</div>	
Wolof Wolof [ⓘ]	
 <div>Taannal sa lakk ngir fiou bolela ak kou degg sa lakk mou dimbeuli leu. Ndimbeul bi do ci fey dara.</div>	
Yoruba Yorùbá [ⓘ]	
 <div>Tọka sí èdè rẹ. A ó pe ògbùfọ̀ kan. Ọfẹ̀ ni a ó pe ògbùfọ̀ yíí fún ọ.</div>	

LanguageLine Solutions also offers LanguageU[©] (VRI), Video Remote Interpreting for American Sign Language and spoken languages. For more information contact 1-888-763-3364 or LanguageUc@languageline.com or visit www.LanguageLine.com

Middle East	
Arabic عربي [ⓘ]	
 <div>أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجانًا.</div>	
Armenian Հայերէն [ⓘ]	
 <div>Նշեք, թե որ լեզվով եք խոսում: Թարգմանիչը կկանչվի: Թարգմանիչի ծառայությունները սրբանադրվում են անվճար:</div>	
Azerbaijani Azərbaycan dili [ⓘ]	
 <div>Danişdığınız dili bildirin. Sizin üçün tərcüməçi dəvət olunacaq.Tərcümə xidməti üçün ödəniş tələb olunmur.</div>	
Dari دري [ⓘ]	
 <div>زبان مورد نظر را نشانی کنید. یک ترجمان فراخوانده خواهد شد. این برای شما کدام هزینه در پی نخواهد داشت.</div>	
Farsi فارسی [ⓘ]	
 <div>زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.</div>	
Hebrew עברית [ⓘ]	
 <div>הצבע לעבר השפה שלך, והנחנו נתקשר למתורגמן. שירותו של המתורגמן ניתן ללא תשלום.</div>	
Kurdish کوردی [ⓘ]	
 <div>نماژ به زمانه‌کمتان. وەرگێزێک ب‌انگ ده‌کریت. بۆ ناماده‌کردنی وەرگێڕ هیچ پار‌یه‌ک له‌ تو وەرناگیردریت.</div>	
Pashto پښتو [ⓘ]	
 <div>خپلې ژبې ته اشاره وکړئ. یو ژباړونکی به راوبلل شي. ستاسو له پاره د ژباړونکي انتظام په وړیا توگه کېږي.</div>	
Turkish Türkçe [ⓘ]	
 <div>Konuştduğunuz dili gösterin. Sizin için bir çevirmen aranacaktır. Bu çevirmen size ücretsiz sağlanır.</div>	

Asia		
China 請指認您的語言，以便為您提供免費的口譯服務。 [ⓘ]	请指认您的语言，以便为您提供免费的口译服务。 [ⓘ]	
Cantonese 廣東話 [ⓘ]	广东话 [ⓘ]	
Chaochow 潮州話 [ⓘ]	潮州话 [ⓘ]	
Fukienese 福建話 [ⓘ]	福建话 [ⓘ]	
Mandarin 國語 [ⓘ]	普通话 [ⓘ]	
Shanghai 上海話 [ⓘ]	上海话 [ⓘ]	
Taiwanese 台灣話 [ⓘ]	台湾话 [ⓘ]	
Toishanese 台山話 [ⓘ]	台山话 [ⓘ]	

Asia- continued	
Burmese မြန်မာ [ⓘ]	
 <div>သင့်ဘာသာစကားကို ညွှန်ပြပါ။ စကားပြန် ခေါ်ပေးပါမည်။ သင့်အတွက် စကားပြန် အခမဲ့ ပေးပါမည်။</div>	
Hmong Hmoob [ⓘ]	
 <div>Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.</div>	
Indonesian Bahasa Indonesia [ⓘ]	
 <div>Tunjukkan bahasa Anda. Penerjemah akan dihubungi. Penerjemah disediakan gratis tanpa dikenakan biaya.</div>	
Japanese 日本語 [ⓘ]	
 <div>あなたの話す言語を指してください。無料で通訳サービスを提供します。</div>	
Karen ကဵုနီုင် [ⓘ]	
 <div>နဲဒ်လိၤဆူနီုင်.တၢ်ကတိးဖျၢနီုင်ထံတၢ်.တၢ်ဟ့ၣ်ဖျၢနီုင်ထံတၢ်လၢတဆိၣ်ဒီးဆဖျၢတလံၤဘၣ်.</div>	
Khmer (Cambodian) ខ្មែរ (កម្ពុជា) [ⓘ]	
 <div>សូមផ្តល់ភាសាអ្នក។ យើងនឹងហៅអ្នកបកប្រែភាសាមកជូន។ អ្នកបកប្រែភាសានឹងផ្តល់អ្នកដោយមិនគិតថ្លៃ។</div>	
Korean 한국어 [ⓘ]	
 <div>귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.</div>	
Laotian ພາສາລາວ [ⓘ]	
 <div>ຊື່ບອກພາສາທີ່ເຈົ້າເວົ້າໄດ້. ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້. ທ່ານບໍ່ຕ້ອງເສຍເງິນຄ່າແປໃຫ້ແກ່ນາຍແປພາສາ.</div>	
Malay Bahasa Melayu [ⓘ]	
 <div>Tunjukkan bahasa anda. Jurubahasa akan dihubungi. Jurubahasa akan disediakan tanpa anda dikenakan bayaran.</div>	
Mien Mien [ⓘ]	
 <div>Nuqv longc meih nyei waac fngx. Ninh mbuo porv waac miehnx oix zuqc heuc daaih lorx meih. Ninh mbuo porv waac miehnx tengx nyei jiauv louc yaac baeqc thenx miaiv zuqc cuotv zinh nyaanh faan-liuc.</div>	
Mongolian Монгол [ⓘ]	
 <div>Танай хэлээ эаа. Орчуулагч дуудагдана. Орчуулагчийн тусламж танд үнэгүй байх болно.</div>	
Thai ไทย [ⓘ]	
 <div>ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาสามให้ท่าน การใช้สามไม่ต้องเสียค่าใช้จ่าย</div>	
Vietnamese Tiếng Việt [ⓘ]	
 <div>Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.</div>	

Interpretation

OVER THE PHONE INTERPRETATION

In Texas Health hospitals, our demographics are changing and as a result medical providers are seeing many more patients who do not speak English at all or well enough to understand medical instruction without an interpreter. Our natural tendency up to this point was to utilize accompanying family members and/or employees who were bilingual to communicate and interpret. Research shows that the type of language interpretation provided to patients who speak limited or no English can affect the outcomes of medical care. Hence it is essential to use trained, language proficient interpreters, critical for accurate and effective interpretation. With this in mind, an over-the-phone-interpreter vendor service was created to provide over the phone interpretation service for Texas Health hospital patients.

When to use Over-the-Phone Interpretation services:

Over-the-phone interpretation is used when a provider has to talk with a Limited English speaking patient and/or family member; examples of this may include the following: calling the patient, assessing the patient's condition, front desk queries, registration processes and any other clinical communications that require the use of an interpreter because patient/family member is Limited English Proficient (LEP).

Who do I call if I have problems or questions?

Please contact the Texas Health Resources Diversity and Inclusion department.

Over-the-Phone Interpretation

Cost

Billed in one minute increments

Languages Available

More than 170 languages

Departmental Billing

Costs are the responsibility of the researcher.

Interpretation

FACE TO FACE INTERPRETATION

In Texas Health hospitals, our demographics are changing and as a result medical providers are seeing many more patients who do not speak English at all or well enough to understand medical instruction without an interpreter. Research shows that the type of language interpretation provided to patients who speak limited or no English can affect the outcomes of medical care. Our natural tendency up to this point was to utilize accompanying family members and/or employees who were bilingual to communicate and interpret. Hence it is essential to use trained, language proficient interpreters, critical for accurate and effective interpretation. With this in mind, we have system contracts to provide this service for Texas Health hospital patients.

When to request an onsite interpreter:

Face-to-face interpreting is appropriate for communication in sensitive situations where physical presence of all individuals involved in the communication is essential i.e. the caregivers, the patient and the families and the interpreter. Face-to-face interpreting is recommended in situations that are diagnostic, sensitive or complex, such as explaining complex diagnosis and medical procedures, in an ethical consult, for end of life issues, etc.

Information needed to request an onsite interpreter:

Schedule interpreters with the following information - Provide the target language, interpretation context (where/why), day, date, time, and location of the assignment.

Face-to-Face Interpreting
Cost
Based on a two (2) hour minimum and billed at cost
Languages Available
Over 90 Languages - <i>rare languages available</i>
How to request services
Request by phone or email.
Billing
Costs are the responsibility of the researcher.

Document Translation

Diversity & Inclusion

Written Word Translation

A language barrier can be a serious detriment in providing quality healthcare. It affects Limited English Proficient (LEP) patients' access to services, their ability to give informed consent for medical treatment, and their compliance with drug regimens and follow-up.

In addressing these concerns, the U.S. Department of Health and Human Services has issued a number of guidelines called the National Standards for Culturally and Linguistically Appropriate Services in Health Care (CLAS). For our purposes, Standard 7, which states "*an effective language assistance program ensures that written materials that are routinely provided in English to applicants, patients/consumers, and the public are available in commonly encountered languages other than English*". It is important to translate materials that are essential to patients and/or consumers accessing and making educated decisions about health care.

Document Translation Requests - Submit through Diversity and Inclusion

- Submit original document(s) to be translated via e-mail to THR DiversityandInclusion@texashealth.org
- Confirmation of received documents will be delivered to the requesting party via email by the next business day.
- Quote will be provided to the requesting party, and upon approval, the translation of document(s) project will begin.
- Contact the Diversity & Inclusion department for more information at THR DiversityandInclusion@texashealth.org or at 682-236-7871.

Document Information
All documents will be translated in simple, easy-to-understand language.
Copyrighted documents cannot be translated without appropriate permission. Please call Diversity & Inclusion at 682-236-6180 or 682-236-7871 for questions.
Translation Cost
Translation costs are the responsibility of the researcher.
Submitted document(s) should be in the <u>original, text-editable format</u> (i.e. any MS Office format, or text- editable graphic file). <i>Formatting charges may be incurred if document is submitted via PDF (charges vary based on document).</i>
Time Frame / Delivery
Average document translation is four to six (4-6) business days
Rush Requests available for documents <1,000 words – <i>Please be selective when submitting a rush job as additional charges are incurred.</i>



Disability Support Services
&
American Sign Language

Disability & Communication

People First Language

Diversity & Inclusion

In the United States, an estimated range of 37 to 56 million people live with a disability. With good health habits and access to health care, many disabilities can be delayed or even prevented

- ✓ Less than 10% for people 15 years of age or younger have a disability
- ✓ Almost 75% for people 80 years of age or older have a disability.
- ✓ Having a disability does not mean a person is not healthy or that he or she cannot be healthy
- ✓ People with disabilities are more likely to be obese, smoke and have more difficulty accessing preventive health services.
- ✓ People with disabilities need health care and health programs for the same reasons anyone else does—to stay well, active, and a part of the community.

Victimization & Bullying

- ✓ In the United States, people with disabilities are **4 to 10 times** more likely to be **victimized**
- ✓ **Children** with disabilities are more than **twice as likely to be victimized**.
- ✓ Researchers found that 11.5% of adults with a disability were victims of sexual assault vs. 3.9% of adults without disabilities.

Top 10 Disabilities in the U.S.

- ✓ Arthritis or Rheumatism
- ✓ Back or Spine Problems
- ✓ Heart trouble
- ✓ Mental or Emotional Problems
- ✓ Lung or Respiratory Problems
- ✓ Diabetes
- ✓ Deafness or Hearing Problem
- ✓ Stiffness or deformity of limbs/extremities
- ✓ Blindness or Vision Loss
- ✓ Stroke

People First Language respectfully puts the person before the disability. A person's self-image is tied to the words used about him/her. A disability descriptor is simply a medical diagnosis.

Examples

Handicapped/Disabled
Learning disabled
Dwarf/Midget
Quadriplegic/Crippled
Emotionally Disturbed

Person with a disability
She has a learning disability
He's a little person
He has a physical disability
She has a mental health condition

Accommodations:

- ✓ Address the medical needs of the **whole person**, not just the disability
- ✓ Be as **attentive to concerns** of pain, depression, job pressures, smoking and alcohol use as you are with all patients
- ✓ **Be patient** of the extra time it might take a person with a disability to speak or act
- ✓ Ensure that your facility is **fully accessible** (e.g., parking, exam tables, restrooms, etc) And referring clinics
- ✓ Ask the patient if he/she needs help prior to assisting. **Do not assume** help is needed

Source: Disability is Natural by Kathie Snow <http://www.disabilityisnatural.com/images/PDF/pflchart09.pdf>

Source: Centers for Disease Control and Prevention <http://www.cdc.gov/ncbddd/disabilityandhealth/data.html>

Source: Center for Disease Control and Prevention <http://www.cdc.gov/Features/dsAdultDisabilityCauses/>

Disability & Accommodation

Activities of Daily Living & Accommodations

Diversity and Inclusion

The Department of Diversity & Inclusion promotes culturally competent care practices for all patients. Given the complexities and variance in types of disabilities, it can be difficult to determine the best or most culturally appropriate accommodation and/or practices. The chart listed below serves as a basic guideline for selecting accommodations.

Determining the appropriate accommodation depends upon the impact of Activities of Daily Living (ADL). The American's with Disabilities Act of 1990 definition of Activities of Daily Living includes but is not limited to:

1. Walking
2. Hearing
3. Concentrating
4. Grooming

Accommodations are often created using Assistive Technology or Adaptive Equipment. **Assistive technology or Adaptive Equipment** is any device that helps a person with a disability complete an everyday task. The following are some examples of different types of assistive technology devices:

- ✓ **Aids to Daily Living:**
Special tools for daily activities, like brushing teeth, dressing or eating. This includes adapted utensils, plates and cups, non-skid surfaces, and specially designed toilet seats and shower stalls.
- ✓ **Assistive Listening:**
Supports that help a student who is either deaf or has a hearing loss. This includes hearing aids, amplifiers, captions on TV, and typing telephones.
- ✓ **Augmentative/Alternative Communication:**
Supports that allow a child who cannot speak, or whose speech is not understood by others, to communicate. This includes picture boards, voice output communication devices, communication software and computers.
- ✓ **Computer-Based Instruction:**
Software to help students with learning difficulties in reading, writing, math and other subject areas.
- ✓ **Mobility:**
Equipment that allows a student with a physical or visual disability to move independently and safely through the community. This includes wheelchairs, walkers, and adapted bicycles.
- ✓ **Positioning:**
Any support that helps a student with a physical disability remain in a good position for learning without becoming tired. This includes adjustable chairs, tables, standers, wedges and straps.
- ✓ **Visual Aids:**
Supports that give a student with visual difficulties access to information. This includes large-print books, books on tape, magnifiers, talking computer software, and Brailers.



Examples of accommodations according to the impact upon ADL's

Health Condition	Impact on ADL	Accommodation(s)
Cognitive Concentration Dementia Health Literacy Learning Disability	Concentration Emotional Memory Processing Information Reading Level	Additional time to ask questions or clarify Avoid jargon – (AMA, ICU, MRI, THR) Be Patient – Allow time to process & recall Check-Back Method Verbal explanation of printed materials Use visual aids (calendars, graphs, pictures)
Deaf	Communication	Sign Language Interpreter TDD (Telecommunication Device for the Deaf)
Hard of Hearing	Communication	Amplification Device Hearing Aid Face to Face Communication TDD (Telecommunication Device for the Deaf) Written Communication
Physical Arthritis (Knee or hip) Arthritis (Hands) Chronic Pain COPD Back/Spine Pain Diabetes Obesity Paralysis	Breathing Concentration (Due to Pain) Difficulty Grooming Difficulty Toileting Manual Dexterity - Grip Walking	Additional time to complete tasks Clothing with velcro or zippers with pull grip Frequent Breaks – ability to sit/rest often Rails/bars to grip for stability Seating: Chairs with arms & Wide Chairs Space to maneuver cane, walker or wheelchair Shoe Horn or Sock Assister Thick grip (Fork, Comb, Toothbrush, Pens)
Stroke Cognitive Partial Paralysis Speech	Memory (Short or Long term) Inability to speak or slurred Speech Paralysis of face, limb or entire side of the body (See mobility)	Calendar List of everyday activities Pictures of family for recall of faces Thick Grip (Fork, Comb, Toothbrush, Pens) Rails/bars to grip for stability Space to maneuver cane, walker or wheelchair Speech to Talk – Apps or Device Speech Training Apps (Lingraphica – Small Talk)
Traumatic Brain Injury Cognitive Emotional Physical	Chronic Pain Headaches Loss of Language Loss of Memory Impulsivity Vision Loss	Be Patient – Individuals may get frustrated easily Calendar List of everyday activities Pictures of family to recall faces Thick Grip (Fork, Comb, Toothbrush, Pens) Rails/bars to grip for stability Space to maneuver cane, walker or wheelchair Speech to Talk – Apps or Device
Vision Loss: Blindness Diabetic Retinopathy Low Vision Macular Degeneration	Inability to see/read printed material Limited Mobility Limited Orientation Limited Peripheral Vision	Braille Enlarged Print (14pt – 18pt Font) Magnifying Glass Mobility Orientation Guide (Walking Guide or Escort) Screen Reader Software Verbal explanation of printed materials Use of public Transaction or Driver White Cane

*The chart is not intended to be all-encompassing nor is it exhaustive.

If you are uncertain or need additional options, please contact Amber Mitchell, Disability Support Specialist at AmberMitchell@TexasHealth.org or 682-236-7874.



Legal Implications: Hearing Loss

Diversity & Inclusion

People who are Deaf or Hard of Hearing use a variety of ways to communicate. The level of hearing loss may determine the method of communication but personal choice is most important. Some individuals use American Sign Language (ASL) to communicate while others prefer to communicate verbally. Individuals who chose to communicate verbally may use assistive listening devices such as hearing aids, an amplification device or Cochlear Implant. If a patient with hearing loss chooses to communicate verbally do not assume he/she can read lips. Reading lips is not reliable and skill level varies from person to person. Remember the method of communication should reflect the **patient's preferred language**. Effective communication is critical in health care settings where miscommunication may lead to misdiagnosis and improper or delayed medical treatment. Please remember to ask the patient his/her preferred method and language for communication.

What is ADA and how does it apply in healthcare?

The **Americans with Disabilities Act (ADA)** prohibits discrimination against individuals with a disability. Consequently hospitals must provide equal access to communication for patients and/or family members who are deaf or hard of hearing. The ADA applies to all hospital programs and services. Examples include admissions, emergency room care, inpatient/outpatient surgery, clinics, radiology, ancillary services, education classes and so forth.

Can I use family members to interpret?

The Joint Commission requires provision of culturally competent care with effective communication in the patient's preferred language. In accordance with the Americans with Disabilities Act (ADA), hospitals are required to provide reasonable accommodation for patients with hearing loss. When using a Sign language Interpreter he/she must be qualified. An interpreter is qualified if he or she can interpret competently, accurately, and impartially. In the hospital setting, the interpreter must be familiar with any specialized vocabulary used and must be able to interpret medical terms and concepts. Texas Health Resources requires use of certified Sign Language Interpreters from all contracted vendors.

**If the patient prefers to use a family member or friend he/she has the right but must complete & sign a Release of Language & Liability form stating this preference. Make certain to document in CareConnect.

Information Sheets or Printed Forms:

Deaf & Hard of Hearing patients may need communication assistance when reading or completing printed documents. Examples include, admissions documents, patient history and discharge instructions to name a few. Some deaf or hard of hearing individuals learn American Sign Language first therefore English is NOT their first language and printed documents may be unclear.

When to request a Sign Language Interpreter:

The Joint Commission requires effective communication between patients and their providers of care, treatment, and services. (PC 02.01.21 EP1; RI.01.01.03 EP1) Under the Americans with Disabilities Act (ADA), hospitals must provide effective means of communication for patients, family members, and hospital visitors who are deaf or hard of hearing.

An interpreter should also be provided for family members who use Sign Language to communicate. For example, an Interpreter is required for children who have deaf parents or a patient whose spouse is deaf.

Example situations where an interpreter is required for effective communication:

- ✓ discussing medical history, patient's symptoms or condition, medications and family history
- ✓ explaining a diagnosis or prognosis and related tests, treatment/surgery options, medications
- ✓ obtaining informed consent for treatment
- ✓ communication during treatment such as physician's rounds
- ✓ communication/instructions during tests, x-ray, ct scans, mri
- ✓ providing discharge instructions, medication regimen, post-treatment activities/limitations & follow-up appointments
- ✓ providing mental health services, including group or individual therapy/counseling
- ✓ providing information about blood or organ donations
- ✓ explaining living wills and powers of attorney
- ✓ discussing/explanation of billing or insurance matters
- ✓ participation in educational classes such as birthing, new parent classes, nutrition & weight management, CPR and first aid training

TDD & Videophone:

Deaf and Hard of Hearing people use telecommunications relay services as a primary means for phone communication.

The most well known relay is Text based and uses a TDD or Telecommunication Device for the Deaf. These devices are similar to an electronic typewriter with a keyboard and LCD screen which displays the message in a text format. An Operator will render the spoken message over the phone and communicate via typewritten messages to the deaf person. The newest technology is a Videophone. The videophone is similar to a webcam and allows the deaf person to see the ASL Interpreter on a monitor. The Interpreter uses Sign Language to communicate with the deaf person and relays the spoken message over the phone. The Federal Communications Commission (FCC) establishes & regulates all relay telecommunication services. **Services are available free of charge 365 days per year, 24 hours a day.**

When calling a patient who uses a TDD simply dial 7-1-1 and provide the patient's phone number to the Relay Operator. Videophones use a standard phone number. When dialed it connects directly with the Relay Interpreter and the videophone simultaneously. The Interpreter will give a verbal greeting and alert you as to whether you are connected to the patient or an answering machine.

TDD's must be provided upon request. At least one TDD must be provided in public areas where there are four or more pay phones. Public areas examples are emergency department lobby and surgery waiting areas.

Resources:

Americans with Disabilities Act - [Link](#)

U.S. Office of Civil Rights - [Link](#)

The Joint Commission Standards 2011 - [Link](#)

U.S. Department of Justice: Americans with Disabilities Act Toolkit - [Link](#)



Deaf is used with a capital *D*, to refer to the subculture of those whose identity is largely shaped by their shared **language** and experiences of being deaf in a hearing world. The Deaf culture does not necessarily include all who are deaf, but includes all who are brought together via their **language**, their values and beliefs. Often sign language interpreters and children of deaf parents are part of the culture as well. Perhaps the most important aspect of Deaf culture is the language; **American Sign Language**. (DeafLinx.com)

Members of the Deaf culture **do not see themselves as disabled**, and resent any inference that they are disadvantaged. They have a physiological difference, but don't see that as anything negative or that should be changed. To them it would be no different than being born with blue eyes rather than brown. This positive attitude towards being deaf and the importance of sign language as a device for cultural unity are perhaps the most identifiable social belief of the Deaf community.

Hearing people get about 75% of their **information** through aural means such as radio, television and other people's conversations. (Incidental Learning) Therefore, about 25% of information acquired is through other methods. Of this 25% receivable information, deaf people **acquire** only half and sometimes even **less**.

Since **American Sign Language is not a written language**, some deaf people's reading and writing skills vary between third and fifth grade level. Other deaf people who are fluent in English and ASL will have higher reading and writing level.

Communication & Sign Language Interpreters:

1. Speak directly to the patient NOT the interpreter (i.e. Do you have a fever)
2. Speak at a moderate pace; Use short phrases
3. Only one person should speak at a time (This allows the interpreter to render all communication effectively)
4. English may not be his/her first language; therefore printed documents may require clinical explanation while an Interpreter is present.
5. Use visual aids: Charts, Pictures, Graphs
6. The Americans with Disabilities Act requires use of a "qualified" interpreter. Texas Health Resources defines qualified interpreters as individuals possessing State or National certification.

Note:
Asking friends or family members (especially children under the age of 18) to interpret is not recognized as a quality practice. However, the patient reserves the right to make such a request. **If the patient requests a family member or friend to interpret, please document the preference in CareConnect with the Language Interpreter & Release Liability Form.**

Source: <http://www.deaflinx.com/DeafCommunity/culture.html>
Source: <http://www.oregon.gov/DHS/odhhs/Pages/tadoc/deaf7.aspx>

Hard of Hearing

Hearing loss is the third most common physical condition after arthritis and heart disease. About 20 percent of adults in the United States, 48 million, report some degree of hearing loss. Hearing loss is an invisible condition and may often be attributed to aloofness, confusion or personality changes. These individuals do not use American Sign Language to communicate.

Symptoms of Hearing Loss:

- ✓ Often ask people to repeat
- ✓ Have trouble hearing in groups
- ✓ Think others are mumbling
- ✓ Fail to hear someone talking from behind
- ✓ Have difficulty hearing on the phone
- ✓ Can hear but can't understand

Common Causes:

- ✓ Recurrent ear infections
- ✓ Exposure to loud noise
- ✓ Aging (presbycusis)
- ✓ Genetics

Hearing loss is measured in decibels (not percentages) below are the general categories used:

- ✓ Normal hearing 0 - 20 dB
- ✓ Mild Loss 26 - 40 dB
- ✓ Moderate Loss 41 - 70 dB
- ✓ Severe Loss 71 - 90 dB
- ✓ Profound Loss greater than 91 dB

Examples of conversation and the impact of hearing loss:

Normal hearing loss..... "Freddie thought he should find a whistle."

Mild hearing loss..... "Freddie thought--e -ould-ind a whi--le."

Moderate hearing loss..... "-reddie -ough--e -ould -i--a -i-le."

Severe to profound hearing loss..... LOUDmumble soft soft LOUD soft LOUDsoft

Source: <http://betterfamilyhearing.com/typesofhearingloss.asp>

Communication Tips & Patients who are Hard of Hearing:

- ✓ ALWAYS face the patient before speaking
- ✓ Do not turn away while talking; Persons with hearing loss pair the spoken message with lip reading and facial expression to piece together the full message
- ✓ Only one third of spoken words can be understood when lip reading
- ✓ Use visual aids: Charts, Pictures, Printed Documents
- ✓ Use short sentences; Simple words
- ✓ Consider rephrasing in lieu of repetition (i.e. What medications do you take? – Do you take Medicine?)

Source: Hearing Loss Association of America <http://hearingloss.org/>

Legal Implications: Vision Loss

Accommodations

Diversity & Inclusion

Vision Loss:

People who are blind or have Low Vision use a variety of ways to receive information. The level of vision loss determines the preferred method for receiving information. Individuals with Low Vision may use assistive devices when reading printed materials. Assistive Devices can include glasses, magnifying glass/page, increased direct lighting. Also consider using enlarged font (18 point or more) for printed documents or text on monitors. Patients who are blind may not be able to view enlarged print therefore; verbally instructions are the best option. Remember to read aloud printed documents.

Mobility and Orientation can be challenging especially in new places. Service Animals are trained to individuals with low vision or blindness. Texas State law allows service animals to accompany their owners at all times in all environments.

The Americans with Disabilities Act:

The ADA prohibits discrimination on the basis of disability. Title III Public Accommodations: *Businesses & Nonprofit Service Providers* must comply with specific requirements related to architectural standards for new and altered buildings; reasonable modifications to policies, practices, and procedures; effective communication with people with hearing, vision, or speech disabilities; and other access requirements.

The 2011 Joint Commission Standards:

Provision of Care, Treatment & Services (PC 02.01.21) emphasizes the importance of effective communication between patients and their providers of care, treatment, and services. EP 2 Patients may have hearing or visual needs and experience difficulty understanding health information

Rights & Responsibilities of the Individual (RI 01.01.03) emphasizes effective communication in relation to patient safety and quality of care. EP 3 The hospital provides information to the patient who has vision, speech, hearing, or cognitive impairments in a manner that meets the patient's needs

Information Sheets or Printed Forms: The American Printing House for the Blind recommends:

18pt font or larger
Bolded headings & subheadings
Block paragraph (left justified)
Contrasting, non-glossy paper (Cream or light yellow)

Resources:

Diversity & Inclusion: Intranet - Culture Vision: Blind
All About Vision [Click here](#)
Blind Inc [Click here](#)
Blind.Org [Click here](#)
Lighthouse International [Click here](#)
National Federation of the Blind [Click here](#)
Guide Dogs [Click here](#)