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		DC #:	POL-01-ADM-1001-2019-05-001
		Adoption Date:	10/03/2019
		Last Update:	10/06/2022
Revision #:	Brief Summary of Changes	Revision Date:	Last Modified by:
1.0	1. Change Purpose to Rationale. Added RESPONSIBILITY, SUPPLIES, RELATED POLICIES and PERFORMED BY.	08/23/2019	S. Martin
2.0	1. Changed Purchase Order Request form to Purchase Requisition form. Deleted “This form should be given to the program supervisor and director...” Inserted Please follow the Purchasing policy.	08/25/2020	S. Martin
3.0	1. Changed “and who require” to requiring. 2. Punctuation.	08/26/2022	S. Martin

## INTERPRETIVE SERVICES

### **Purpose:**

The purpose of this policy is to facilitate effective interpreting services for people accessing or receiving Greene County Public Health services requiring an interpreter. An interpreter is someone who conveys an oral message or statement from one language to another.

### **When interpretive services should be arranged:**

An accredited interpreter should be utilized when the information to be communicated is significant for health and/or health outcomes, the person requests an interpreter, or the person’s English skills are assessed to be inadequate for the situation. The following cues may indicate a person’s English language ability is not sufficient for the situation and indicate to staff that they will require an interpreter:

- Person states they speak little or no English
- Person requests an interpreter
- Person nods or says “yes” to all the professional’s comments and questions. This may reflect a lack of understanding.
- Person speaks a language other than English at home or with friends
- Person’s preferred language for reading is other than English
- Person is unable to explain or demonstrate key information

**Why accredited interpreters are required:**

Working with accredited interpreters ensures that you communicate through a trained, bilingual person, or sign language interpreter, who is guided by a code of ethics and respects the confidentiality of the person, is impartial, accountable, and strives for accuracy.

**Process for requesting interpretive services:**

For planned interpreting requirements, administration employees and/or health professionals will request an interpreter by completing a Purchase Requisition Form. Information needed on the requisition form should include the name, phone contact number, date, time and expected duration of the interpreting session. The location of the interpreting session will also need to be documented, as well as the language or the sign language required. Please follow the Purchasing policy. Once the official purchase order is received from the county auditor, the employee can then contact the health interpreter service provider to coordinate and schedule the session.

**Concluding the session:**

At the completion of the appointment the interpreter will provide a receipt which should then be forwarded to the accounts payable clerk for payment of services.

**Cancellations:**

Should there be any changes or cancellations to pre-booked services, it is important to contact the interpretive service provider at least 24 hours in advance to enable cancellation of the interpreter.

**Contact information for local interpretive service providers:**

Miami Valley Interpreters  
2390 South Dixie Drive  
Dayton, OH 45409  
937-222-8200

Family Service Association  
Community Services for the Deaf  
211 S. Main Street, Suite 500  
Dayton, OH 45402  
937-640-8032

RESPONSIBILITY: All health district classified and unclassified employees

SUPPLIES:

RELATED POLICIES: Purchasing

PERFORMED BY: All health district classified and unclassified employees