

**Indiana WIC Program
Indiana State Department of Health**

Translation Services and Translated Materials

Policy

The local agency will ensure equal access to all participants and clients by providing assistance to individuals with hearing or vision loss, speech impairments or limited English proficiency (LEP). Assistance is paid through WIC funds. Translation services must be provided for all rescheduled appointments.

Authority

FNS Instruction 113-1 Section 07 (Limited English Proficiency)
7 CFR Part 246.8 (c) (Nondiscrimination – Non-English materials)

Procedure

I. Translation services

- A. Staff may utilize the State contracted interpretation and translator services or USDA language list on SharePoint for:
 - 1. Hearing or speech impaired individuals.
 - 2. Over-the-phone language interpretation for individuals with limited English proficiency.
 - 3. USDA's I Speak and other companies such as PROPIO for individuals to point out native languages and language poster.

II. Interpreters

- A. Applicants, clients, and authorized representatives must be advised that interpreter and/or translator services are available at no cost. The offer and acceptance/decline of assistance must be entered into INWIC.
- B. Using underage family members as translators is generally discouraged. However, the LEP applicant, client or authorized representative may choose to use a minor as the interpreter. While the decision should be respected, there may be additional issues of confidentiality, or conflict of interest when the choice involves using children as interpreters. Clinic staff should ensure

that the choice is voluntary, and the authorized representative knows that an interpreter could be provided by the local agency at no cost.

- C. Appointments requiring a sign language interpreter must be confirmed in writing to the applicant/client using the Interpreter Service Appointment Reminder letter.

III. Translated materials

- A. Translated program materials provided by the State WIC office must be given to LEP applicants and clients.