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Professional Crisis Management Association, Inc.

Public Policy Number: FTP16-PUB

Date Originally Approved: 02/07/2008

Current Version as of: 06/14/2012

Title: Accommodations for Non-English Speaking Individuals

Policy:

PCMA strives to provide high quality products and services to people of all nationalities and in all locations where they are desired. Toward this goal it is the policy of PCMA to make, as its resources allow, reasonable accommodations for non-English speakers when it does not adversely affect the quality of training (for them or others) or the practice of trained skills in the setting where they will be used. PCMA cannot guarantee that all materials or programs will be available in any desired language, but continually adds to its list of translated materials and tools and resources for non-English speakers.

Procedures:

- A) The PCMA website now features a translation tool which allows current and future customers to access online resources in any of 14 alternate languages.
- B) The PCMA website currently features a live chat function whereby users can obtain assistance. This feature includes built in translation so that individuals speaking nearly any language can obtain live assistance.
- C) For courses taught in English when one or more individuals have difficulty reading English, but are able to understand spoken English, PCMA can provide an audible written exam. If an instructor would like to use it, he or she should request it by email sent to winston@pcma.com. The email request must specify the date and time that the exam will be taken. A link to the webpage with the audible exam on it will be forwarded. The link will be activated at the time of the exam and will remain active for 24 hours. After the link is de-activated it will become obsolete and cannot be used for future exams.
- D) Some Practitioner manuals and test materials are currently available in languages other than English. PCMA anticipates adding more translated Practitioner and Instructor materials in the future. Those interested in using these materials should contact PCMA at winston@pcma.com to find out if the type of manual they would like to use is available in the desired language.
- E) PCMA often collaborates on translation projects with bilingual users who wish to have access to a manual in their language. Those interested in providing translation services for materials credit should contact PCMA at winston@pcma.com.
- F) In some circumstances, PCMA courses are taught with the use of a live translator when the course instructor is not fluent in the native language of the majority of participants. Any PCMA

Instructors who wish to use a live translator when teaching a class should first contact the PCMA by emailing winston@pcma.com to find out requirements, recommendations and obtain permission. Live translation changes certain elements of a class, for example, the length of time needed to teach it.

Approval Signature:

Neal Fleisig, Executive Director