CITY OF LAFAYETTE
LIMITED ENGLISH PROFICIENCY (LEP) POLICY

The City of Lafayette ("City") is committed to ensuring persons with Limited English Proficiency (LEP) have meaningful access to and equal opportunity to participate in the City's services, activities, and programs. The City will take reasonable steps to provide timely and effective language assistance to ensure Limited English Proficiency (LEP) individuals can fully benefit from City services, activities, programs and other benefits. This policy is consistent with Title VI of the Civil Rights Act of 1964 and its implementing regulations, which prohibit discrimination based on national origin.

Recognizing the diversity of languages spoken in the community, the City adheres to guidance from the United States Department of Justice (USDOJ) in determining appropriate measures for language access. This includes consideration of the following four factors:

1. Number of Proportion of LEP Individuals to be served by the City's programs, services or activities
2. Frequency of Contact with the City's programs services or activities
3. Nature and Importance of the City's program, service or activities
4. Resources Available to the City and the costs of providing language services

Decisions regarding which documents require translation, when oral interpretation is necessary, and whether such services must be immediately available are informed by these factors. The City will strive to ensure that language assistance services are appropriate, effective, and consistent with federal guidance, thereby upholding the principles of equity and inclusion in public service. This flexible approach helps ensure languages services are targeted effectively and efficiently, based on actual community needs and available capacity.

LANGUAGE ASSISTANCE SERVICES

The City provides several types of language assistance, including both oral interpretation and written translation. The appropriate type of assistance will depend on the circumstances of the encounter, the needs of the LEP individual and the Four-Factor analysis. The City recognizes that some City employees may be able to assist individuals with LEP when appropriate and within the scope of their duties, bilingual staff may provide informal language assistance to help facilitate communication. To ensure accuracy in more complex or critical interactions, such as legal matters, the City may use qualified interpreters or professional language assistance services, including a Language Line Program. City departments are encouraged to maintain an accurate list of bilingual employees who are willing to assist in specific language interpretation, ensure these employees receive basic training on confidentiality, accuracy and sensitivity and refer to Language Line services when a bilingual employee is not available or when the situation requires a certified third party interpreter.

Translation of Documents

The City will identify and prioritize the translation of vital documents- those critical for accessing service services or benefits into language most commonly spoken by LEP populations in the community. Translations may be provided in written form or through qualified interpreters, depending on context and need.

Note Takers

To request a note taker at least 48 business hour notice must be made to:
ADA Compliance Coordinator
City of Lafayette
Amber Schaefer, HR Director
20 N 6th St.
Lafayette, IN 47901
(p) 765-807-1600
(f)765-807-1064
hrhelpdesk@lafayette.in.gov

Braille and Large Print Materials

SeeWriteHear, LLC
7303 E. Earl Drive, Suite 100
Scottsdale, AZ 85251
(p) 480-696-1869
(f) 480-696-1912

In person Interpreters for the Deaf:
Indiana Interpreting Agencies
https://www.in.gov/health/cdhhe/files/Indiana-Interpreting-Agencies.pdf

Telecommunication TTY
Relay Indiana
Dial 711 if in Indiana
Dial 800-743-3333 to connect to Relay Indiana from anywhere

Language Identification Flashcard (ISpeak)
Physical copies of the Language Identification Flashcard shall be available to all City employees to assist with providing timely LEP services to individuals participating in City services, activities and programs.

☐	Cocher ici si vous lisez ou parlez le français.	13. French
☐	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
☐	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
☐	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
☐	अगर आप हिन्दी बोलते या पढ़ सकते हों तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
☐	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
☐	Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.	19. Hungarian
☐	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
☐	Marchi questa casella se legge o parla italiano.	21. Italian
☐	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
☐	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
☐	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
☐	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

☐	Assinale este quadrado se você lê ou fala português.	26. Portuguese
☐	Însemnaţi această căsuţă dacă citiţi sau vorbiţi româneşte.	27. Romanian
☐	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
☐	Обележите овај квадратић уколико читате или говорите српски језик.	29. Serbian
☐	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
☐	Marque esta casilla si lee o habla español.	31. Spanish
☐	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
☐	ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
☐	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
☐	Відмітьте цю клітинку, якщо ви читаєте або говорите українською мовою.	35. Ukranian
☐	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگا ئیں۔	36. Urdu
☐	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
☐	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

DB-3309

<u>Free Online Translation Tools</u>

RWS- Translation provider of technology-enabled language, content, and intellectual property services.

Babel Fish Text Translation- Translation available between English and Chinese, Dutch, French, German, Greek, Italian, Japanese, Korean, Russian, Portuguese and Spanish.

Signing Savvy- A sign language dictionary containing several thousand high resolution videos of ASL signs, fingerspelled words and other common signs.

Word2Word- Directory of translation services.

imTranslator- Translation of text in 60 different languages.

Google Translate- Test or document translation in 80 different languages.

Babylon-Translation of text in 30 different languages.

Language Line Services

To facilitate communication in real-time, the City can also access a for a fee Language Line Program, which provides on-demand telephone interpretation services in over 240 languages and sign language services. This resource is available to City staff during public interactions, when bilingual employees or other free translation tools are not available, to ensure that LEP individuals can access services without delay. All departments are trained on how to access and use this service.

1. Identify the need for LEP services and utilize ISpeak cards to verify language required;
2. Contact Language Line Solutions by phone ▮▮▮▮▮▮▮▮;
3. Enter the City's unique 8 digit PIN: ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮;
4. At the recorded prompt, state the language interpretation desired (e.g. French), if requesting sign language, the call will need to be completed from a device capable of providing screen time to the LEP participant;
5. At the conclusion of the Language Line Solutions service, the employee shall email hrhelpdesk@lafayette.in.gov so the LEP service is recorded appropriately.

Employee Training and Responsibilities

Employees who regularly interact with the public will receive training on this policy, including to help them understand their legal obligations under Title VI, how to identify LEP individuals, how to access interpretation services when an in person translator is unavailable, and how to request written translations when appropriate. Supervisors are responsible for ensuring Language Line Solutions access procedures are followed and that staff have the tools and resources they need.

Public Notification

The City will inform the public about the availability of free language assistance services through multiple methods, including posting multilingual signage (below) in public-facing areas of City buildings, such as lobbies and reception desks. Signage will inform the public that language assistance is available upon request. Notices will be included on the City's website including a statement in the most common non-English languages. Employees will access ISpeak cards to help identify the preferred language of LEP individuals.

Multilingual Signage

General multilingual signage should be posted for public view in public-facing areas of City buildings, such as lobbies and reception desks.

Need Language Help?
We offer language assistance services. Please let us know if you need an interpreter or translated documents.

Servicios de asistencia lingüística disponibles gratuitamente. Por favor, infórmenos si necesita un intérprete o documentos traducidos. (Spanish)
Chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí. Xin vui lòng cho chúng tôi biết nếu quý vị cần thông dịch viên hoặc tài liệu đã được dịch. (Vietnamese)

提供免費語言協助服務。如需口譯或翻譯文件，請告知我們。 (Traditional Chinese)

Nous offrons des services d'aide linguistique gratuits. Veuillez nous informer si vous avez besoin d'un interprète ou de documents traduits. (French)

ہم مفت لسانی امدادی خدمات فراہم کرتے ہیں۔ اگر آپ کو ترجمان یا ترجمہ شدہ دستاویزات کی ضرورت ہو تو براہ کرم ہمیں بتائیں۔ (Urdu)

Monitoring and Evaluation

The City will periodically assess the effectiveness of its LEP policy and services by tracking the frequency and type of language assistance provided, soliciting feedback from employees and the public regarding LEP services received. LEP services will be adjusted based on a recognized community need and feedback received.

The City values the diversity of its residents and is committed to removing language barriers that prevent full access to public services. By implementing this policy and providing meaningful language access, the City promotes equity, inclusion, and compliance with federal civil rights laws.