

Chapter 5 Programs and Services

5.3 Language Interpreter Services

Policy Statement

APSEA recognizes that some families have difficulty communicating in English which may affect the provision of appropriate services. APSEA supports the need for language interpretation as an effective bridge to accessing services.

Policy Objective

To ensure reasonable steps are taken to provide services to families of children served by APSEA whose first language is not English through the provision of interpreter services where required.

Policy Directive

APSEA will make reasonable accommodation for the provision of interpreting services to ensure effective communication in the delivery of services to families whose first language is not English. Consideration will be given to:

- the complexity and importance of the information to be communicated;
- the context in which the communication takes place.

Application

This policy applies to the provision of services to families who have difficulty communicating in English.

Accountability, Monitoring and Review

- The Superintendent of APSEA is accountable to the APSEA Board of Directors for compliance with this policy.
- The Superintendent of APSEA or his/her designate will review this policy annually.

Approval Dates

Approved: 19 June 2015

Revised:

Communication/Enquiries

For information about this policy, please contact the Superintendent (902/424-8500, apsea@apsea.ca).