



November, 2021

Tuesday's Children Policy and Procedures to Provide Meaningful Access to Programs and Services to Individuals with Limited English Proficiency (LEP)

Tuesday's Children complies with Federal civil rights laws and is committed to providing its programs and services without discrimination in accordance with *Title VI of the Civil Rights Act of 1964*, which prohibits discrimination based on **race, color, or national origin (including limited English proficiency)**.

To that end, Tuesday's Children will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits. The policy of Tuesday's Children is to ensure meaningful communication with LEP program participants and their authorized representatives involving their medical conditions and treatment. The policy also provides for communication of information contained in vital documents, including but not limited to, waivers of rights, PowerPoint slides and program materials. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, and program participants will be informed of the availability of such assistance free of charge.

Language assistance will be provided through use of interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephonic interpretation services. All staff will be provided notice of this policy and procedure, and staff that may have direct contact with LEP individuals will be trained in effective communication techniques, including the effective use of an interpreter.

Tuesday's Children will conduct a regular review of the language access needs of our program population, as well as update and monitor the implementation of this policy and these procedures, as necessary.

PROCEDURES:

1. IDENTIFYING LEP PERSONS AND THEIR LANGUAGE

Tuesday's Children will promptly identify the language and communication needs of the LEP person by stating in our website and all program invitations and material who to contact to set-up services.

2. OBTAINING A QUALIFIED INTERPRETER

Kathy Murphy, Senior Program Manager (516-562-9000, kathy@tuesdayschildren.org) is responsible for obtaining an outside interpreter, coordinating closed caption, or translating a document(s) using a contracted service provider.

US Translation Company, 1-800-595-4648, www.ustranlation.com or Transperfect, 1-212-689-5555, www.transperfect.com, or similar, can provide qualified interpreter services.

3. PROVIDING WRITTEN TRANSLATIONS

Tuesday's Children will provide translation of written program materials, if needed, as well as written notice of the availability of translation, free of charge, for LEP individuals.

4. MONITORING LANGUAGE NEEDS AND IMPLEMENTATION

On an ongoing basis, Tuesday's Children will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, Tuesday's Children will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services and complaints filed by LEP persons.