



# The Commonwealth of Massachusetts

Executive Office of Health and Human Services  
Soldiers' Home in Holyoke  
110 Cherry Street  
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## Language Access Plan

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### **I. Introduction:**

The Agency has prepared this Language Plan ("Plan"), which defines the actions to be taken by the Soldiers' Home in Holyoke to ensure meaningful access to agency services, programs and activities on the part of persons who have limited English proficiency. The Agency will review and update, on an annual basis, this Plan in order to ensure continued responsiveness to community needs and compliance with the Executive Office for Administration and Finance ("ANF") Administrative Bulletin #16.

### **II. Purpose:**

The purpose of this plan is to ensure clients of the Agency are afforded meaningful access to services, programs and activities although they may be limited in their English language proficiency. The Agency is committed to this Plan as the appropriate response to meeting our clients' needs.

Consistent with the guidance of Bulletin #16, a Limited English Proficient ("LEP") person is someone who is not able to speak, read, write or understand the English language at a level that allows him/her to interact effectively with Agency staff.

NOTE: A client maintains the right to self-identify as a LEP person.

### **III. Agency Description:**

Established in 1952, The Soldiers' Home in Holyoke is a multifaceted health care facility available to eligible veterans of the Commonwealth of Massachusetts.

In 1971, a major addition was completed providing limited hospital services and additional long-term care beds. The Soldiers' Home in Holyoke is governed by a seven-member Board of Trustees comprised of Western Massachusetts residents who are appointed by the Governor to oversee management of the organization.

The Soldiers' Home in Holyoke is fully accredited by The Joint Commission (TJC), and surveyed annually by the Veterans Administration.

"CARE WITH HONOR AND DIGNITY"

Our mission is to provide the best health care possible, with our available resources, to eligible veterans who reside in the Commonwealth of Massachusetts.

The mission of the Soldiers' Home in Holyoke is to provide, with honor and dignity, the highest quality of personal health services to Massachusetts Veterans. Our vision is to be recognized as the health care provider of choice for all Veterans residing in the Commonwealth.

Our strategic plan involves improving the overall organizational performance by using past proven successful modalities, and implementing the principles of Total Quality Management.

#### IV. Language Access Plan:

The Agency Language Access Plan shall be fully implemented subject to the availability of fiscal resources to implement said Language Access Plan. This Language Access Plan represents the Agency's administrative blueprint to provide meaningful access to Agency services, programs and activities on the part of LEP individuals. This Language Access Plan outlines the tasks the Agency will undertake to meet this objective.

1. Agency Language Access Coordinator:  
Donald R. Andrejczyk, General Counsel  
Soldiers' Home *in* Holyoke  
110 Cherry Street  
Holyoke, MA 01040  
[dandrejczyk@state.ma.us](mailto:dandrejczyk@state.ma.us)
2. Agency Language Access Need Assessment
  - a. The Soldiers' Home in Holyoke has considered two (2) factors to determine the language distribution of Veterans in the service area. First, is Hampden County, which includes the major cities of Springfield, Chicopee, West Springfield, Holyoke, and Westfield. These cities make up for 67% of veterans' hometowns before being admitted to the Soldiers' Home in Holyoke. These cities are also the largest cities in Hampden and other Western Massachusetts Counties. Hampden County is most representative of the diversity of the Service Area for the Soldiers' Home in Holyoke.  
The next largest, Hampshire County makes up about 16% of the Veterans' hometowns.  
  
Second, after an interview with our admitting and OPD it was found that during the past year there were no requests for interpretive assistance.  
U. S Census Data, Report number S2101: Veteran Status; Data Set 2009-2011 for Hampden County was used to determine potential language needs of the 33,248 veterans located in the county; 4.6% were Hispanic or Latino; of any race, 0.6% were Asian.

**IV. Language Access Plan: (cont.)**

- b. The language make-up of the Veteran Client Population is English. Looking retrospectively there has been only one or two occasions in the last year where there was a veteran or family that was assisted with translation by one of our staff members. Hampden County has a total make of 17% Hispanic or Latino population.

The Soldiers' Home in Holyoke is meeting the LEP needs of veterans and families for 2013 by having on staff a number of Hispanic employees who are willing and able to provide interpretive services as the need arises.

The Soldiers' Home in Holyoke also looks prospectively and believes that the needs of the Hispanic speaking families or Veterans will only increase and the Soldiers' Home in Holyoke is confident that it will be able to provide interpretive skills.

- c. Points of Contact. The three (3) points of contact for veterans seeking information about services at the Home occur at the:
  - o Lobby receptionist desk either in person or by telephone.
  - o Admitting & Eligibility Department
  - o Out Patient Department

3. Language Resources Assessment:

- a. The Soldiers' Home in Holyoke has identified existing staff who are linguistically, culturally, and technically able to deliver services in a language other than English and are willing to serve as interpreters.

<u>Language</u>	<u>Department Currently Assigned</u>
Spanish	Nursing, Dietary & Administration
Russian	Nursing
Ukrainian	Nursing
French	Nursing
Portuguese	Nursing & Housekeeping
Japanese	Nursing
Ghanese	Nursing
Polish	Laboratory
Vietnamese	Nursing
Italian	Dietary

- b. In addition to staff, the Soldiers' Home in Holyoke recognizes that there are community-based resources available to be accessed to assist with any growing language access needs.
  - 1) The Division of Unemployment Assistance located on 850 High Street. Holyoke, MA 01040.

**IV. Language Access Plan: (cont.)**

4. Language Service Protocols:

a. The types of resources needed to effectively implement this Plan are:

1. Telephone interpretation. This is available on all shifts for the most likely need for Spanish speaking clients who include veteran family members.
2. Clients/Veterans/Family members who personally appear at the Lobby, OPD or Admitting.

Each of these areas will have the name and contact information of the staff member who is able to provide the language resource needed.

b. The Agency's protocols for providing interpretation services.  
Assistance or direction to services is available on a 24 hours basis.

Sufficient resources are available during the weekday day shift.

Since the Soldiers' Home in Holyoke is a 24-hour operation, staff in charge, Security, and Directors on call are always available to access or determine the extent of resource accessibility if the need occurs.

This will be done through training and maintaining and updated language resource list.

c. A client, veteran or family member may access resources by presenting themselves to the receptionist desk located in the lobby during the day or access to the nurse in charge or Security, which are available 24/7.

5. Vital Document Translation:

a. The vital documents that pertain to Veterans are U.S. military or medical documents; those documents are provided in the English language.

b. Agency website content

The Agency will look for direction from the EOHHS for a timetable for translation of the site depending on resource availability.

6. Stakeholder Consultations:

The Agency did not consult stakeholders in the development of this plan.

The Agency did

- a) Discuss with staff the LEP needs that have occurred during the last year.
- (b) Use internal census history
- (c) Use recent U.S. Census data for Hampden County Veterans.

IV. Language Access Plan: (cont.)

7. Staff Training:

The Soldiers' Home in Holyoke will train each receptionist, admitting staff, security guard, OPD staff, Director, and Nurse in Charge as to the purpose of this Plan and how it should be administered. Training will be conducted annually by Staff Development and documented in training records.

8. Notice to Public

The Agency will place a notice at the receptionist area, OPD and Admitting Department to "Please contact the receptionist, security or nurse in charge to access services if you are in need of assistance in translating."

9. Agency Monitoring

The Agency will conduct an internal annual survey to determine the need and effectiveness for translation resources and additional staff training will be provided, if needed.

10. Complaints:

Our notice will include that a complaint may be filed with the Language Access Coordination.

P-T-B-L.  
Agency Head

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Secretary

14 FEBRUARY 2013  
Date

\_\_\_\_\_  
Date

## Language Access Complaint Procedure

You may file a complaint with the Agency Language Access Coordinator or the Office of Access and Opportunity if you believe you have been denied the benefits of this Plan. You must file your complaint within 6 months of the alleged denial. You must file a written complaint. To file a complaint with the Language Access Coordinator, submit the written complaint to:

Donald R. Andrejczyk, General Counsel  
Soldiers' Home in Holyoke  
110 Cherry Street  
Holyoke, MA 01040  
[dandrejczyk@massmail.state.ma.us](mailto:dandrejczyk@massmail.state.ma.us)

To file a complaint with the Office of Access and Opportunity, please submit the written complaint to the attention of:

Office of Access and Opportunity  
Executive Office of Administration and Finance  
State House, Room 373  
Boston, MA 02133  
Email Address: [Ronald.Marlow@state.ma.us](mailto:Ronald.Marlow@state.ma.us)