

FAMILY SUPPORT SERVICES OF NORTH IDAHO

POLICY AND PROCEDURES

FOR ENSURING CULTURAL/LINGUISTIC COMPETENCY

Policy:

At Family Support Services of North Idaho, LLC, we welcome the opportunity to work with any and all persons who seek our services, particularly those who are in the greatest need. While the North Idaho population does not represent a broad range of diversity, we are well equipped to provide services to those with special needs, including linguistic or with cultural differences.

Procedure:

- Through the assessment process, any cultural, linguistic or other special needs are identified and reflected (with the approval of the participant/legal guardian) in the individualized treatment plan, as appropriate.
- Specialized training is required of employees working with participants who have cultural, linguistic, or other special needs.
- Outside resources will be sought and secured in the event an interpreter is needed. This is the responsibility of the clinician or program manager.
- In the event the special needs cannot be accommodated, or are not met in a manner acceptable to the participant, appropriate referrals will be made to ensure the comfort and safety of the participant.
- If appropriate, participants/legal guardians will be informed of their right to have a service coordinator, to help them access additional services.