Effective Communication

Person-centered services starts with effective communication

Key Learning Objectives

- What are the laws that govern effective communication?
- Who does the law apply to?
- What is effective communication?
- How do we determine language needs?
- What are our resources for meeting those needs?

Laws for Effective Communication

- Title VI of the 1964 Civil Rights Act
- NYS Mental Hygiene Law 13.09
- 14 NYCRR 633.4(a)(15) Rights of Individuals Receiving Services

What does the law say?

The laws states any program or activity in receipt of federal funds, such as Medicaid, must meet the communication needs of individuals, family members or designees receiving services or seeking services in the OPWDD system of care.

You can't.....

Discriminate against a person with developmental disabilities based on his or her ability to speak English, and this includes individuals who are deaf and/or hard-of-hearing.

Service provision for people with communication needs….

- Must be equal to the services provided to English-speaking individuals;
- Must be provided in a timely manner; and
- Must be provided at **no cost** to the person, family member or designee.

What is effective communication?

- Effective communication is the successful exchange of information that enables the individual to fully participate in services.

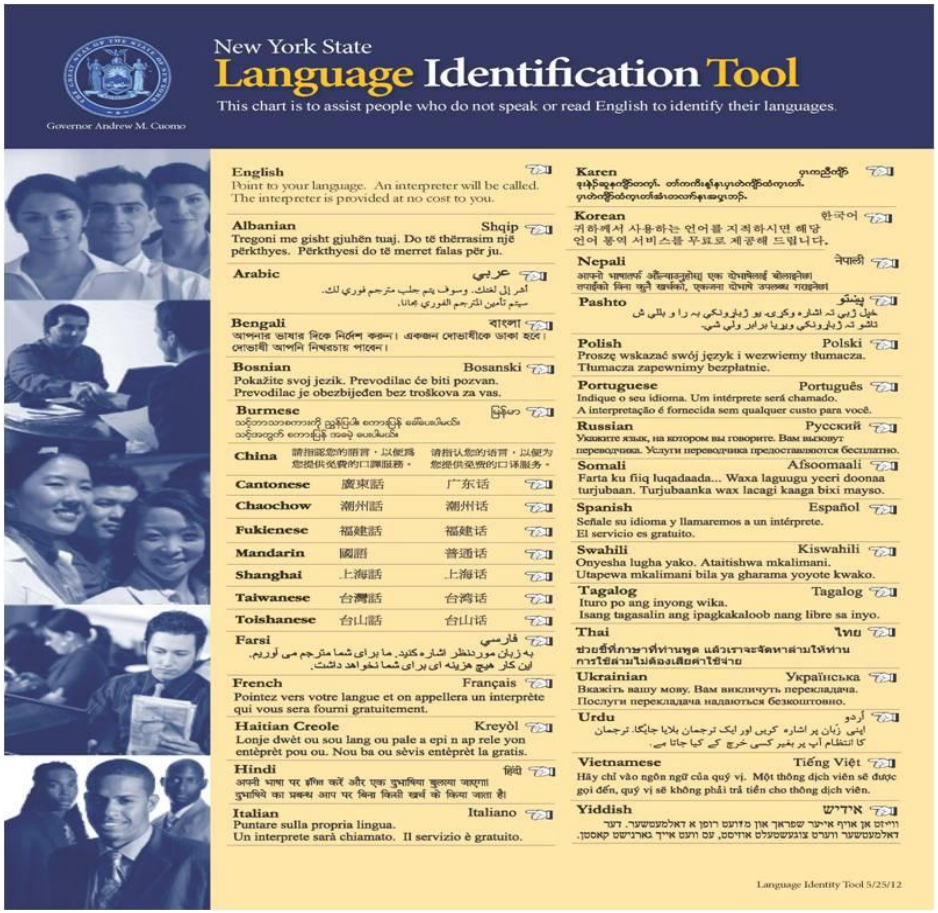
- It is also important that there is a process to determine a communication needs.

How do we determine communication needs?

Communication needs can be determined during initial contact by simply asking the person, “What language do you speak?”

The referring agency may provide you with the communication needs of the person, family member or designee.

Additional resources to determine communication needs



Governor Andrew M. Cuomo

New York State
Language Identification Tool
This chart is to assist people who do not speak or read English to identify their languages.

English
Point to your language. An interpreter will be called.
The interpreter is provided at no cost to you.

Albanian Shqip
Tregoni me gisht gjuhën tuaj. Do të thërrasim një
përkthyes. Përkthyesi do të merret falas për ju.

Arabic عربي
أشر إلى لغتك. وسوف يتم جلب مترجم فوري لك.
سيتم تأمين المترجم الفوري مجانا.

Bengali বাংলা
আপনার ভাষার দিকে নির্দেশ করুন। একজন দোভাষীকে ডাকা হবে।
দোভাষী আপনি নিখরচায় পাবেন।

Bosnian Bosanski
Pokažite svoj jezik. Prevodilac će biti pozvan.
Prevodilac je obezbijeđen bez troškova za vas.

Burmese မြန်မာ
သင့်ဘာသာစကားကို ညွှန်ပြပါ။ စကားပြန် ဖိတ်ခေါ်မယ်။
သင့်အတွက် စကားပြန် အခမဲ့ ပေးပါမယ်။

China 請指認您的語言，以便為您提供免費的口譯服務。 請指认您的语言，以便为您提供免费的口译服务。

Cantonese	廣東話	广东话
Chaochow	潮州話	潮州话
Fukienese	福建話	福建话
Mandarin	國語	普通话
Shanghai	上海話	上海话
Taiwanese	台灣話	台湾话
Toishanese	台山話	台山话

Farsi فارسي
به زبان مورد نظر اشاره کنید. ما برای شما مترجم می آوریم.
این کار هیچ هزینه ای برای شما نخواهد داشت.

French Français
Pointez vers votre langue et on appellera un interprète
qui vous sera fourni gratuitement.

Haitian Creole Kreyòl
Lonje dwèt ou sou lang ou pale a epi n ap rele yon
entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.

Hindi हिंदी
अपनी भाषा पर इंगित करें और एक दुभाषिया बुलाया जाएगा।
दुभाषिये का प्रबन्ध आप पर बिना किसी खर्च के किया जाता है।

Italian Italiano
Puntare sulla propria lingua.
Un interprete sarà chiamato. Il servizio è gratuito.

Karen ကကညီကျိုး
ရုံးခိုင်းရမှာကြောင့်, တင်ကားဒီးနှုံ့ရပ္ပာတဲကျိုတ်လံကျာတေ့.
ပ္ပာတဲကျိုတ်လံကျာတေ့ဆံတလက်နုးအပ္ပာတဉ်.

Korean 한국어
귀하께서 사용하는 언어를 지적하시면 해당
언어 통역 서비스를 무료로 제공해 드립니다.

Nepali नेपाली
आफ्नो भाषातर्फ औंल्याउनुहोस्। एक दोभाषेलाई बोलाइनेछ।
तपाईंको बिना खुर्ची खर्चको, एकजना दोभाषे उपलब्ध गराइनेछ।

Pashto پښتو
خپل ژبې ته اشاره وکړئ، یو ژباړونکی به را و بللی ش
تاسو ته ژباړونکی وړیا برابر ولي شي.

Polish Polski
Proszę wskazać swój język i wezwiemy tłumacza.
Tłumacza zapewnimy bezpłatnie.

Portuguese Português
Indique o seu idioma. Um intérprete será chamado.
A interpretação é fornecida sem qualquer custo para você.

Russian Русский
Укажите язык, на котором вы говорите. Вам вызовут
переводчика. Услуги переводчика предоставляются бесплатно.

Somali Afsoomaali
Farta ku fiiq luqadaada... Waxa laguugu yeeri doonaa
turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.

Spanish Español
Señale su idioma y llamaremos a un intérprete.
El servicio es gratuito.

Swahili Kiswahili
Onyesha lugha yako. Ataitishwa mkalimani.
Utapewa mkalimani bila ya gharama yoyote kwako.

Tagalog Tagalog
Ituro po ang inyong wika.
Isang tagasalin ang ipagkakaloob nang libre sa inyo.

Thai ไทย
ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาล่ามให้ท่าน
การใช้ล่ามไม่ต้องเสียค่าใช้จ่าย

Ukrainian Українська
Вкажіть вашу мову. Вам викличуть перекладача.
Послуги перекладача надаються безкоштовно.

Urdu اردو
اپنی زبان پر اشارہ کریں اور ایک ترجمان بلایا جائیگا۔ ترجمان
کا انتظام آپ پر بغیر کسی خرچ کے کیا جاتا ہے۔

Vietnamese Tiếng Việt
Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được
gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

Yiddish אידיש
ווייזט אן אויף אייער שפּראַך און מיר וועלן רופן א דאָלמעטשער. דער
דאָלמעטשער ווערט צוגעשטעלט אומזיסט, עס וועט אייך נאָרנישט קאָסטן.

Language Identity Tool 5/25/12

"I Speak" cards and posters

Key points when working with an interpreter

- Speak directly to the individual receiving services.
- Do not speak in third person. For example do not say to the interpreter, “ask he/she how long have you been feeling this way.”
- If the individual starts to speak English, encourage them to speak in their preferred language.

What about written translation?

OPWDD translated documents in Spanish, Russian, Haitian (Creole), Italian, Yiddish, Korean, Urdu and Chinese are available at

http://www.opwdd.ny.gov/resources/language-access/translated-documens.

Your Role in Effective Communication

- Be familiar with the agency's procedure for *effective communication.*
- Assess for communication barriers.
- Know the available resources for meeting communication needs in a timely manner.
- Empower the person, family members, and designees by telling them their rights for effective communication.

For additional information

Visit OPWDD Cultural and Linguistic Competence resource page at: http://www.opwdd.ny.gov/resources/cultural_competence/home.