**Agency/Facility Name**

**PREA Refresher**

 **Helping Residents Who Primarily Speak Another Language**

**Tips for Speaking with Residents Who Do Not Speak English Well**

* Use simple language and repeat important points
* Do not interrupt a resident who is trying their best to express themselves in English
* Avoid jargon and idiomatic expressions (examples: “messing with you,” “keep it on the down-low,” “being shady,” “SOP,” etc.)

**Can a Resident Provide Interpretation?**

* Yes, but only if the person requiring interpretation is in danger or otherwise in immediate need of assistance (examples: during an evacuation or in the immediate aftermath of an assault)
* If you ask a resident to interpret, fill out an incident report explaining why
* Once the danger has passed, ask a supervisor to help you arrange for an interpreter who is not a resident

**Who Can Provide Interpretation?**

* Facility staff can access [translation service name] which provides translation for most world languages (ask your supervisor about using this service)
* Some staff speak more than one language. It is okay to ask one of them to interpret if they feel comfortable doing so and it has been approved by [title of who approves]