

Limited English Proficiency (LEP) Communication

Introduction

This policy is derived from Executive Order 13166, Title VI of the Civil Rights Act of 1964 (Title VI) and the Title VI regulations regarding language access. Our office will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access to our services. This policy serves as the framework for providing free language assistance to those we serve including interpretation and translation of vital documents.

Identification of LEP Persons

According to the 2010 Census, in Tuscarawas County, 5.2% speak another language other than English.¹ Of those who speak another language other than English, 69% involve Indo-European languages, 29% involve Spanish and 2% involve Asian, Pacific or other languages. Of those who speak another language other than English, nearly 40% speak English less than well.

Employees shall use the Language Identification Flashcard available at LEP.gov (www.lep.gov), Google Translate free online services or use the poster (see below for more information) as a tool for identifying the language.

Language Access Availability

When necessary, employees shall dial extension 5100 and ask a 911 Dispatcher for language assistance if within our building. If an employee is in the field, the employee shall dial either 9-1-1 or 330-339-2000 (depending on whether it is an emergency or non-emergency) and request language assistance. Using the tools stated above, employees shall indicate the language if identified. AT&T Language Line, our language interpretation service, can be accessed through our 911 Central Dispatch Center at all times. 911 Central Dispatch has a Telecommunications Device for the Deaf (TDD) system that allows deaf, hearing impaired or speech impaired citizens to access to our 911 services as well.

In the event a written translation of a vital document is needed, AT&T Language Line (www.language.com), Northeast Ohio Translators Association (www.notatranslators.org), LEP.gov (www.lep.gov) or Kent State University – Tuscarawas County Campus shall be contacted for assistance depending on the type of request. If Language Line is contacted, please call 1-888-763-3364 or email translation@language.com and provide our Client ID number (see your supervisor for the ID number). Our office shall provide written translations in final, approved form with all required legal, and if appropriate, medical information.

Training

911 Dispatchers are trained to handle language assistance calls. This policy has been distributed to various staff and is located in the Personnel Manual folder on the computer server so that all employees can access our policy for guidance. Posters to assist employees in identifying the language have been displayed throughout the building. New employees are informed of this policy during orientation.

Notice to LEP Persons

Posters to inform LEP persons of the availability of language assistance free of charge shall be placed throughout our building including our main lobby area near our inter-office telephone. Our main lobby can be accessed at all times.

Monitoring and Updating

On an ongoing basis, our office will monitor changes in demographics, complaints filed by LEP persons, types of services or other needs that may require re-evaluation and updating of our policy.

Walter R. Wilson

¹ Based on a population 5 years and older.