

DPR Language Access Training

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Welcome

- ▶ The D.C. Language Access Act of 2004 requires all District Government agencies to ensure that limited English proficiency (LEP) and non-English proficient (NEP) individuals have full access to government services.
- ▶ Nolan Treadway
 - ▶ DPR Language Access Coordinator
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After completing this course you will:

- ▶ Be knowledgeable of the purpose for and requirements of the District of Columbia Language Access Act of 2004
- ▶ Have an awareness of the demographics for limited English proficient (LEP) and non-English proficient (NEP) constituents, both in the DC area and for DPR.
- ▶ Will understand your legal obligation to comply with the Language Access Act and the available resources and tools to help you promote Language Access at DPR.

Language Access Act - Key Terms

- ▶ **LEP (limited English proficiency)** - Refers to individuals with a limited ability to speak, read, write or understand English
- ▶ **NEP (Non-English proficiency)** - Refers to individuals that do not speak, read, write, or understand English on any level.
- ▶ **Covered Entity** - Refers to all District agencies, departments, programs and Contractors, and Grantees of District agencies that interact with or provide services to the public.
- ▶ **Interpretation Services** - Official term for the process of converting what someone says out loud from one language to another.
- ▶ **Translation Services** - Official term for the process of converting written text from one language to another.

The Purpose of the Language Access Act:

- ▶ The D.C. Language Access Act of 2004 was enacted to **provide greater access** to and **participation** in public services, programs and activities for the District's **LEP/NEP constituents** at a level equal to that of English proficient individuals.

Language Access Act Compliance:

- District agencies, grantees, and other covered entities must collect data on the primary languages spoken or that are likely to be spoken by their LEP/NEP customer populations
- Agencies, grantees, and other covered entities are required to translate vital documents into the languages that meet the threshold of 3% of 500 encounters or languages likely to be encountered.
- All agencies, grantees, and other covered entities must appoint a Language Access Coordinator to ensure that the agency complies with all requirements of the Language Access Act.
- Agencies, grantees, and other covered entities must provide Language Access training for all 'public contact' staff.
- Agencies, grantees, and other covered entities must provide interpretation services to all LEP and NEP customers
- Seeking access or wishing to participate in their services, programs, or activities.

Foreign Languages Spoken in DC

- ▶ The District of Columbia is home to over 90,000 foreign-born residents. 1 in 10 of the District's residents has Limited English proficiency (LEP) or Non-English (NEP) proficiency.
 - ▶ 8.7% of households speak Spanish at home
 - ▶ 10.3% of households speak a language that is NOT ENGLISH at home
- ▶ Top six foreign languages spoken in DC:
 - ▶ Spanish
 - ▶ French
 - ▶ Amharic
 - ▶ Chinese
 - ▶ Korean
 - ▶ Vietnamese

DPR Language Access Policy

- ▶ Policy Statement:

- ▶ It is the policy of the DC Department of Parks & Recreation that all individuals who wish to participate in DPR programs, activities, or events have equal access to and receive language access services that meet their individual needs, including written translations & oral interpretation services as appropriate.

- ▶ Applicability:

- ▶ DPR's Language Access Policy applies to all DPR employees, including contractors, temporary staff, and volunteers.

DPR Language Access Policy (cont.)

► Agency Responsibilities

- **Provide oral language services** to LEP and NEP customers seeking information & access to programs and services offered by the Agency.
- **Collect data** regarding the primary languages spoken or likely to be spoken by the Agency's LEP and NEP customer population.
- **Provide vital documents** that have been translated into the languages spoken by either 500 customers or 3% of the Agency's customer population, whichever is less.
- **Designate a Language Access Coordinator** to develop and oversee the Agency's formal Language Access Program.
- **Provide Language Access training**, guidance and advice to all staff and grantees, at hire and every 2 years thereafter.
- **Submit quarterly and annual reports** to the Office of Human Rights regarding all of DPR's encounters with LEP/NEP customers.

► DPR Staff Responsibilities

- DPR employees must **offer all LEP and NEP callers and in-person guests the use of an interpreter** either on-site or through the agency's Language Line interpretation services. (*Interpretation services may only be provided by persons that are at least 18 years of age or older and/or:
 - A bilingual staff member
 - A professional in-person interpreter
 - A professional telephonic interpreter
- If an LEP/NEP guest declines the offer for an interpreter, DPR employees **MUST** have the guest sign the **Interpreter Waiver Form**.
- **Employees are prohibited from discouraging or refusing LEP and NEP customers access** to agency services and information.
- **Document and report complaints and interactions with LEP & NEP customers** according to standing operating procedures.

DPR Language Access Tools and Resources

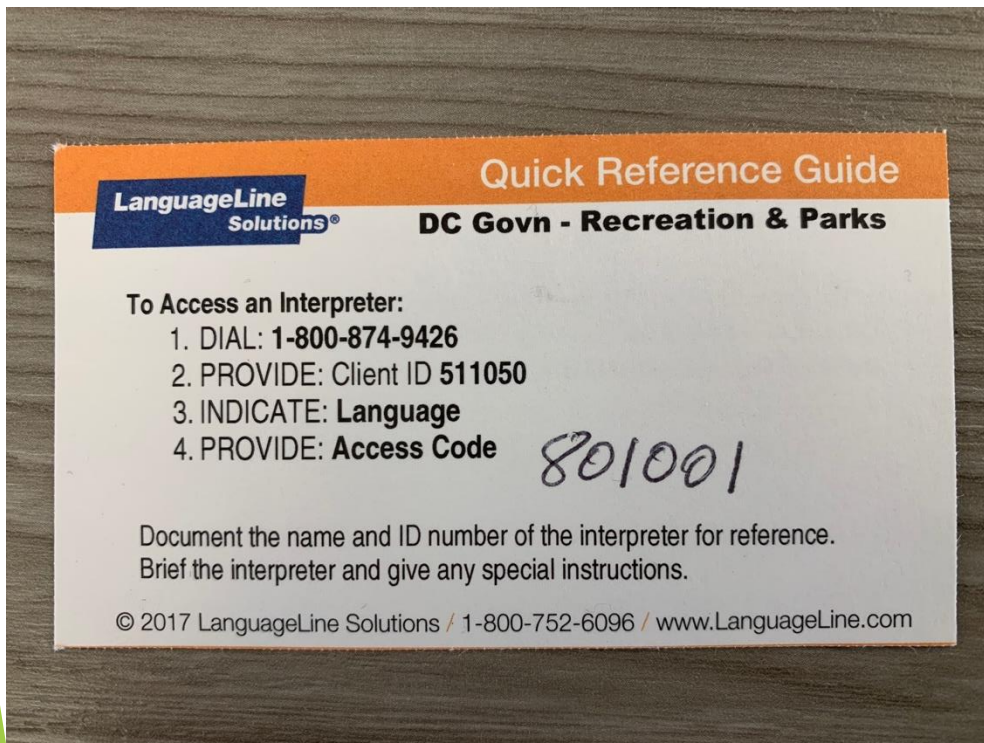
- ▶ The agency's Language Access Coordinator
 - ▶ Nolan Treadway - Nolan.treadway@dc.gov - 202-257-5266
- ▶ **Interpretation services provided by the 'Language Line'**
- ▶ Vital documents translated into the major languages spoken by DPR's LEP/NEP population
- ▶ Language Access training for all staff
- ▶ **Signage informing our LEP/NEP customers of their rights to interpretation and translation services**
- ▶ **LINKS - linktr.ee/DPRlang**

Language Line Interpreting Services at DPR

- Foreign language interpretation services are provided to DPR's LEP/NEP customers through **Language Line Solutions**. The Language Line is the official interpreting service of the District of Columbia Government. Information regarding interpreting services should be prominently displayed at all DPR facilities for our LEP/NEP customers.
- Instructions for using the Language Line to assist LEP/NEP customers should be available to all DPR employees in their facilities through site managers or DPR's Language Access Coordinator.

 Interpretation Services Available 	
English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.	
Anishie  232323 232323 232323 232323 232323 232323 232323 232323	Korean  한국어 한국어 서비스를 이용하실 때 언어 통역 서비스를 무료로 제공해 드립니다.
Arabic  الله أكبر لا إله إلا الله. محمد رسول الله لا إله إلا الله. محمد رسول الله	Mandarin  普通话 普通话服务是免费的。
Bengali  বাংলা ভাষা বাংলা ভাষা সেবা বাংলা ভাষা সেবা	Pashto  پښتو پښتو ژبه د ښارونکي په ژبه کې ده.
Cantonese  廣東話 廣東話服務是免費的。	Portuguese  Português Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
Farsi  فارسی به زبان فارسی خدمات تفسیر این کار هیچ هزینه ای برای شما ندارد.	Russian  Русский Вам нужен русский язык? Мы предоставим бесплатную услугу.
French  Français Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.	Spanish  Español Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
Haitian Creole  Kreyòl Lajan dwe ou se lang ou pale a epi a ap rete pou kontpat pou ou. Nou ba ou sèvis gratis la gason.	Thai  ไทย บริการแปลภาษา บริการแปลภาษา
Hindi  हिन्दी आप अपनी भाषा में बात करें। हम आपको मुफ्त में हिन्दी भाषा में बात करने में मदद करेंगे।	Tigrinya  ትግሪኛ ትግሪኛ ቋንቋ ለደግሞ ስለሆነ የሚገኝ የትግሪኛ ቋንቋ ትግሪኛ ቋንቋ
Indonesian  Bahasa Indonesia Tampilkan bahasa Anda. Jarkabasa akan diadukan. Jarkabasa akan diadukan tanpa Anda dibebani biaya.	Turkish  Türkçe Konuşacağınız dilinizi. Size bir tercüman sağlayacağız. Bu tercüman size herhangi bir ücretle verilmeyecektir.
Japanese  日本語 あなたの話す言語を指して下さい。 無料で通訳を提供します。	Vietnamese  Tiếng Việt Hãy chỉ vào ngôn ngữ của quý vị. Một đồng dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho đồng dịch viên.

Language Line



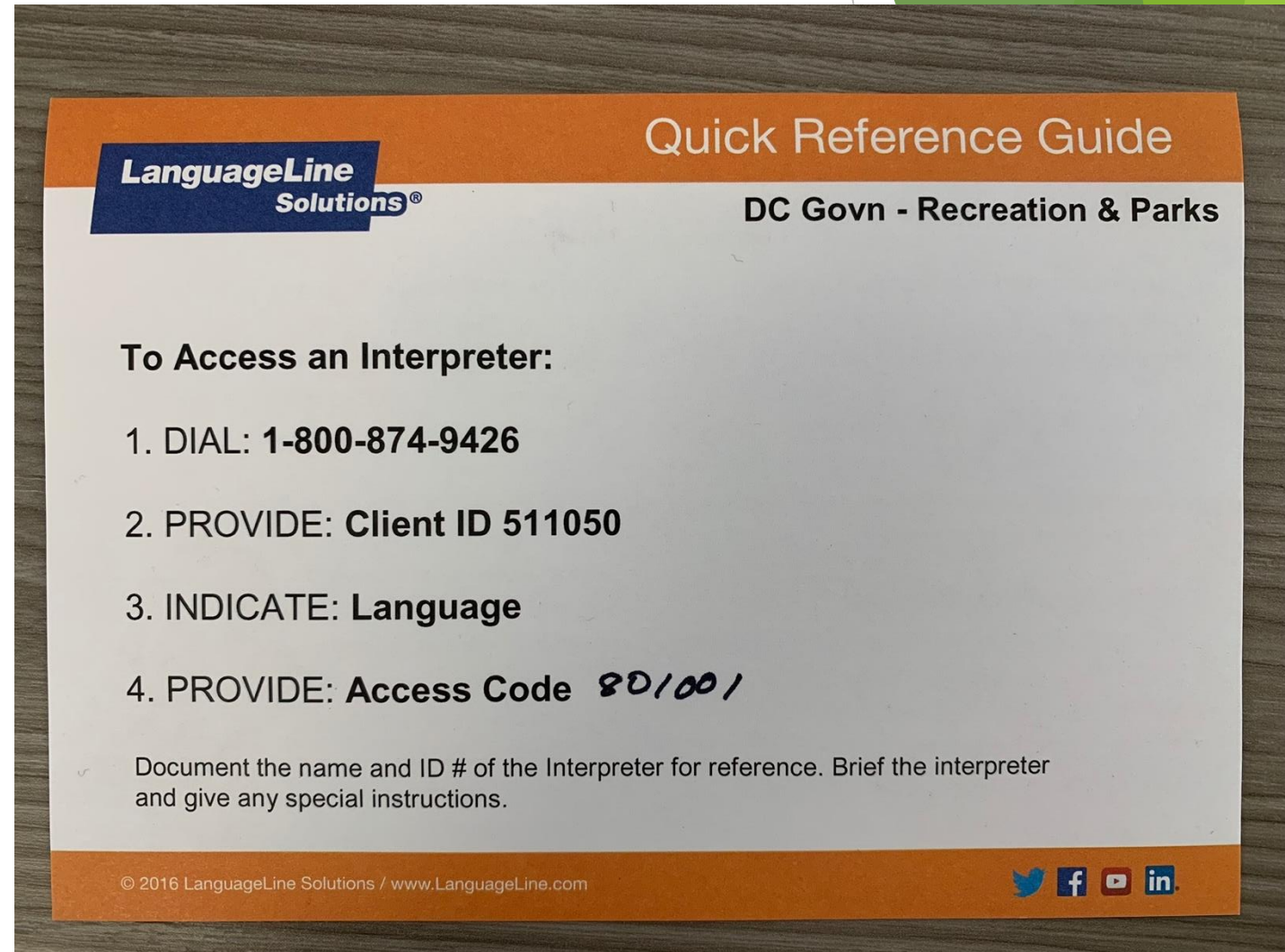
LanguageLine Solutions® Quick Reference Guide
DC Govn - Recreation & Parks

To Access an Interpreter:

1. DIAL: **1-800-874-9426**
2. PROVIDE: Client ID **511050**
3. INDICATE: **Language**
4. PROVIDE: Access Code **801001**

Document the name and ID number of the interpreter for reference.
Brief the interpreter and give any special instructions.

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LanguageLine Solutions® Quick Reference Guide
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To Access an Interpreter:

1. DIAL: **1-800-874-9426**
2. PROVIDE: **Client ID 511050**
3. INDICATE: **Language**
4. PROVIDE: **Access Code 801001**

Document the name and ID # of the Interpreter for reference. Brief the interpreter and give any special instructions.

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Language Line Instructions & Video

- ▶ OHR video instructions (3 min): <https://bit.ly/DPRlanguagevideo>
- ▶ Attempt to identify the language spoken by LEP/NEP customers by asking what language they speak OR dialing the Language Line and asking the operator to assist you
 - ▶ When communicating with LEP/NEP customers, be patient and speak slowly and at a normal volume.
- ▶ In-person: Use the 'I Speak' posters and ask the LEP/NEP customer to point to the language spoken
- ▶ Via phone: Place the caller on hold or ask the in-person guest to wait a moment while you dial the Language Line operator toll-free number at 1-866-874-3972.
- ▶ After reaching the Language Line, press 1 for Spanish or 2 for all other languages. You will need to provide the operator with the following information:
 - ▶ Six-digit DPR client ID # - 511050
 - ▶ DPR Access Code – 801001
- ▶ Provide the Language Line operator with as much information as you can regarding the nature of the call. Add the LEP/NEP customer to the line or place call on speaker for the in-person guest so that all three parties can communicate. Tell the interpreter to end the call when you are done.

Interpreter Waiver Form

- ▶ All LEP/NEP customers MUST be offered interpreter services provided by the Language Line or a bilingual staff member. Never rely on a minor, friends, family members or another customer to provide interpretation services.
- ▶ Should the LEP/NEP decline the use of an interpreter, they MUST sign this waiver form.
- ▶ The waiver form is available in 6 languages and can be found on the OHR website:
 - ▶ <https://ohr.dc.gov/page/LAportal/toolkitMPC>
 - ▶ <https://linktr.ee/DPRLang>
- ▶ You may use the Language Line to translate the form if it is not available in the LEP/NEP customer's language.

FORMULARIO DE RENUNCIA AL OFRECIMIENTO DE SERVICIOS DE INTERPRETACIÓN

Yo, _____, reconozco que _____ me ha notificado acerca de mi
<insert Constituent's Name here> <insert Agency Name here>

derecho a recibir el servicio de un intérprete profesional y especializado, tal como lo exige la Ley de Acceso Lingüístico del D.C. de 2004, sin cargo para mí. Mi firma al pie de este documento significa que reconozco que he rechazado este servicio y que elijo confiar en la interpretación de alguien que yo he identificado. Soy consciente de que esta persona no ha sido identificada ni examinada por _____ y que _____ no es
<insert Agency Name here> <insert Agency Name here>

responsable de la prestación de estos servicios y que tampoco asume responsabilidad alguna que pudiera derivar de estos servicios. También estoy informado de que esta renuncia únicamente se refiere a este solo caso. Si yo necesitara asistencia de interpretación de parte de _____ en el futuro, notificaré a la agencia directamente para solicitarlo.
<insert Agency Name here>

Nombre en letras de imprenta

Firma

Fecha

OFFER OF FREE INTERPRETER SERVICES WAIVER FORM

I, _____, acknowledge that _____ has notified me of my right to a professional and trained interpreter as required by the D.C. Language Access Act of 2004 at no cost to me. By signing below I agree that I have refused this service and opted to rely on interpreter assistance by someone I have identified. I am aware that this individual was not identified by or vetted through _____ and that _____ is neither responsible for the provision of these services nor does not incur any liability that may result from these services. I am also aware that this waiver only applies to this one instance. If I require interpreter assistance from _____ in the future, I will notify the agency directly to request this service.

Print Name

Signature

Date

DOs and DON'Ts

- ▶ DO NOT turn away a LEP/NEP customer without providing assistance
- ▶ DO NOT ask the customer to visit/call another day or location
- ▶ DO expect longer conversations and cultural differences
- ▶ DO be patient, speak slowly and clearly
- ▶ DO NOT imply or state that English must be spoken to receive service
- ▶ DO NOT ask the interpreter for their opinion during translation
- ▶ DO offer Language Line services for all LEP/NEP customers
- ▶ DO NOT use acronyms, slang, or jargon
- ▶ DO NOT ask a family member or friend to help interpret

Thank you!

- ▶ LINKS - <https://linktr.ee/DPRlang>
- ▶ Nolan Treadway
- ▶ DPR Language Access Coordinator
- ▶ Nolan.treadway@dc.gov
- ▶ 202-257-5266 (text/call)
- ▶ Or catch me:
 - ▶ Via Teams
 - ▶ On the 8th floor of HQ