



TITLE VI OF THE CIVIL RIGHTS ACT & EXECUTIVE ORDER 13166

Title VI prohibits discrimination due to National Origin which greatly affects those of limited English proficiency. President Clinton signed the Executive Order 13166 on August 11, 2000 which, in part, provides for the enforcement of Title VI enacted originally in 1964.

Most hospitals, physicians, nursing homes, home health agencies, managed care organizations, universities, State, County and Local Health Agencies, etc. are required to provide ‘meaningful access’ to language barrier solutions for persons of Limited English Proficiency (LEP). Such ‘meaningful access’ can include competent interpreting and translation services.

QUESTIONS:

Can foreign language speakers not bring a bilingual relative to interpret?

Healthcare & Human Services cannot require LEP Persons to use family members or friends as Interpreters. Additionally, there can be conflicts of interest when a family member tries to serve as Interpreter.

For example, consider the typical healthcare question: “Do you feel safe at home?” Will the foreign speaker answer this question honestly when the Interpreter is a family member? Will the family member translate the answer faithfully if it is self-incriminating?

Can we really afford to hire a Professional Interpreting agency?

A better question might be: Can we really afford NOT to hire a Professional Interpreting Agency? First, you may be surprised how affordable an Interpreting Service really is. Additionally, you hire an Interpreting Service to PROTECT YOURSELF, not as a favor to those you service. Yes, you will incur charges, but you protect yourself from potential Title VI non-compliance suits, as well as potential lawsuits due to faulty communication.

Why should I choose Verbatim Language Services, Inc. as my Interpreting Service?

There are too many reasons to list here, but a few are:

- ◆ *We answer our phones*
- ◆ *Only 1 hour minimum interpreting session*
- ◆ *Our Interpreters are screened, selected, insured and trained in Interpreter Ethics and participate in ongoing Continuing Education*
- ◆ *Our Interpreters adhere to a strict Professional dress code and display Identity badges for security purposes*
- ◆ *24-hour Emergency Phone Service (not necessarily 24-hour Interpreting Service)*
- ◆ *Inclement weather policy*
- ◆ *Telephone Interpreting Service in over 210 languages.*