



PENN FOUNDATION

BEHAVIORAL HEALTH SERVICES

TO: Penn Foundation Patients/Clients/Parents/Residents
FROM: Wayne Mugrauer, President/CEO
SUBJECT: Limited English Proficiency Policy Statement (LEP)
DATE: January 1, 2016

It is our responsibility to ensure that those receiving services at Penn Foundation have meaningful and equal access to services. This responsibility encompasses the most basic of human needs, the need for communication and understanding.

In order to ensure effective communication, Penn Foundation staff will make every effort to ensure communication and understanding for those receiving services or their immediate families who are identified as having Limited English Proficiency (LEP).

Once a person receiving services or their family has been identified as needing translation or interpretive services, Penn Foundation staff will contact the corresponding appropriate agency.

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