



## **IDENTIFYING CLIENT'S LANGUAGE & COMMUNICATION NEEDS**

- 1. ASSESS FOR LANGUAGE BARRIERS.** Determine if the client is non-English speaking, deaf/hard of hearing and/or has a visual impairment.
- 2. DETERMINE PREFERRED LANGUAGE AND ACCOMMODATION NEEDS.** If client is non-English speaking, identify their preferred language. This can be done using "I speak" cards (see below). For a client who is deaf/hard of hearing or who has a visual impairment, identify any accommodations needed.
- 3. INFORM CLIENT OF THEIR RIGHTS TO FREE LANGUAGE ACCESS SERVICES.** Show client a Title VI notice in their preferred language or an "I speak" card.
- 4. OBTAIN APPROPRIATE LANGUAGE ACCESS SERVICES.** Follow language access plan protocols for providing any needed language access services.

**If language & communication needs cannot be identified:** If it is identified that there is a language barrier and the language & communication needs cannot be identified by a staff member, current documentation, or use of "I speak" cards, contact an interpreter.

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## **USING "I SPEAK" CARDS**

- 1. PRESENT EACH "I SPEAK" CARD TO THE CLIENT.** Present each card to the client until they identify their preferred language.
- 2. CONTACT AN INTERPRETER.** Once the language is identified, follow the protocols for contacting an interpreter. See Language Access Plan protocol for contacting an interpreter.