

POLICY	
SUBJECT/TITLE:	Communication Barriers Policy
SCOPE:	Agency-wide
CONTACT PERSON & DIVISION:	Health Commissioner
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PURPOSE

Customers have the right to receive information in a manner that they understand. This policy outlines tools to assure access and continuity of care related to public health information and services for customers with communication barriers.

POLICY

Public health information must be understandable and usable by the target audience. Information should be accessible to all audiences of the GCHD, whether they are non-English speaking, hearing/visually impaired or low literacy.

BACKGROUND

The Galion City Health Department needs the ability to present public health information to different audiences through a variety of methods including information technology, outside services and staff assistance.

PROCEDURES & STANDARD OPERATING GUIDELINES

1. When communication barriers are identified, staff and/or customer will determine an alternative method of communicating.
2. Communication resources may include
 - a. Staff
 - b. Audio/visual formats
 - c. Technology devices
 - d. Written materials that include images to support text
 - e. Written materials can be available in languages applicable to the region
 - f. MOUs with outside agencies

CONTRIBUTORS

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Health Commissioner

7 / 18 / 19

Date