

Language Access Policy Checklist

A practical review tool for clinics, agencies, schools, legal teams, and community organizations building reliable language access programs.

Access and Intake

- ☐ Staff can identify language needs at intake and record preferred language consistently.
- ☐ Vital documents, notices, and consent forms are available in priority languages.
- ☐ Frontline teams know when to request an interpreter instead of relying on family members.
- ☐ Signage explains how to request language assistance at no cost where required.

Operations

- ☐ On-demand, scheduled, and emergency interpreter workflows are documented.
- ☐ Escalation paths exist for rare languages, ASL, high-risk calls, and technology failures.
- ☐ Interpreter credentials, confidentiality requirements, and renewal dates are tracked.
- ☐ Usage data is reviewed for unmet demand, wait time, quality, and service gaps.

Governance

- ☐ Policy ownership is assigned to a named leader or committee.
- ☐ Training is repeated for new staff and refreshed at least annually.
- ☐ Complaint and feedback channels are accessible to limited English proficient communities.
- ☐ Quarterly reviews connect language access performance to equity and compliance goals.

Notes

Priority improvement	
Owner	
Due date	
Support needed	