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| **MONTCALM CARE NETWORK PROCEDURE 611 North State Street, Stanton, MI 48888** | |
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| SUBJECT: Accommodations for Cultural,  Language and Communication  Differences | Section: 8110A |
| Effective Date: March 26, 1996 | Revised Date: August 26, 2015 |
| Version: 5 | Status: Current |

To accommodate access and assure an individual's full participation and receipt of maximum benefit from the services being offered, the services will be provided in a manner that assesses, recognizes, respects, and takes into consideration the individual's ethnicity, culture, English language proficiency, and needed communication accommodations.

Montcalm Care Network will maintain access to an interpreter for persons who speak other languages, including sign language. Interpreter services are made available through the use of internal or contracted providers. These services are arranged at the time a request for this service is received or when a need is identified. There is no charge to the consumer for this service. Montcalm Care Network will also provide for any needed adaptations for persons using augmentative communication systems or devices.

The following resources will be utilized to secure an interpreter for persons with Limited English Proficiency, or who speak languages other than spoken English including those who use alternative communication devices, or other non-spoken methods:

* Internal or regional providers identified in the Provider Manual.
* Contracted providers identified through contractual arrangements.
* Other resources preferred by the consumer.

1. Specific Accommodations for the Hearing Impaired

The following process will be utilized to secure an interpreter for the hearing impaired:

* 1. Consult the consumer or consumer representative to ascertain consumer preferences of accommodation options that may be available either through arrangements made by Montcalm Care Network or regional authority or through the consumers natural support system.
  2. Accommodation during the provision of service or treatment may be arranged through the use of the following resources:
     1. Person or resource identified and preferred by the consumer
     2. Internal or regional resource identified in the Provider Manual
     3. Michigan Relay Center for telephonic communications
     4. Intermediate School District
     5. Neighboring Mental Health Agencies
     6. Other contracted options
  3. Montcalm Care Network utilizes the Michigan Relay Center for telephone calls from/to the hearing impaired. The after-hour service provides TTY telephone access.

1. Accommodations for Persons with Limited English Proficiency or other language differences:
   1. Consult the consumer or consumer representative to ascertain consumer preferences of accommodation options that may be available either through arrangements made by Montcalm Care Network or the regional authority or through the consumers natural support system.
   2. Accommodation during the provision of service or treatment may be arranged through the use of the following resources:
      1. Person or resource identified and preferred by the consumer.
      2. Internal or regional resources
      3. Contracted interpretation service
      4. Montcalm Care Network will provide language line access through the regional authority or other contracted telephone interpretation services or will make available the services of bilingual staff for assistance with telephone calls from/to those with Limited English Proficiency.