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HELLO

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안녕하세요

Привет

Salt Lake City Language Access



What is language access?

It means taking “**reasonable steps**” to provide people regardless of their level of English proficiency, “**meaningful access**” to the same City services, programs, staff, and information as English speakers.

Having language access helps communities integrate and thrive because it means people can reach resources and programs that can assist and improve their quality of life. It also means they participate by communicating in the language they feel most comfortable with.



When and How do we use Language Access?

Accessibility

Assist a person who does not communicate in English

Provide cultural linguistic relevance

Communicate essential needs

Reduce/remove language barriers

Prepare and send a document for translation

Designing Language content

When planning for an event

Civil Rights

Request an interpreter / work with an interpreter

Language Access and the Law

- **Title VI of the Civil Rights Act of 1964** - Prohibits discrimination on the basis of **race, color, or national origin** (which extends to the language(s) people speak) in any program or activity that receives federal funding.
- **Executive Order 13166 (2000)** – A presidential order that requires all federal agencies and federally sponsored projects to ensure that the programs and activities they normally provide in English are accessible to non-English speakers.
- To learn more visit: LEP.GOV



Salt Lake City policy

The administrative policy establishes guidelines, consistent with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, for personnel to follow when providing services to and interacting with people who do not communicate in English or LEP, deaf or hard of hearing individuals.

Salt Lake City Corporation's (City) policy is to provide timely, meaningful language access to services or programs to members of the public who have a limited ability to speak, understand, read, or write English. The City will inform members of the public that language assistance services are available.

This policy applies to the City, including public-facing departments and their divisions that interact with the public in person, by email, mail, or telephone, and emergency services, as well as those who are recipients of federal funding.

Language Access Plan

Purpose: to set protocols and procedures for City staff on how to offer and ensure meaningful access to City services, activities, and programs for people who speak a language other than English.

Defines public-facing departments, points of contact, language liaisons.

Outlines overall implementation plan and goals of Language Access.

Helps ensures compliance of policy and law

Explains the role of the Language Access Coordinator

Key language access terms to know

- **A person who communicates in a language other than English** – A person whose primary language is not English and has limited or no ability to speak, understand, read, or write English. The federal term is **English Proficient or Limited English Proficient - LEP**. Internally: **English Language Learner**.
- **Language Assistance Services** – There are two types, translation and interpretation, which includes ASL.
- **Interpretation** - The process of orally rendering a spoken or signed communication from one language into another language.
- **Translation** - The process of converting written text from one language into written text in another language. 'Translation' is often misused to mean interpretation, but it is limited to a written medium.

Vital Documents

- **Vital documents:** Documents required by law or other items that are critical for enabling the public to access the City's programs and activities. Examples:
 - All emergency declarations, hazardous notifications, and property closures.
 - Complaint, consent, release, or waiver forms
 - Letters or notices about the reduction, denial, or termination of services, programs, or benefits require a response from the LEP customer. (This will be provided in whatever language the non-English person needs)
 - Time-sensitive communications, such as notices of deadlines related to hearings, investigations, or litigation.
 - Emergency Preparedness
 - Notices and signs regarding the availability of free language assistance services.

Vital documents *must* be professionally translated using pre-approved translators (contracted, vetted vendors).



Salt Lake City, Utah

23.6% ages
5+ speak a
language
other than
English

7.9%
reported
that they did
not speak
English
"very well."

14% Speak
Spanish at
home



Source: US Census American Community Survey 2021 (latest)
(United States Census Bureau)

[Census Map "Speaks less than very well"](#)

The City will review and update the list of most spoken languages in Salt Lake City using data sources and tracking information from each public-facing department and trusted sources.

<i>SLC Top 10 languages</i>	<i>Greater Salt Lake Increasing*</i>
Spanish	Spanish
Chinese	Chinese
Vietnamese	Samoan, Austronesian
Arabic	Portuguese
Somali	German
Swahili	Vietnamese
Karen	French
Burmese	Tagalog
French	Korean
Tongan	Japanese

*Sources: United States Census Bureau 2020
[Census Bureau via Stacker.com](#)

What Departments and Divisions need to know and do

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- ✓ Professionally translate vital and repeatedly used documents into Spanish. Provide translation of vital documents into other languages upon request and when feasible.
 - ✓ Provide interpretation services
 - ✓ Persons under 18 years of age may **not** be used as interpreters. (addendum added; “except under exigent circumstances”)
 - ✓ Public-facing departments and those with a call center provide telephonic messages in Spanish with the same information that is available in English.
 - ✓ Notify people verbally and with signage that there are language services available at no cost to them.
 - ✓ Inform the public how to submit a complaint regarding language accessibility.
 - ✓ Track use and requests of language services.

What Departments and Divisions need to know and do

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- ✓ Designate a Language Access Liaison to serve as the point of contact for the department/division's Language Access Plan. (*Who is it, in your department?*)
 - ✓ During a crisis emergency or public safety situation, all affected departments will prioritize offering language access services, when feasible, to assist non-English speakers with critical language needs.
 - ✓ Employees wanting to serve as interpreters and translators will be assessed by a third party on their non-English language fluency and receive training. (BEIP)
 - ✓ Multilingual employees will not be expected to provide language services unless specified by their job responsibilities or the employee volunteers.
 - ✓ All public-facing departments will create and customize their Language Access Implementation Plan based on the services and the population they encounter.
 - ✓ All public-facing departments will update their language access plans every three years unless a need arises sooner.

LANGUAGE SERVICES AVAILABLE

These services are provided by vendors through the State of Utah cooperative contracts. They are available to all city departments and staff to serve people who do not communicate English to access city programs and information.

Interpretation Services

- In-person interpretation
- Over-the-phone interpretation
- Video remote interpretation

Translation Services

- Vital documents
- Communications and marketing material

Tools you can use

- Language Line
 - “I Speak” Signs
 - Over the phone Interpretation (1-800...)
 - App: Insight (video remote)
- Useful Sites
 - LEP.Gov
 - Plainlanguage.gov
- Language Access Coordinator
 - Recommendations
 - Language(s) selection
 - “Is this a vital document?”
 - Design best practices

English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

<p>American Sign Language </p> <p>Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.</p>	<p>Korean 한국어</p> <p>귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.</p>
<p>Arabic العربية</p> <p>أشير إلى لغتك. وسيتم الاتصال بمتكلم فوري. كما سيتم إحضار المترجم الفوري مجاناً.</p>	<p>Mandarin 普通话</p> <p>请指认您的语言，以便为您提供免费的口译服务。</p>
<p>Bengali বাংলা</p> <p>আপনার ভাষার দিকে নির্দেশ করুন। একজন দ্বাভাষীকে ডাকা হবে। দ্বাভাষী আপনি নিখরচায় পাবেন।</p>	<p>Nepali नेपाली</p> <p>आफ्नो भाषातर्फ आँल्याउनुहोस्। एक दोभाषेलाई बोलाइनेछ। तपाईंको कुनै खर्च बिना, एकजना दोभाषे उपलब्ध गराइनेछ।</p>
<p>Burmese မြန်မာစာ</p> <p>သင့်ဘာသာစကားကိုညွှန်ပြပါ။ စကားပြန်ပေးပါမယ်။ သင့်အတွက်စကားပြန်အခမဲ့ပေးပါမယ်။</p>	<p>Polish Polski</p> <p>Proszę wskazać swój język i wezwiemy tłumacza. Usługa ta zapewniana jest bezpłatnie.</p>
<p>Cantonese 廣東話</p> <p>請指認您的語言，以便為您提供免費的口譯服務。</p>	<p>Portuguese Português</p> <p>Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.</p>
<p>Farsi فارسی</p> <p>زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.</p>	<p>Punjabi ਪੰਜਾਬੀ</p> <p>ਅਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਬਾਸ਼ੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਲਈ ਦੁਬਾਸ਼ੀਆ ਦਾ ਮੁਫਤ ਇੰਤਜ਼ਾਮ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।</p>
<p>French Français</p> <p>Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.</p>	<p>Romanian Română</p> <p>Indicați limba pe care o vorbiți. Vi se va face legătura cu un interpret care vă este asigurat gratuit.</p>
<p>Haitian Creole Kreyòl</p> <p>Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.</p>	<p>Russian Русский</p> <p>Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.</p>
<p>Hindi हिंदी</p> <p>अपनी भाषा को इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।</p>	<p>Somali Af-Soomaali</p> <p>Farta ku fiilqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.</p>
<p>Hmong Hmoob</p> <p>Taw rau koj hom lus. Yuav hu rau lb tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsj.</p>	<p>Spanish Español</p> <p>Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.</p>
<p>Italian Italiano</p> <p>Indicare la propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.</p>	<p>Tagalog Tagalog</p> <p>Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.</p>
<p>Japanese 日本語</p> <p>あなたの話す言語を指してください。無料で通訳サービスを提供します。</p>	<p>Vietnamese Tiếng Việt</p> <p>Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.</p>

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Language Solutions: Over-the-Phone, Video Remote, and Onsite Interpreting / Bilingual and Interpreter Staff Testing and Training / Translation and Localization



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SLC.gov/Equity