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|  COMMUNICATION WITH SENSORY IMPAIRED PERSONS | NO. 137 |
| POLICY:Winning Wheels provides qualified sign language interpreters and other auxiliary aids to sensory-impaired persons where necessary to afford such Persons an equal opportunity to benefit from the services we provide. Such interpreters and auxiliary aids will be provided at no cost to the patient. Patients requiring an interpreter or auxiliary aid should make sure our staff are notified.PROCEDURES:1. The facility obtains a list of interpreters to be used as appropriate and an agreement maintained in the consultants manual.
2. Social Services are responsible for coordinating request.
3. In the event that in-house staff are used, supervisors are authorized to have employees leave their regular work.
4. Hearing-impaired patients or responsible parties will be offered an interpreter so that these patients or responsible parties who communicate most effectively through sign language will have a sign language interpreter provided. If the person makes an express request to use a family member or a friend, such request will be honored.
5. The facility will not provide payment to those persons providing services on a volunteer basis.
6. Patient requests for the use of family or friends will be documented in the patient file through their signing the attached form.
7. Interpreters will be used in certain instances including, but not limited to, taking histories, explaining the treatment program and schedule, explaining medications and possible side effects, explaining the effects of not following the regimen, explaining changes in the treatment program, upcoming hospitalization, etc.
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| Approved: | Effective Date: 8/6/86 | Revision Date: 7/07; 8/11; 3/17 | Change No.: | Page: 1 of 1 |