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DATE: July 29, 2019

SUBJECT: Limited English Proficiency Policy Statement (LEP)

TO: Parents

FROM: Diane Force
School Director

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 for communication and understanding.

In order to ensure effective communication, Bala House staff will make every effort to ensure communication and understanding for those clients 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 and exits.

If a client or their family has been identified as needing translation or interpretive services, Bala House staff will contact the corresponding appropriate agency.