



April 2022

## **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.

#### **Identifying LEP persons and their language**

To determine when language services should be provided, Tuesday's Children has examined the four factors listed below in addition to relying on data based on the US census which shows that 13% of the population is Spanish speaking.

1. The number or proportion of LEP persons eligible to be served or likely to be encountered
2. The frequency with which LEP individuals are encountered
3. The nature and importance of the program, activity, or service provided
4. The resources available to Tuesday's Children and the costs of providing language services

## **Services provided**

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. Tuesday's Children will provide language assistance by:

### **1. Obtaining a qualified interpreter**

Kathy Murphy, Senior Program Manager (516-562-9000, [kathy@tuesdayschildren.org](mailto: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.ustranslation.com](http://www.ustranslation.com) or Transperfect, 1-212-689-5555, [www.transperfect.com](http://www.transperfect.com), or similar, can provide qualified interpreter services.

### **2. 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.

### **Providing notice to LEP Persons**

Tuesday's Children will inform LEP persons of our language services by posting notices on our website and any/all program materials in multiple language, with information on who to contact for services. Notice will be written in both English and Spanish.

### **Tuesday's Children Staff**

All staff will be provided notice of this policy and procedure, and all 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.