



POLICY

SUBJECT: Communication with Limited English Proficient Persons

NUMBER: OPS-920-18

APPLICABLE TO: All DJS staff and private providers

APPROVED: _____ /s/ signature on original

Sam Abed, Secretary

DATE: _____ 4/27/18

I. POLICY

Department of Juvenile Services (DJS) staff and personnel employed in facilities and programs that are directly involved in the assessment, care and treatment of youth who are under the supervision of DJS or subject to juvenile court jurisdiction ensure that youth and families with limited English proficiency receive equal access to DJS services.

II. AUTHORITY

- A. MD. CODE ANN., HUM., SERVS., §§ 9-203 and -204.
- B. MD. CODE ANN. STATE GOV'T., §§ 10-1101 to -1105.
- C. 42 U.S.C. § 2000d.
- D. Exec. Order No. 13166, 65 Fed. Reg. 50,121 (Aug. 16, 2000).
- E. Prison Rape Elimination Act (PREA) Juvenile Facility Standards

III. DIRECTIVES/POLICIES RESCINDED

Communicating with Limited English Proficient Persons Policy, MGT-627-14

IV. FAILURE TO COMPLY

Failure to comply with the Department's Policy and Procedures shall be grounds for disciplinary action up to and including termination of employment.

V. STANDARD OPERATING PROCEDURES

Standard operating procedures have been developed.

VI. REVISION HISTORY

DESCRIPTION OF REVISION	DATE OF REVISION
Policy updated to account for current protocols and practices.	November 2014
Revisions made: <ul style="list-style-type: none"> • Definitions updated. • Section C- Facility staff shall not rely on other facility youth to interpret for an LEP youth unless in limited circumstances where an extended delay in obtaining an effective interpreter could compromise the youth's safety, the performance of first-response duties or the investigation of a youth's allegation of abuse or harassment. • Section D-Superintendent and Regional Director responsibilities ensure the admissions officer and other relevant staff are trained in how to access services for LEP youth to ensure each youth understands not only all facility policies, youth rules and handbook content, but also has an equal opportunity to learn the youth's rights and how to report abuse or harassment. 	April 27, 2018



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PROCEDURES

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I. PURPOSE

The purpose of these procedures is to implement the Department's policy of providing equal access to services for persons with limited English proficiency.

The expected result of these procedures is that the Department shall:

- a. establish a general process for providing language interpretation services to limited English proficient (LEP) persons;
- b. train appropriate staff in providing language interpretation services to LEP persons;
- c. inform LEP persons that they may receive language interpretation services at no cost; and
- d. monitor the provision of language services to LEP persons to ensure that reasonable steps are taken to achieve equal access to DJS services.

II. DEFINITIONS

Interpreter means someone who can interpret and translate effectively, accurately and impartially, both receptively and expressively, using any necessary specialized vocabulary, the non-English spoken or written language of a youth.

Limited English Proficient (LEP) persons means individuals who are unable to adequately understand or express themselves in the spoken or written English language.

Minor children refer to persons who have not attained age 18.

Program includes all services provided by DJS, a private contractor or DJS-licensed entity that is directly involved in the care and treatment of youth under the supervision of DJS or subject to juvenile court jurisdiction.

Program case manager means a program employee with primary responsibility for ensuring that DJS youth receive all needed evaluations and services during involvement in a program.

Program staff includes, but is not limited to, DJS case managers and program case managers.

Vital documents mean all applications, or informational materials, notices, complaint forms, and other materials essential to the provision of care and services to youth and parents under the supervision of DJS or subject to juvenile court jurisdiction.

III. **PROCEDURES**

A. **Program Staff Responsibilities**

1. Program staff shall:
 - a. inform LEP persons with whom the program staff works of the availability of free language interpretation services and post a notice to this effect in each DJS office and facility and each private provider facility or office in the languages determined by the DJS Office of Fair Practices;
 - b. obtain language services for LEP youth and parents/guardians/custodians of LEP youth in a timely manner to ensure that no significant delay in services takes place;
 - c. work with referring authorities (i.e., police departments, schools, courts) to ensure that LEP individuals are properly identified upon referral to DJS; and
 - d. document, in a manner that ensures confidentiality and security, the language needs of each LEP youth and/or parents/guardians/custodians of LEP youth in the youth's file and ASSIST.
2. Each office and facility shall maintain **Language Identification Cards (Appendix 1)** for use in identifying languages spoken by LEP persons.
3. If a LEP person is unable to read or write in English or their own language, program staff shall utilize telephonic interpretation services as necessary to identify the language.

B. **Language Services**

1. Oral language services. To ensure equal access to services, DJS shall provide language interpretation services by:
 - a. recruiting, hiring, and training bilingual staff to provide face to face, in-house language interpretation services;
 - b. linking LEP persons to language interpretation services procured by the State; and
 - c. allowing an adult family member, community member, or volunteer to provide language interpretation services at the discretion of program staff under the circumstances established in these procedures.
2. Written language services.
 - a. DJS shall provide written language services by translating all vital documents into those languages spoken by more than three percent

of the community served by a particular office, as measured by the United States Census.

- b. As necessary, program staff shall notify all LEP persons that any document will be translated upon request and arrange for the translation of that document.

C. Use of Other Facility Youth, Adult Family Members, Community Members, or Volunteers as Interpreters

1. Facility staff shall not rely on other facility youth to interpret for an LEP youth unless, in limited circumstances, where an extended delay in obtaining an effective interpreter could compromise the youth's safety, the performance of first-response duties, or the investigation of a youth's allegation of abuse or harassment.
2. Program staff may not utilize adult family members, adult community members, or adult volunteers to provide language interpretation services unless program staff:
 - a. inform the youth and/or parent/guardian/custodian that they may receive language interpretation services at no cost;
 - b. offer the youth and/or parent/guardian/custodian language interpretation services and the services are refused;
 - c. determine that the provision of services will not be affected;
 - d. determine, with respect to the circumstances of the refusal, that there is no:
 - 1) coercion;
 - 2) domestic violence or other criminal activity;
 - 3) conflict of interest; or
 - 4) potential for a breach of confidentiality;
 - e. document the youth and/or parent/guardian/custodian's refusal and the circumstances in the youth's file and ASSIST; and
 - f. require the family member, community member, or volunteer to sign an **Interpreter Confidentiality Agreement (Appendix 2)**.

D. Regional Director and Superintendent Responsibilities

1. Each Regional Director and Superintendent shall designate a central coordinator responsible for:
 - a. monitoring compliance with the Maryland Code, State Government Article §§ 10-1101 to -1105, federal **Exec. Order No. 13166 (Appendix 3)**, and these procedures;
 - b. assisting program staff in obtaining and providing language interpretation services for LEP persons;
 - c. assessing which documents are vital;
 - d. ensuring the coordination of language interpretation resources in the region or facility;
 - e. ensuring the Admissions Officer and other relevant staff are trained in how to access services for LEP youth to ensure each

- youth understands not only all facility policies, youth rules and handbook content, but also has an equal opportunity to learn the youth's rights and how to report abuse or harassment; and
- f. ensuring that all qualified interpreters review and sign the **Interpreter Confidentiality Agreement (Appendix 2)** and **Interpreter Orientation and Training document (Appendix 4)**.
 - g. reporting monthly to the DJS Office of Fair Practices on:
 - 1) the number of LEP persons identified;
 - 2) the languages encountered; and
 - 3) the language interpretation services provided.
2. Each Regional Director and Superintendent shall ensure that the notice required by section III. A. 1. a. is posted at each office or facility for which he or she is responsible.

E. Office of Fair Practices Responsibilities

1. The DJS Office of Fair Practices shall perform assessments of the provision of language interpretation services on a periodic basis to measure effectiveness. Modifications shall be made as necessary to ensure that LEP individuals have equal access to DJS services.
2. The Office of Fair Practices may promulgate additional guidance and direction to staff as required.

F. Confidentiality

1. Any person providing language interpretation services, other than DJS employees and persons under contract with the State, shall be required to sign an **Interpreter Confidentiality Agreement (Appendix 2)** and **Orientation and Training document (Appendix 4)**.

IV. RESPONSIBILITY

Superintendents, Regional Directors, the Director of the Office of Fair Practices must ensure compliance with this procedure.

V. INTERPRETATION

The Secretary is responsible for interpreting and granting any exceptions to this procedure.

VI. LOCAL OPERATING PROCEDURES

No

VII. DIRECTIVES/POLICIES REFERENCED

No policies referenced.

V. APPENDICES

1. Language identification cards
2. Interpreter Confidentiality Agreement
3. Exec. Order No. 13166
4. Interpreter Orientation and Training document



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DJS POLICY AND STANDARD OPERATING PROCEDURES

Statement of Receipt and Acknowledgment of Review

SUBJECT: Communication with Limited English Proficient Persons
NUMBER: OPS-920-18
APPLICABLE TO: All staff and private providers

I have received and reviewed a copy (electronic or paper) of the above titled policy and procedures. I understand the contents of the policy and procedures.

I understand that failure to sign this acknowledgment form within five working days of receipt of the policy shall be grounds for disciplinary action up to and including termination of employment.

I understand that I will be held accountable for implementing this policy even if I fail to sign this acknowledgment form.

SIGNATURE

PRINT FULL NAME

DATE

WORK LOCATION

SEND THE ORIGINAL, SIGNED COPY TO THE DIRECTOR OF THE DJS OFFICE OF HUMAN RESOURCES FOR PLACEMENT IN YOUR PERSONNEL FILE.

If you need an interpreter

We provide language interpreter services on request to conduct your business at no cost to you. Please call us first so that someone who speaks your language will be available to help you.



Call _____ Monday through Friday
between _____ and _____ for your language needs.
Point to the language you need.

<p>Arabic العربية</p>	<p>نوفر خدمات ترجمة شفوية مجانية عند الطلب لمساعدتك على القيام بأعمالك. الرجاء الاتصال بنا أولاً لضمان تواجد أحد الناطقين بلغتك لمساعدتك.</p>
<p>Armenian Հայերեն</p>	<p>Չեք պահանջով մենք Չեզ անվճար թարգմանչական ծառայություն կտրամադրենք՝ Չեք գործերը կատարելու համար: Խնդրում ենք նախ զանգահարել մեզ, որպեսզի Չեք լեզվով խոսող որևէ մեկը մերկա լինի՝ Չեզ օգնելու համար:</p>
<p>Cambodian ខ្មែរ</p>	<p>យើងផ្តល់អ្នកបកប្រែភាសាតាមការស្នើសុំ ដើម្បីធ្វើការងាររបស់អ្នកដោយអ្នកមិនត្រូវចេញថ្លៃឡើយ។ សូមទូរស័ព្ទមកយើងជាមុន ដើម្បីឱ្យមានជនម្នាក់ដែលនិយាយភាសារបស់អ្នកនឹងអាចមានពេលដើម្បីជួយអ្នក។</p>
<p>Chinese 中文</p>	<p>在與您的業務往來中，我們免費提供語言翻譯服務。請先來電話，以便我們安排一位會講您的語言的工作人員為您服務。</p>
<p>Farsi فارسی</p>	<p>ما بر مبنای تقاضا، برای انجام کارتن، بدون اینکه برای شما هزینه ای در بر داشته باشد خدمات ترجمه لفظی فراهم می کنیم. لطفاً اول با ما تماس بگیرید تا شخصی که به زبان شما صحبت می کند برای کمک به شما در دسترس باشد.</p>

Maryland Department of Juvenile Services

If you need an interpreter

We provide language interpreter services on request to conduct your business at no cost to you. Please call us first so that someone who speaks your language will be available to help you.



Call _____ Monday through Friday
between _____ and _____ for your language needs.
Point to the language you need.

**French
Français**

Nous mettons des services d'interprétation à votre disposition pour diriger vos affaires sur simple demande et ce, gratuitement. Veuillez nous appeler d'abord pour qu'une personne parlant votre langue puisse être disponible pour vous aider.

**Greek
Ελληνικά**

Παρέχουμε υπηρεσίες διερμηνείας όταν μας το ζητήσετε για να διεξάγετε την εργασία σας χωρίς κόστος για εσάς. Τηλεφωνείστε μας πρώτα ώστε κάποιος που γνωρίζει τη γλώσσα σας να είναι διαθέσιμος να σας βοηθήσει.

**Haitian Creole
Kreyòl**

Nou gen sèvis entèprèt ki kapab tradui pou ou, si w mande, san ou pa bezwen peye pou sa. Tanpri rele nou davans, pou nou kapab ba ou yon moun ki konn pale lang ou, pou ede w.

**Hmong
Hmoob**

Peb muaj kev pab txhais lus dawb yog koj hais rau peb paub kom yuav pab tau koj kev lag luam mus zoo. Thov hu rau peb ua ntej kom tus hais tau koj yam lus thiaj li muaj sijhawm pab koj.

**Italian
Italiano**

Per condurre i vostri affari, forniamo gratuitamente servizi di interpretariato in lingua su richiesta. Vi preghiamo di contattarci anticipatamente e metteremo a disposizione una persona che parla la vostra lingua.

Maryland Department of Juvenile Services

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We provide language interpreter services on request to conduct your business at no cost to you.

Please call us first so that someone who speaks your language will be available to help you.



Call _____ Monday through Friday
between _____ and _____ for your language needs.
Point to the language you need.

Russian
Русский

По запросу мы бесплатно предоставляем услуги устного переводчика для ведения вашего бизнеса. Пожалуйста, сначала позвоните нам, чтобы человек, говорящий на вашем языке, был готов вам помочь.

Spanish
Español

Brindamos servicios de intérprete de idiomas a pedido para que lleve a cabo sus actividades sin que represente ningún gasto para usted. Por favor, llámenos primero para que alguien que hable su idioma esté disponible para ayudarle.

Tagalog

Kapag may humiling ay nagdudulot kami ng mga serbisyo sa pagsasalín-bigkas nang wala kayong binabayaran upang maisagawa ninyo ang inyong mga kailangang gawin. Pakitawagan muna kami upang makakuha ng isang taong nagsasalita ng inyong wika.

Vietnamese
Tiếng Việt

Chúng tôi có dịch vụ thông dịch miễn phí cho quý vị khi có yêu cầu. Xin gọi cho chúng tôi trước để chúng tôi sắp xếp thông dịch viên giúp quý vị.

Deaf / Hard
of Hearing

We provide sign language interpreter services on request to conduct your business. Please call us first at _____ so that someone will be available to help you.

Maryland Department of Juvenile Services

If you need an interpreter

We provide language interpreter services on request to conduct your business at no cost to you.

Please call us first so that someone who speaks your language will be available to help you.



Call _____ Monday through Friday
between _____ and _____ for your language needs.
Point to the language you need.

Japanese
日本語

事務処理をする上で必要な通訳サービスを無料でご提供します。ご指定の言語を話す者が待機するために、まず先にお電話ください。

Korean
한국어

업무 처리시 통역이 필요하다고 요청하시는 분께는 무료로 통역서비스를 제공해 드립니다. 먼저 저희들에게 전화를 하시면 통역하실 분을 미리 대기시키겠습니다.

Laotian
ພາສາລາວ

ພວກເຮົາບໍ່ສຶກສາພາສາພຣີຕາມຄວາມຮຽກຮ້ອງຕ້ອງການເພື່ອດຳເນີນທຸກະກິດຂອງທ່ານ. ກະສນາໂທຫາພວກເຮົາກ່ອນ ເພື່ອວ່າຈະມີຜູ້ໃດຜູ້ໜຶ່ງທີ່ເວົ້າພາສາຂອງທ່ານ ຕ້ຽມພ້ອມທີ່ຈະຊ່ວຍທ່ານ.

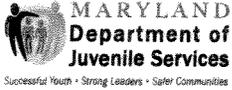
Polish
Polski

Na życzenie zapewniamy bezpłatnie usługi tłumacza do kontaktów z nami. Prosimy zadzwonić do nas wcześniej, aby osoba władająca Państwa językiem mogła udzielić pomocy.

Portuguese
Português

Fornecemos serviços de intérprete de idiomas mediante solicitação para a condução de seus negócios, sem qualquer custo de sua parte. Entre primeiro em contato conosco por telefone para que alguém que fale a sua língua esteja disponível para lhe ajudar.

Maryland Department of Juvenile Services



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LANGUAGE IDENTIFICATION FLASHCARD

Arabic

ضع علامة على هذا المربع إذا كنت تقرأ أو تتحدث اللغة العربية.

Armenian

Նշան դրեք այս վանդակում, եթե դուք կարդում կամ խոսում եք հայերեն:

Bengali

আপনি যদি বাংলা পড়তে অথবা বুঝতে পারেন তাহলে এই বাক্সটিতে দাগ দিন

Cambodian

តួសខ្ញុំប្រអប់នេះ បើសិនជាអ្នកអានឬនិយាយភាសាខ្មែរ

Chinese

如果您講中文，請勾選此方框

Creole

Fè yon mak nan ti kare sa a, si se kreyòl ou kapab li oubyen pale.

Croatian

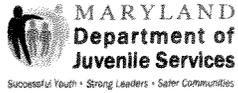
Označite ovaj kvadratić ako čitate ili govorite hrvatski.

Czech

Jestliže čtete nebo mluvíte česky, zaškrtněte toto políčko.

Dutch

Kruis dit vakje aan als u Nederlands leest of spreekt.



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English

Mark this box if you read or speak English.

Farsi

اگر به زبان فارسی میخوانید و یا صحبت می کنید در این جعبه علامتگذاری کنید.

French

Cochez cette case si vous lisez ou parlez le français

German

Markieren Sie dieses Kästchen, wenn Sie deutsch lesen oder sprechen.

Greek

Σημειώστε το κουτάκι αυτό αν διαβάζετε ή μιλάτε Ελληνικά.

Hindi

अगर आप हिन्दी पढ़ते या बोलते हैं, तो इस बॉक्स पर निशान लगायें।

Hmong

Kos lub vojvoog no yog koj nyeem lossis hais tau lus Hmoob.

Hungarian

Jelölje meg ezt a dobozt, ha olvas és beszél magyarul.

Ilocano

Markaan ti kahon no makabasa wenno makapagsarita ka ti Ilokano.



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Italian

Contrassegnate la casella se leggete o parlate la lingua italiana.

Japanese

日本語を読むまたは話す人はこの欄に印を付けてください。

Korean

한국어를 읽고 구사하시는 분은 이 네모 칸에 체크하십시오.

Laotian

ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານ ຫຼື ປາກພາສາລາວ.

Polish

Osoby władające językiem polskim proszone są o zaznaczenie tego pola.

Portuguese

Selecione esta caixa se você lê ou fala português.

Romanian

Marcați această căsuță dacă citiți sau vorbiți românește.

Russian

Поставьте отметку в этой клетке, если вы читаете или говорите по-русски

Samoan

Fa'a'iloga le pusa lea pe afai e te faitau pe tautala ile gagana Samoa.



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Serbian

Означите овај квадратић ако читате или говорите српски језик.

Slovak

Ak čítate alebo hovoríte po slovensky, zaškrtnite toto políčko.

Spanish

Marque esta casilla si lee o habla español.

Tagalog

Markahan ang kayon na ito kung nagbabasa ka o Nagsasalita ng Tagalog.

Thai

โปรดกาในช่องนี้ หากท่านอ่านหรือพูดภาษาไทยได้

Ukrainian

Позначте цю клітинку, якщо ви читаете або говорите українською мовою.

Urdu

اگر آپ اردو بولتے اور پڑھتے ہیں تو اس خانے پر نشان لگائیں

Vietnamese

Xin đánh dấu vào ô này nếu quý vị Nói hoặc đọc được tiếng Việt

Boyd K. Rutherford
Lt. Governor

Larry Hogan
Governor

Sam Abed
Secretary

INTERPRETER CONFIDENTIALITY AGREEMENT

I hereby agree to maintain the confidentiality of all information discussed or observed while providing language interpretation services for the individual(s) named below. This includes, but is not limited to, all information about services being performed and the identity of those staff and clients present, regardless of perceived importance.

I understand that I may, however, reveal information to (1) the Maryland Department of Juvenile Services (DJS) or its staff or agents; and (2) interpreters employed by the state of Maryland when necessary to best serve DJS staff and its clients in an ongoing interpreting situation or assignment.

Interpretation provided for (Print Name)

Interpreter (Print Name)

Date

Interpreter Signature





Federal Register

Wednesday,
August 16, 2000

Part V

The President

**Executive Order 13166—Improving Access
to Services for Persons With Limited
English Proficiency**

Department of Justice

**Enforcement of Title VI of the Civil
Rights Act of 1964—National Origin
Discrimination Against Persons With
Limited English Proficiency; Notice**

Presidential Documents

Title 3—

Executive Order 13166 of August 11, 2000

The President**Improving Access to Services for Persons With Limited English Proficiency**

By the authority vested in me as President by the Constitution and the laws of the United States of America, and to improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency (LEP), it is hereby ordered as follows:

Section 1. Goals.

The Federal Government provides and funds an array of services that can be made accessible to otherwise eligible persons who are not proficient in the English language. The Federal Government is committed to improving the accessibility of these services to eligible LEP persons, a goal that reinforces its equally important commitment to promoting programs and activities designed to help individuals learn English. To this end, each Federal agency shall examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency. Each Federal agency shall also work to ensure that recipients of Federal financial assistance (recipients) provide meaningful access to their LEP applicants and beneficiaries. To assist the agencies with this endeavor, the Department of Justice has today issued a general guidance document (LEP Guidance), which sets forth the compliance standards that recipients must follow to ensure that the programs and activities they normally provide in English are accessible to LEP persons and thus do not discriminate on the basis of national origin in violation of title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations. As described in the LEP Guidance, recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

Sec. 2. Federally Conducted Programs and Activities.

Each Federal agency shall prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance, and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency's programs and activities. Agencies shall develop and begin to implement these plans within 120 days of the date of this order, and shall send copies of their plans to the Department of Justice, which shall serve as the central repository of the agencies' plans.

Sec. 3. Federally Assisted Programs and Activities.

Each agency providing Federal financial assistance shall draft title VI guidance specifically tailored to its recipients that is consistent with the LEP Guidance issued by the Department of Justice. This agency-specific guidance shall detail how the general standards established in the LEP Guidance will be applied to the agency's recipients. The agency-specific guidance shall take into account the types of services provided by the recipients, the individuals served by the recipients, and other factors set out in the LEP Guidance. Agencies that already have developed title VI guidance that the Department of Justice determines is consistent with the LEP Guidance shall examine their existing guidance, as well as their programs and activities, to determine if additional guidance is necessary to comply with this order. The Department of Justice shall consult with the agencies in creating their guidance and, within 120 days of the date of this order,

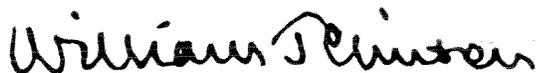
each agency shall submit its specific guidance to the Department of Justice for review and approval. Following approval by the Department of Justice, each agency shall publish its guidance document in the **Federal Register** for public comment.

Sec. 4. Consultations.

In carrying out this order, agencies shall ensure that stakeholders, such as LEP persons and their representative organizations, recipients, and other appropriate individuals or entities, have an adequate opportunity to provide input. Agencies will evaluate the particular needs of the LEP persons they and their recipients serve and the burdens of compliance on the agency and its recipients. This input from stakeholders will assist the agencies in developing an approach to ensuring meaningful access by LEP persons that is practical and effective, fiscally responsible, responsive to the particular circumstances of each agency, and can be readily implemented.

Sec. 5. Judicial Review.

This order is intended only to improve the internal management of the executive branch and does not create any right or benefit, substantive or procedural, enforceable at law or equity by a party against the United States, its agencies, its officers or employees, or any person.



THE WHITE HOUSE,
August 11, 2000.

Interpreter Orientation and Training

All interpreters will be required to meet with the Superintendent or designee to review this document prior to initially working with youth. Once completed, the Interpreter and a Superintendent or designee shall sign and date the document. The interpreter will receive a copy.

This document shall serve as an outline of facility rules during your service here at the facility. If at any time you deem it necessary to contact the Superintendent, please feel free to do so.

- Always remain in sight and sound distance of Resident Advisors and/or Supervision when working with youth.
- Do not bring any outside items into the facility for youth. All items for youth must be approved by the Superintendent.
- Only items deemed necessary to your work here will be allowed into the facility.
- Please do not allow youth to hold or try on any of your personal items (such as but not limited to; jewelry, watches, pens, jackets etc.)
- No cellphones or cameras are allowed in the facility. This includes watches that contain these features.
- All youth information is **confidential**. (Additional Confidentiality Agreement required)
- If you have any concerns with any youth at, please bring it to the Resident Advisors attention **immediately**. In the event you are not comfortable sharing information with the Resident Advisor, please contact a Supervisor and/or the Superintendent.
- In the event you witness an incident, you will be required to fill out a witness statement (Incident Report).
- Under no circumstances shall you get involved in any incident or enter a youth's room.
- If you are aware of a safety and/or security concern (such as but not limited to; fight, contraband, escape attempt etc.) notify staff **immediately**.



Successful Youth • Strong Leaders • Safer Communities

- Long hair shall be kept in a bun; ponytails are discouraged for safety reasons.
- Any necklaces worn shall be tucked inside shirt out of view of youth.
- Please do not share your personal information with youth. Maintain professional boundaries at all times.
- Always be aware of your surroundings and remain alert.
- When moving throughout the facility with youth, please stay to the rear of the line.
- Please be mindful of the volume of your voice when interpreting.
- In compliance with the **Prison Rape Elimination Act (PREA)** any sexual contact, harassment, references, discrimination etc. is **strictly prohibited** with youth.

INTERPRETER

Print Name: _____

Signature: _____

Date: _____

SUPERINTENDENT OR DESIGNEE

Print Name: _____

Signature: _____

Date: _____