



**SENECA HEALTHCARE DISTRICT  
POLICY**

<p><b>DEPARTMENT: ADMINISTRATION</b>  <b>POLICY TITLE: COMMUNICATION ASSISTANCE</b>  <b>POLICY NUMBER: ADMIN-006.005</b></p> <p><b>COMPLIANCE REQUIREMENT:</b> 42 CFR Subpart F, Conditions of Participation – Critical Access Hospitals §485.638; CA title 22 §70747, §70749, §70751; CA Health and Safety Code §1259; Assembly Bill 389; CA SOM F154 §483.10(b)(3); CA Civil Rights Act of 1964; Rehabilitation Act of 1973 §504; Title IX of the Education Amendments of 1972; Age Discrimination Act of 1975; The Affordable Care Act §1557</p>	<p><b>Page 1 of 13</b></p>
	<p><b>Date of Origin:</b> 11/16/1989</p>
	<p><b>Revision Date:</b> 05/31/2012, 02/25/2016, 09/01/2016, 12/16/2016</p>
	<p><b>Periodic Review</b>  <b>By:</b>  <b>Date:</b></p>
<p><b>AUTHOR: Deborah Brownrigg</b>  <b>REVISED BY: Anita Dye, Clinic Manager AND</b>  <b>Linda Wagner, RN, CEO AND</b></p>	<p><b>Policy Rescinded by</b>  <b>Policy #:</b>  <b>Effective Date:</b></p>

**POLICY:** Seneca Healthcare District (SHD) shall make every effort to provide as needed language assistance services to our patients, staff, and/or applicants who experience communication difficulties due to disabilities or language differences.

- Notice of language assistance availability shall be posted in public access areas in English and up to five other most commonly spoken languages in the services area;
- Notice of language assistance availability shall be posted on the SHD Website in English and up to five other most commonly spoken languages in the services area; and,
- Staff shall be in-serviced on the use of the language line and text telephone.

Languages posted per of Plumas County Census statistics December 2015:  
English, Spanish; Hindi, Punjabi

This policy is exercised in conjunction with the Communications Assistance Policy, ADMIN-003 and the Patient Complaints/Grievances Policy, RISK-002.

**Skilled Nursing Facility:** The resident has the right to be fully informed in a language that he/she can understand.

**Enforcement**

Violation of this policy may result in disciplinary action, up to and including termination as outlined in the Sanctions policy, ADMIN28.

Authorization	Signature	Date
Department Head	Linda Wagner	11/23/16
Medical Department Chair	N/A	
Compliance Officer	Linda Wagner	11/23/16
Chief Nursing Officer	Karen Jensen	12/15/16
Administration	Linda Wagner	11/23/16
Medical Chief of Staff	PEP	11/22/16
Governing Board	Ann Seandel	12-16-16

**Attachment A: "If an Interpreter is Needed" Flyer (2 pages, 4 languages)**

**Attachment B: "How to Reach an Interpreter" – AT&T Language Line Instructions (4 pages; one page each language, English, Spanish, Hindi, Punjabi)**

**Attachment C: Text Telephone Use Instructions (English only)**

**Attachment D: California Relay Service Flyer (4 pages; one page each language, English, Spanish, Hindi, Punjabi)**

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