

	<b>Lower Providence Emergency Medical Service Standard Operating Guidelines</b>	
	<b>Subject:</b> <i>Administration-</i> English Communication Process	<b>SOG #100-020</b>
	<b>Approved:</b> Chief Christopher J. Reynolds	<b>Initiated:</b> September 2023  <b>Revised:</b> N/A

**Description** Lower Providence Emergency Medical Services is committed to diversity efforts, which include the use of languages in the organization other than English. When specific business and operational requirements necessitate the use of English, all members are expected to comply. Members having concerns or questions regarding this procedure should address them with the Chief, Executive Director, or any member of the Board of Directors.

**Purpose** It is the intention of LPEMS to encourage diversity and inclusiveness in all its operational and administrative pursuits. This includes acceptance of individuals who may speak a language other than English as their primary means of communication. However, there are specific circumstances when the organization requires that its members converse in or take direction and guidance in English. This English-only procedure addresses the specific circumstances where English-only rules must be observed due to operational safety and administrative necessity.

**Procedure:**

1. English will be used in administrative operations when communicating with patients, community members, co-members, and other business affiliates who speak only English. Patients who express a preference for another language are an exception to this guidance.
2. All operational communications on an emergency scene shall be in English. Patients or victims who express a preference or are unable to speak English are an exception.
3. All safety, facility and security-related materials will be provided in English, and team or organizational meetings that relate to business operations, safety, facility, or personal security will be conducted in English.
  - a. While meetings will be conducted in English, documents provided can be provided in language of preference to ensure proper understanding of safety materials.
4. The use of the company Internet and Intranet, as well as organizational related e-mail and other communications that involve safety and security matters, patient communications, specific work projects, and other business-related group activities, will be in English, unless a patient states a preference that another language be used.