

**GUAM MEMORIAL HOSPITAL AUTHORITY
ADMINISTRATIVE MANUAL**

APPROVED BY: Lillian Perez-Posadas, MN, RN Hospital Administrator/CEO	RESPONSIBILITY: Hospital-wide	EFFECTIVE DATE: February 28, 2022	POLICY NO.: A-HR1800	PAGE: 1 of 2
TITLE: English-Only Language Policy				
LAST REVIEWED/REVISED: 11/2021				
ENDORSED: EMC 11/2021				

PURPOSE

Guam Memorial Hospital Authority’s (“GMHA”) policy encourages diversity and inclusiveness in all its pursuits, including employing individuals who may speak a language other than English as their primary means of communication. However, there are specific circumstances when the GMHA requires that its employees converse in or take direction and guidance in English. This English-only policy addresses the particular cases where employees shall observe the English-only rule due to business necessity.

POLICY

This policy applies to all classified, unclassified, contractual, temporary, and other non-classified Guam Memorial Hospital Authority employees, independent contractors, students, and volunteers.

PROCEDURE

While Guam law establishes English and Chamorro as Guam’s official languages, the GMHA expects everyone to respect and welcome mono-, bi-, and multi-lingual individuals.

Rules requiring individuals to speak only English *at all times* in the workplace are burdensome terms and conditions of employment. Such rules are presumed to violate Title VII of the Civil Rights Act and, therefore, violate this policy.

English-only rule for business necessity: GMHA expects everyone to speak English-only in the following circumstances:

- Whenever there are individuals present who only understand and speak English
- When communicating with customers, coworkers, supervisors, or other business affiliates who only speak English
- To enable a supervisor who only speaks English to monitor an employee's performance whose job duties require communication in English with coworkers or customers.
- When giving task directions and work directives
- For cooperative work assignments to promote efficiency
- When conducting team or departmental meetings
- In emergencies or other situations to promote safety
- All safety, facility, and security-related materials will be in English
- The use of the GMHA’s internet and intranet, work-related email, and other communications that involve company safety and security matters, customer communications, specific work teams or projects, and other business-related group activities will be in English.

Exceptions: Languages other than English may be spoken in the following circumstances:

- In casual conversations between employees on break or when not performing a job duty
- * When an individual expresses a preference for another language
- When it facilitates the delivery of care and services
- When it provides clarity for the receiving party(ies)

*(*Refer to policies A-RI200 Patient's Rights & Responsibilities and 6431-3, Communication Barriers for more information, or contact the Education Department, EEO Office, or nursing supervisor for assistance with interpreter services.)*

Guam Memorial Hospital Authority remains committed to its diversity efforts, including using languages other than English in the workplace. When specific business and operational requirements necessitate the use of English, GMHA expects everyone to comply.

Anyone with questions regarding this policy should contact their immediate supervisor, the human resources department, or the equal employment opportunity office.

DISCIPLINE

Anyone in violation of this policy will be subject to disciplinary action appropriate to the offense committed.

REFERENCES

- 1 GCA, General Provisions, Chapter 7, Construction of this Code, §706. Official Languages
- Title VII of the Civil Rights Act of 1964
- EEOC Regulation 29 C.F.R. § 1606.7(a)
- EEOC Regulation 29 C.F.R. § 1606.7(b)
- A-RI200, Patient's Rights and Responsibilities, of the Administrative Manual
- 6431-3, Communications Barriers, of the Social Services Department Manual

RESCISSION

A-HR1800, Language in the Workplace, of the Administrative Manual made effective February 14, 2017