


STANISLAUS COUNTY BEHAVIORAL HEALTH AND RECOVERY SERVICES 	Developed by/Date: D. Souza, LCSW	Page: 1 of 1	Number: 30.2.116
	Reviewed by/Revised Date: M. Schlaepfer, Ph.D. 2/26/01, R. DeGette 08/17/18, 1/14/19, M. Chalabi 2/3/21	Replaces:	Subject: Information Systems
			Distribution: All Programs
Title: FORMS FOR LIMITED ENGLISH SPEAKING CLIENTS		Approved:	

POLICY

It is the policy of Stanislaus Behavioral Health and Recovery Services to provide departmental clinical forms, educational materials and documents in the threshold language(s) and to provide assistance in completing and understanding forms/materials in the client's primary language if that language is other than a threshold language.

PURPOSE

Effective communication with clients and California Code of Regulations, Title 9, Chapter 11, Section 1810.410 (d) (3).

PROCEDURE

- A. Clinical forms, which the client must read and sign, shall be available in the threshold language(s). Forms in languages other than the threshold language will be made available as feasible.
- B. In the event that forms and/or educational materials are not available in the primary language, efforts shall be made on the part of program staff to provide explanations and assistance in completing clinical forms, reading educational material or other documents. This assistance shall be provided in the primary language of the client.
- C. A list of non-clinical translated forms and educational materials will be available on the BHRS intranet, under the Administrative Support / Ethnic Services Tab. The Ethnic Services Manager will maintain the list. Clinical Forms that have been translated will be posted under the Clinical Forms Tab.
- D. Clinical forms may be ordered from Purchasing, utilizing the appropriate forms ordering protocol. Educational materials may be requested from Quality Services staff.