

**STATE OF CONNECTICUT
DEPARTMENT OF DEVELOPMENTAL SERVICES**

Policy No: I.F.PO. 004
Subject: Interpreter/Translation Services
Section: Human Rights and Legal Responsibilities

Issue Date: April 8, 2005
Effective Date: Upon release
Approved: /S/ Peter H. O'Meara
Commissioner

Note: Technical revisions were made to this policy on October 31, 2024, to ensure the policy reflects respectful and person first language. No substantial changes were made.

A. Policy Statement

The Department of Developmental Services (DDS) is committed to providing effective services to all individuals and their families. Communication is key to all interactions and to the eventual quality and satisfaction individuals and their families experience. This includes, but is not limited to, interactions with staff during planning meetings, at all administrative hearings or during investigations.

If the case manager or other staff is unable to communicate with the individual and /or family in their primary language during planning meetings, administrative hearings, or during investigations, a reasonable effort will be made to use a competent authorized interpreter. If the individual and/or responsible family member is Deaf or Hard of Hearing, a reasonable effort will be made to obtain a sign-language interpreter.

DDS will make a reasonable effort to translate and provide commonly-used written outreach material to members of predominant language groups.

B. Applicability

This policy shall apply to all individuals who are eligible for supports and services from DDS.

This policy shall apply to case managers, support brokers, service coordinators, program supervisors, case management supervisors and all other staff responsible for ensuring communication with families and individuals served by DDS

C. References

1. 30-8, "Cultural Considerations." Title II of the Americans With Disabilities Act.