



September 2018

TCDN Limited English Proficiency Policy Statement (LEP)

It is our responsibility to ensure that all clients have meaningful and equal access to services. This responsibility encompasses the most basic of human needs, the need to communicate and understand.

In order to ensure effective communication, the Trinity Cooperative Day Nursery staff and administration will make every effort to effectively communicate and to help ensure the understanding of our policies, procedures and any other necessary information, by those clients and/or their immediate families, who are identified as having Limited English Proficiency (LEP).

In addition, the public offices have been equipped with universal symbols for bathrooms, exits and water fountains.

Once a client and /or their family has been identified as needing translative or interpretive services, the Trinity Cooperative Day Nursery staff and or administration, will contact the corresponding appropriate agency.

Theresa Snyder, Executive Director

