

# **Language Assistance Plan**

## **Town of Plainville Limited English Proficiency Plan**

Town of Plainville  
Town Manager's Office  
Room 300  
One Central Square  
Plainville, CT 06062

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Individuals are to be informed of the availability of free interpreter and translation services when it appears that the individual is not able to communicate effectively in English.

## **LEGAL BASIS AND PURPOSE**

The following document serves as the plan for the Town of Plainville to meet the legal obligation of language access requirements in compliance of Title VI of the Civil Rights Act of 1964; 7 CFR 273 et seq.; and 42 CFR 435 et seq.

This document also serves as a model to show the Town of Plainville's commitment to providing meaningful access to all individuals accessing any of Plainville's public services. At all times, non-English speaking clients will be guaranteed service from the Town of Plainville for all public services which from hereon will be identified as the Town.

A notice to the Limited English Proficiency (LEP) Plan will be posted in all public buildings. LEP individuals are to be informed of the availability of free interpreter and translation services when it appears that such individuals are not able to communicate effectively in English. Such services will be provided during all normal business hours and when an emergency has been determined to exist during non-business hours.

At no time will any Town employee or contractor indicate -either verbally or in writing -that any LEP applicant or client accessing Town services will be charged for interpreter or translation services.

Dissemination of the Limited English Proficiency Plan is to occur via many routes. Any individual will be able to access the plan via the Internet. All Town employees will have access to it via Email and meetings. Area Legal Aid offices, contractors with the Town, and community partners will have access to the plan via the Internet. LEP individuals can obtain copies/translations upon request.

Further questions regarding this plan and its implementation may be directed to:

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## BACKGROUND

The Town of Plainville has reviewed the American Community Survey to determine the predominate languages spoken in the community other than English. To this end the Town has developed this Limited English Proficiency Plan to assist citizens and to meet our obligations under Title VI of the Civil Rights Act of 1964 and as required for Department of Transportation Funding.

## PROCEDURE TO ACCESS LANGUAGE ASSISTANCE

### Means of Providing Interpretive Services

The Town of Plainville has a variety of bilingual staff members and volunteers available to assist residents or clients in need of interpreting services. However, if no Town staff member or volunteer is available, the Town will rely on interpreters at Language Line Solutions, 1-800-752-6096.

1. If the client has been offered free interpretive services and chooses to utilize his/her own interpreter- i.e., friend, family member or community member, then a note will be made in the record of such choice. If the client does not wish to use his or her own interpreter, a staff member or volunteer will be asked to provide interpreting services. If none are available, the Town will use the aforementioned interpreters at Language Line Solutions.

When confronted with a situation in which the client is illiterate – cannot read or write in his or her own language – a staff person, with assistance from an interpreter, will assist the LEP individual in the completion of necessary forms and documents. Preferably, an on-site interpreter will be used. However, if that is not possible, an interpreter from Language Line Solutions will be utilized.

2. When individuals require access to services within short time frames, Town personnel – in consultation with the Assistant Town Manager – will take whatever steps deemed necessary to ensure that all clients, including LEP clients, have access to services within the appropriate time frame. The Town's goal is to make its services accessible within the required time frame, whether that means using an interpreter or another appropriate type of language assistance.

Town departments should also utilize translated forms to assist in applicant/client/patient interaction and communication if available. Translated forms should be developed if it is determined that there will be a continuing need. Case records will continue to be updated to reflect the client's preference for translated materials. Employees of the Town will be responsible for providing available translated forms at appropriate times. A new client will be asked his/her preference for translated forms prior to being given English only forms. If the LEP individual is unable to read his/her own language in order to complete necessary forms, the above procedures will ensure that the LEP individual will be provided a competent interpreter through the process.

### Scheduling Interpreter Services

Since each Town department has the best information on the individual LEP populations accessing or in need of its services, a universal plan to coordinate interpreter services cannot be established. Departments will, however, follow the existing protocol for securing interpreter services. When a LEP client/patient requests Town services and no bilingual staff are available to provide language assistance, then staff will contact Language Line Services.

### Document Translation

The Town will also continue to work with other state and federal agencies to identify the availability of translated documents. The Town will continue to develop translated documents as the need arises. Copies of all translated documents will be made available upon request.

### Signage

The Limited English Proficiency Plan will be posted at entry points of all public, municipal buildings. Title VI Notices are displayed in all Town Buildings and in Dial-a-Ride buses.

### Privacy Issues

Some of the departments use walled cubicle spaces to conduct client and/or customer interviews in a private and confidential manner. Other departments have private "intake" rooms where interviews are conducted on a one to-one basis. Conference calls with clients are usually conducted in meeting rooms, although sometimes this is not the case. The Town will continue to determine appropriate space for client and/or customer interviews to provide privacy and interpretation services.

## TRAINING

### Existing Staff

Existing Staff will be notified of the new Limited English Proficiency Plan and its rules and procedures through their supervisors, division heads or department heads.

**Training of New Staff**

The Town Human Resources Department will provide a Limited English Proficiency Plan to all new employees as part of their orientation session.

**EVALUATION OF LEP**

Yearly, the Human Resources Director will coordinate with department management to review the Language Assistance Plan for effectiveness, both on a departmental basis and Town wide.

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