LANGUAGE ACCESS PLAN (LAP)

FOR LIMITED ENGLISH PROFICIENCY (LEP}, SPECIAL LANGUAGES, INTERPRETER SERVICES, AUXILIARY AIDS AND SERVICES FOR PERSONS WITH DISABILITIES

POLICY:

It is the policy of the City to take appropriate steps to ensure that limited and non-English speaking, and persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, programs and other benefits. The procedures outlined below are intended to ensure effective communication with members of the public involving programs, services and benefits. The procedures also apply to, among other types of communication, communication of information contained in documents. All necessary auxiliary aids and services shall be provided without cost to the person being served.

City staff will be provided written notice of this policy and procedure, and staff that may have direct contact with individuals with language or special needs may contact the Title VI Coordinator for assistance.

PROCEDURES:

Identification and assessment of need:
City of Battle Ground uses "I speak" cards and provides notice of the availability of and procedure for requesting interpreters, auxiliary aids and services through notices in our agendas and advertisements and through notices posted on the bulletin board and website. When an individual self-identifies as a person with a language need or a disability that affects the ability to communicate or to access or manipulate written materials or requests an auxiliary aid or service, staff will consult with the individual to determine what aids or services are necessary to provide effective communication in particular situations.

Staff conducted an assessment in 2021 of the number or proportion of LEP individuals eligible to be served using the US Census Bureau, Language spoken at home by ability to speak English for the population 5 years and over.

Information from the US Census on population 5 years and older is estimated at 18,626 with 16,358 (88%) speaking English and 2,268 (12%) speaking a language other than English.

The estimate of English only or speaking very well is 17,623 the speaking English less than very well at 1,003.

Spanish speaking persons are 379 making up 2% of the population, with 262 speaking English very well and 117 or 1% of the total population speaking English less than well.

Other Indo-European speaking persons are 1,746 making up 9% of the population, with 922 speaking English very well and 824 or total 4% of the population speaking less than well.

Information obtained through the Battle Ground School District (which includes all 18 schools with only 6 schools actually within city limits and 2 district wide alternative schools) indicates a total student body of 11,654.

Languages noted are 562 Russian (4.8%), 461 Spanish (3.9%) of the student body.

PROVISION OF SERVICES:

The City of Battle Ground has had limited requests for the translation of documents or interpreters assistance and has limited resources to translate all vital documents. Staff is instructed to contact the Title VI Coordinator if a request for translation/interpreter is needed.

The Title VI Coordinator should reassess the needs of the population with each census or as necessary.

The City shall provide the following services or aids to achieve effective communication with persons with disabilities.

Limited English Proficiency (LEP) and Non-English Speaking Persons

The City shall provide interpreters for those persons who request the services. Written materials may be translated however; the translation process may take up to two weeks depending upon the document(s).

Some persons who are LEP or non-English speaking may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and after an offer of an interpreter at no charge to the person has been made.

For Persons Who Are Deaf or Hard of Hearing or require an Interpreter

For persons who are deaf/hard of hearing and who use sign language as their primary means of communication, the Title VI Liaison for the event is responsible for providing effective interpretation or arranging for a qualified interpreter when needed.

In the event that an interpreter is needed, the Title VI Liaison is responsible for:

Maintaining a list of qualified interpreters on staff showing their names, phone numbers, qualifications and hours of availability.

Communicating by Telephone with Persons Who Are Deaf or Hard of Hearing

The City utilizes relay services for external telephone with TTY users. We accept and make calls through a relay service. The state relay service number for Text Telephone is 711 or 1-800-833- 6388.The state relay service number for Voice Telephone is 711 or 1-800-833-6384.

Some persons who are deaf or hard of hearing may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and after an offer of an interpreter at no charge to the person has been made.

For Persons Who are Blind or Who Have Low Vision

(i) Staff will communicate information contained in written materials concerning programs, activities, benefits, services, and waivers of rights forms by reading out loud and explaining these forms to persons who are blind or who have low vision.

Certain materials may be obtained in large print or Braille by containing the Title VI Liaison in the department. Written materials may be translated however; the translation process may take up to two weeks.

For Persons With Speech Impairments

To ensure effective communication with persons with speech impairments, staff will provide writing materials or an electronic device, if available, to the individual.

For Persons With Manual Impairments

Staff will assist those who have difficulty in manipulating print materials by holding the materials and turning pages as needed.

LANGUAGE LINE 800-225-5254
Customer ID 39568
Customer Name, Case No, Department, Date

I Speak...

Language Identification Guide

A

Amharic
እኔ አማርኛ ነው· ምናገረው·

Arabic
أنا أتحدث اللغة العربية

Armenian
Ես խոսում եմ հայերեն

B

Bengali
আমী বাংলা কথা বলতে পারী

Bosnian
Ja govorim bosanski

Bulgarian
Аз говоря български

Burmese
ကျွန်တော်/ကျွန်မ မြန်မာ လို ပြောတတ် ပါတယ်၊

C

Cambodian
ខ្ញុំនិយាយភាសាខ្មែរ

Cantonese
我講廣東話 (Traditional)
我讲广东话 (Simplified)

Catalan
Parlo català

Croatian
Govorim hrvatski

Czech
Mluvím česky

D

Danish
Jeg taler dansk

Dari
من دری حرف می زنم

Dutch
Ik spreek het Nederlands

E

Estonian
Ma räägin eesti keelt

F

Finnish
Puhun suomea

French
Je parle français

G

German
Ich spreche Deutsch

Greek
Μιλώ τα ελληνικά

Gujarati
હું ગુજરાતી બોલુ છુ

H

Haitian Creole
M pale kreyòl ayisyen

Hebrew
אני מדבר עברית

Hindi
मैं हिंदी बोलता हूँ ।

Hmong
Kuv has lug Moob

Hungarian
Beszélek magyarul

I

Icelandic
Ég tala Íslensku

Ilocano
Agsaonak ti Ilokano

Indonesian
saya bisa berbahasa Indonesia

Italian
Parlo italiano

J

Japanese
私は日本語を話す

K

Kackchiquel
Quin cha güic´ká chába l´ ruin´rí

Korean
한국어 합니다

Kurdish
man Kurdii zaanim

Kurmanci
man Kurmaanjii zaanim

L

Laotian
ຂ້ອຍປາກພາສາລາວ

Latvian
Es runâju latviski

Lithuanian
Aš kalbu lietuviškai

M

Mam
Bán chiyola tuj kíyol mam

Mandarin
我講國語 (Traditional)
我讲国语/普通话 (Simplified)

Mon
ဘဲ ဟ့ဉ် ဘာဂရ့ာ ပၟတ့ာ

N

Norwegian
Jeg snakker norsk

P

Persian
من فارسی صحبت می کنم.

Polish
Mówię po polsku

Portuguese
Eu falo português do Brasil (for Brazil)

Eu falo português de Portugal (for Portugal)

Punjabi
ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।

Q

Qanjobal
Ayin tí chí wal q´anjob´al

Quiche
In kinch´aw k´uin ch´e quiche

R

Romanian
Vorbesc româneşte

Russian
Я говорю по-русски

S

Serbian
Ја говорим српски

Sign Language



Slovak
Hovorím po slovensky

Slovenian
Govorim slovensko

Somali
Waxaan ku hadlaa af-Soomaali

Spanish
Yo hablo español

Swahili
Ninaongea Kiswahili

Swedish
Jag talar svenska

T

Tagalog
Marunong akong mag-Tagalog

Tamil
நான் தமிழ் பேசுவேன்

Thai
พูดภาษาไทย

Turkish
Türkçe konuşurum

U

Ukrainian
Я розмовляю українською мовою

Urdu
میں اردو بولتا ہوں

V

Vietnamese
Tôi nói tiêng Việt

W

Welsh
Dwi'n siarad

X

Xhosa
Ndithetha isiXhosa

Y

Yiddish
איך רעד יידיש

Yoruba
Mo nso Yooba

Z

Zulu
Ngiyasikhuluma isiZulu

Executive Order 13166 requires DHS to take reasonable steps to provide meaningful access to its programs and activities for persons with limited English proficiency and - as also required by Title VI of the Civil Rights Act of 1964 - to ensure that recipients of federal financial assistance do the same.

I Speak is provided by the Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL). Other resources at www.lep.gov

Contact the DHS Office for Civil Rights and Civil Liberties' CRCL Institute at CRCLTraining@dhs.gov for digital copies of this poster or a "I Speak" booklet.

Download copies of the DHS LEP plan and guidance to recipients of financial assistance at www.dhs.gov/crcl

Homeland Security

LANGUAGE/SPECIAL NEEDS REQUEST FORM

REQUESTER INFORMATION

Requester Name:	Date:
Requester Address:	
Requester Home Phone:	Requester Cell Phone:
E-mail Address:	

[] I would like to receive interpreter confirmation via email

APPOINTMENT INFORMATION

Event Name:				
Date of Service	Time a.m. p.m.	Duration:	Language: Spanish []	Russian [] Other:
Auxiliary aids or services needed:				
Date request received:		Received by:		
Interpreter Scheduled:				
Auxiliary aids or services provided:				
Scheduled by:		Date scheduled:		

Comments/ Additional Appointment Information:

Форма запроса языка / особых потребностей

ИНФОРМАЦИЯ ДЛЯ ЗАПРОСА

Имя	Дата запроса:
Адрес:	
Домашний телефон:	Мобильный телефон:
Электронное письмо	
Я хочу получить подтверждение переводчика по электронной почте	
Название события	

Дата	Время a.m. p.m.	Продолжительность	Russian
Другие необходимые услуги			
Date request received:		Received by:	
Interpreter Scheduled:			
Auxilary aids or services provided:			
Scheduled by:		Date scheduled:	

Comments / Additional Appointment Information:

L:\City Clerk\Title VI - Discrimination\TITLE VI\Forms\Interpreter Services Request Forms\Interpreter Services Request Form-Russian

FORMULARIO DE SOLICITUD DE IDIOMA / NECESIDADES ESPECIALES

SOLICITAR INFORMACIÓN

Nombre:	Fecha de solicitud:
Habla a:	
Telefono de casa:	Telefono movil:
Correo electronico:	

Me gustaría recibir la confirmación del intérprete por correo electrónico.

INFORMACIÓN DE LA CITA

Evento:			
Fecha:	Hora a.m. p.m.	Duración:	Spanish
Otros servicios necesarios:			
Date request received:		Received by:	
Interpreter Scheduled:			
Auxilary aids or services provided:			
Scheduled by:		Date scheduled:	

Comments / Additional Appointment Information: