

LIMITED ENGLISH PROFICIENCY

QUIZ/ANSWERS

TO THE TRAINER: the quiz is both a training tool and documentation of training. What the trainee answered is immaterial. If they understand the correct answer after discussing the quiz, have them write in the correction and the reason below the question. Don't change the first answer, add the clarification.

- 1) **False** If a client can speak English; we can require that he or she conduct business in English.

We don't assess their language skill. They do. If they feel they need assistance, we must provide it.

The key concept for questions 2, 4 and 32 is whether the individual has the required command of English, the foreign language and the topic/terminology. Freedom of choice requires that we do not discard the client's stated choice without some consideration. However, the agency still has responsibility for accuracy of translation/interpretation and the client's poor choice doesn't alter that responsibility. In all cases, document why you made the choice you did. It is probably also important to consider what the minor/neighbor/friend is interpreting. Help with scheduling an appointment, at which there will be a fully skilled interpreter, is a completely different situation than attempting to conduct a clinical session through an unskilled interpreter. Use of bilingual staff, whose skill has not been confirmed, for meet-and-greet is much different than using self-proclaimed experts to assist with clinical sessions.

- 2) **False** Minors can act as interpreters.

This is a very bad practice and generates serious legal problems. The minor can't be expected to understand the terminology, confidentiality requirements, or subject matter. It is also unlikely that minors have the required language skills in both the "foreign" language and English. (Except, of course, in the event of a clearly documented emergency.)

- 3) **False** Family members can act as interpreters.

The key here is that it is a very bad practice. We legally may not even suggest this option. If the client has clearly informed you that, understanding they have a right to free interpretation assistance, they still choose to use a family member – you can allow it. If they choose to have a family member interpret for them – it must be done through a separate interpreter and it must be clearly documented. Who interpreted the choice? Were they informed that they had a choice of an agency supplied, free interpreter? Did they indicate why they did not wish to use the free interpreter? (Except, of course, in the event of a clearly documented emergency.)

- 4) **False** Other clients can act as interpreters.

This is a clear breach of the confidentiality requirements. (Except, of course, in the event of a clearly documented emergency.)

- 5) **False** Clients may be asked to share in the cost of interpreters when appropriate.

Interpretation assistance must be free to the client.

- 6) **True and False** In emergencies it is OK to use whoever is available as an interpreter and there are no special documentation requirements.

Emergencies do allow use of any available interpretation assistance. However, the documentation must be very clear as to why you believed it was an emergency. This question could be answered either way, depending on how you read the question. The key is that if you claim it was an emergency, you must have documented why you felt it was an emergency.

7) **False** English is the Official Language of the United States.

English is commonly used, but it is not a legal standard.

8) **True** Language assistance standards include additional assistance required due to poor hearing or limited eyesight.

The ADA adds hearing and eyesight to the language assistance rights.

9) **True** "I speak" cards are used to identify the language spoken by someone who cannot tell you in English what language they do speak.

Yep – That's what they are for.