

# SHANTI HOSPICE

501 W. RAY ROAD, SUITE 6  
CHANDLER, AZ 85225

<h2>Communication / Language Barriers</h2>	
APPROVED BY: DATE OF APPROVAL: REVISION DATE:	

## POLICY

1. Discrimination will not be tolerated. It is our firm belief that everyone is to be treated equal with respect and integrity by all staff in every situation. When communication/language barriers are noted, they will be addressed by staff immediately. Personnel will communicate with the patient in the appropriate language or form understandable to the patient.
2. During the referral contact, employees will determine if the patient needs an interpreter due to a communication/ language barrier or if they require any special accommodations.
3. Mechanisms are in place to assist with language and communication barriers. This may include, but is not limited to:
  - Bilingual staff
  - Interpreters
  - Assistive technologies
4. All employees will be trained during orientation and annually regarding the resources available to assist patients that need an interpreter or other assistive technology to assist with communication due to a language barrier.