



Language Access Vital Documents

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What is language access?

Language Access 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.

Language Access helps communities integrate and thrive. It means people can more easily access city 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 speaking.

Vital Documents

Documents required by law, frequently used documents, or other items that are critical for enabling the public to access the City's programs, activities, and resources.

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 that require a response from the LEP customer.
(This will be provided in whatever language the non-English speaking 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).

Another way to think about Vital Documents:

Any form, permit, record, or other document that individuals applying for services or benefits must understand, respond to, or complete in order to access the services/benefits or continue to receive the services or benefits.

- ❑ Administrative complaints, release, or waiver forms;
- ❑ Claim or application forms;
- ❑ Letter of findings;
- ❑ Certain public outreach or educational materials (including web-based material) when specifically determined by a department to be of significant importance to groups of individuals with LEP intended to be reached by the outreach and educational program;
- ❑ Letters or notices pertaining to statutes of limitations, referrals to other agencies, a decision to decline to investigate a case or matter, or closure of an investigation, case or matter;
- ❑ Written notice of rights, denial, loss, or decreases in benefits of services, parole, and other hearings;
- ❑ Forms or written material related to individual rights;
- ❑ Certain notices of community meetings or other case-related community outreach when specifically determined by a department to be of significant importance to groups of individuals with LEP likely to be affected by the subject of the community meeting;
- ❑ Notices regarding the availability of language and communications assistance services provided by the component at no cost to individuals with LEP or disability, including notices on public outreach and educational materials and notices of community meetings;
- ❑ Certain consent orders, decrees, or other types of pleading or litigation materials.

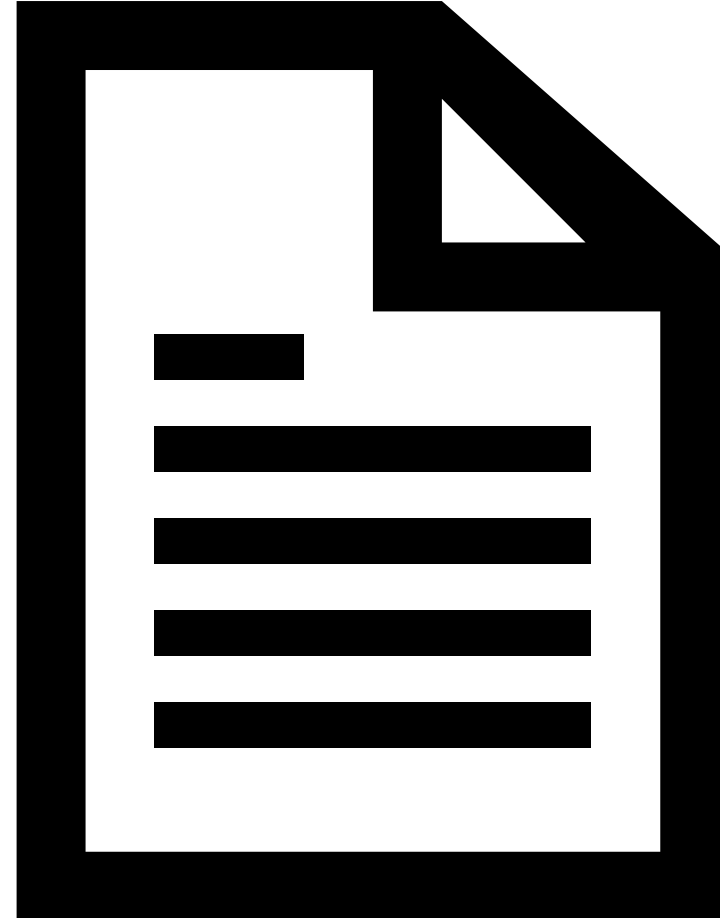
Vital documents and information

are critical for constituents to understand to participate in your department's programs and services.

They must be translated into **Spanish** and as needed or requested into the City's top languages.

Vital documents that are not translated due to financial constraints, must include a **Babel Notice/Tagline** instructing how to request information and services in their language. (see next page)

Babel Notice/Tagline refers to a short notice included in a document or electronic medium in multiple languages informing the reader that the communication contains vital information and explaining how to request translations and other accessible formats for the document.



Examples of Basic Babel Notice/Tagline

English
To request services in your language please contact...
To request information in your language, please contact...
To translate this page, click here:
To translate this page into Spanish please follow these directions:

Spanish
Para solicitar servicios en su idioma, contacte...
Para solicitar información en su idioma, contacte...
Para traducir esta página, haga clic aquí:
Para traducir esta página al español siga estas instrucciones:

Arabic
لطلب خدمات بلغتك يرجى الاتصال بـ ... لطلب معلومات بلغتك يرجى الاتصال بـ ...
لترجمة هذه الصفحة، اضغط هنا:
لترجمة هذه الصفحة إلى العربية، من فضلك اتبع هذه التوجيهات:

Burmese
ဝန်ဆောင်မှုများကို သင့်ဘာသာစကားဖြင့် တောင်းဆိုဖို့အတွက် ဆက်သွယ်ရန်... သတင်းအချက်အလက်များကို သင့်ဘာသာစကားဖြင့် တောင်းဆိုဖို့အတွက် ဆက်သွယ်ရန်...
ဤစာမျက်နှာကို ဘာသာပြန်ရန် ဒီမှာနှိပ်ပါ-
ဤစာမျက်နှာကို [မြန်မာဘာသာ] သို့ ဘာသာပြန်ရန် ယခု ညွှန်ကြားချက်များကို လိုက်နာပါ-

Chinese
如需以您的语言请求服务，请联系...
如需以您的语言索取信息，请联系...
要翻译此页面，请单击此处：
要将此页面翻译成中文，请按照以下说明操作：

French
Pour demander des services dans votre langue, veuillez contacter...
Pour demander des informations dans votre langue, veuillez contacter...
Pour traduire cette page, cliquez ici :
Pour traduire cette page en français, veuillez suivre les instructions suivantes :

Karen
ကယုခွဲထီၣ်တၢ်ဟ့ၣ်မၤစၢၤတဖၣ်လၢန့ၣ်အဂီၢ် ဝံသးစူၤဆဲးကျိး... ကယုခွဲထီၣ်တၢ်ဂ့ၢ်တၢ်ကျိၤလၢန့ၣ်အဂီၢ်, ဝံသးစူၤဆဲးကျိး...
ကကွဲးကျိၣ်က့ၤကဘျဲးပၤအံၤအဂီၢ်, စံၢ်လီၤဖဲအံၤ-
ကကွဲးကျိၣ်က့ၤကဘျဲးပၤအံၤဆူ ကညီကျိၣ်အဂီၢ် ဝံသးစူၤလူၤဟံၣ်မၤထွဲတၢ်န့ၣ်ကျဲတဖၣ်အံၤ-

Samoan
Ina ia talosagaina au'aunaga i lau gagana fa'amolemole fa'afeso'ota'i...
Mo fa'amatalaga i lau gagana, fa'amolemole fa'afeso'ota'i...
Ina ia faaliliu lenei itulau, kiliki iinei:
Ina ia faaliliu lenei itulau i le gagana Samoa faamolemole mulimuli i faatonuga nei:

Examples of Basic Babel Notice/Tagline continued

English
To request services in your language please contact...
To request information in your language, please contact...
To translate this page, click here:
To translate this page into Spanish please follow these directions:

Somali
Si aad luuqadaada ugu codsato adeegyada fadlan la xiriir...
Si aad ugu codsato warbixin luuqadaada, fadlan la xiriir...
Si aad u turjunto boggan, halkan ku dhufo:
Si aad ugu turjunto boggan Af-Somali fadlan raac tilmaamahan:

Swahili
Kuomba huduma katika lugha yako tafadhali wasiliana na...
Kuomba taarifa katika lugha yako, tafadhali wasiliana na...
Kutafsiri ukurasa huu, bofya hapa:
Kutafsiri ukurasa huu katika Kiswahili tafadhali fuata maelekezo haya:

Tagalog
Para humiling ng mga serbisyo sa inyong wika, mangyaring makipag-ugnayan sa...
Para humiling ng impormasyon sa inyong wika, mangyaring makipag-ugnayan sa...
Para isalin ang pahinang ito, i-click dito:
Para isalin ang pahinang ito sa Tagalog, mangyaring sundin ang mga tagubiling ito:

Tongan
Ke kole ha tokoni 'o ha fakatonu lea kataki 'o fetu'utaki...
Ke kole ha fakamatala 'i ho leá, kataki 'o fetu'utaki...
Ke liliu tohi 'a e peesi ko 'eni, lomi'i heni:
Ke liliu tohi 'a e peesi ko 'eni ki he Faka-Tonga kataki 'o muimui ki he ngaahi fakahinohino ko 'eni:

Ukrainian
Щоб замовити послуги на вашій мові, будь ласка, зверніться до...
Щоб отримати інформацію на вашій мові, будь ласка, зверніться до...
Щоб перекласти цю сторінку, натисніть сюди:
Щоб перекласти цю сторінку на Українську, будь ласка, дотримуйтеся цих вказівок:

Vietnamese
Để yêu cầu dịch vụ bằng ngôn ngữ của quý vị, vui lòng liên hệ...
Để yêu cầu thông tin bằng ngôn ngữ của quý vị, vui lòng liên hệ...
Để dịch trang này, hãy nhấn vào đây:
Để dịch trang này sang tiếng Việt, vui lòng làm theo các bước hướng dẫn sau:



Example of Extended Babel Notice/Tagline

English

If English is not your primary language and you are unable to understand or communicate in English, the court will appoint an interpreter for you for all court hearings. You must request a court interpreter at least 3 days before the hearing or the hearing may have to be postponed. To request a court interpreter, you may call the court at (801) ###-####, you may also email the court at smallclaims@slcgov.com, so that an interpreter may be scheduled to appear at your court hearing.

Spanish

Si el inglés no es su idioma principal y no puede entender o comunicarse en inglés, el tribunal le asignará un intérprete para todas las audiencias judiciales. Debe solicitar un intérprete judicial al menos 3 días antes de la audiencia o es posible que la audiencia deba posponerse. Para solicitar un intérprete judicial, puede llamar al tribunal al (801)###-####, también puede enviar un correo electrónico al tribunal a smallclaims@slcgov.com, para que se pueda programar la comparecencia de un intérprete en su audiencia judicial.

Considerations and Resources for Vital Documents

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- Re-imagine / Recreate vital documents to ensure constituents/Residents/Customers understand
 - Plain Language (Plainlanguage.gov)
 - Reading / Literacy Level (ReadabilityFormulas.com)
 - Remove the “Fluff”
 - Consider Acronym Translation Difficulty
 - Reduce/ Eliminate Metaphors whenever Possible
 - Policy, Ordinances, Press Releases
 - Limited English Proficiency (LEP.gov)



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