

HOW TO COMPLETE TRANSLATED DOCUMENTS WITH A CLIENT

- 1. ACCESS AN INTERPRETER.** Follow language access plan protocol for accessing an interpreter.
- 2. PROVIDE CLIENT WITH AN ENGLISH VERSION AND TRANSLATED VERSION OF THE DOCUMENT IN THEIR PREFERRED LANGUAGE, IF AVAILABLE.** Translated documents can be found on the [CAFTH Website Translated Form Hub](#). If a translated document is not available, provide the client with just an English version of the document.
- 3. EXPLAIN TO CLIENT THAT THE ENGLISH DOCUMENT IS THE SAME AS THE TRANSLATED DOCUMENT.** If you do not have a translated document, explain to client that an interpreter will help translate contents of the document in their preferred language.
- 4. COLLECT CLIENT SIGNATURE, IF NEEDED, ON ENGLISH VERSION OF THE DOCUMENT.** The English version of the document is the legally binding version.
- 5. UPLOAD BOTH THE ENGLISH AND TRANSLATED DOCUMENT TO HMIS, IF NEEDED.**

IMPORTANT INFORMATION:

When completing documents with a non-English speaking client or a client who is deaf/hard of hearing, an interpreter should ***always*** be contacted. For a client who has a visual impairment, ensure that appropriate accommodations are met.

WORKING WITH AN INTERPRETER: At the beginning of the call, interpreters identify themselves by name and ID number. Note this information for reference and input it into client service notes in HMIS. Brief the interpreter on the nature of the call. If completing any documents, tell the interpreter which documents. Speak directly to the client, not to the interpreter, pausing at the end of a complete thought. Ensure you allow enough time for the interaction.

COMPLETING DOCUMENTS: Clients should be provided with a translated document, if available. Client should always sign the English version of the document. For any documents requiring upload to HMIS, upload both the English and translated document.

For questions or concerns please email languageaccess@cafth.org.