

POLICY AND PROCEDURES FOR COMMUNICATION WITH PERSONS WITH LIMITED ENGLISH PROFICIENCY

POLICY:

The Town of Cortlandt will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in Town activities, employment, and public bids. The policy of the Town of Cortlandt is to ensure meaningful communication with LEP persons and their authorized representatives. All interpreters, translators and other aides needed to comply with this policy shall be provided without cost to the person needing assistance.

Language assistance will be provided through use of competent bilingual staff, staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephonic interpretation services.

The Town of Cortlandt will conduct a regular review of the language access needs of its population, as well as update and monitor the implementation of this policy and these procedures, as necessary.

PROCEDURES:

1. IDENTIFYING LEP PERSONS AND THEIR LANGUAGE

The Town of Cortlandt will promptly identify the language and communication needs of the LEP person.

2. OBTAINING A QUALIFIED INTERPRETER

The Personnel Manager for employees and the Director of Technical Services for contractors are responsible for:

- (a)** Maintaining an accurate and current list showing the name, language, phone number and hours of availability of bilingual staff;
- (b)** Contacting the appropriate bilingual staff member to interpret, in the event that an interpreter is needed, if an employee who speaks the needed language is available and is qualified to interpret;
- (c)** Obtaining an outside interpreter if a bilingual staff or staff interpreter is not available or does not speak the needed language.

Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual and after the LEP person has understood that an offer of an interpreter at no charge to the person has been made. If the LEP person chooses to use a family

member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided to the LEP person.

3. PROVIDING WRITTEN TRANSLATIONS

(a) When translation of critical documents is needed, the Town of Cortlandt will submit documents for translation. Original documents being submitted for translation will be in final, approved form with updated and accurate information.

(b) Facilities will provide translation of other written materials, if needed, as well as written notice of the availability of translation, free of charge, for LEP individuals.

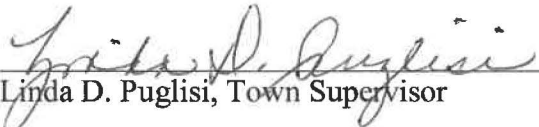
(c) The Town of Cortlandt will set benchmarks for translation of vital documents into additional languages over time.

4. PROVIDING NOTICE TO LEP PERSONS

The Town of Cortlandt will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages LEP persons will understand. Notification will also be provided through one or more of the following: website postings, outreach documents, telephone voice mail menus, local newspapers, radio and television stations, and/or community-based organizations.

5. MONITORING LANGUAGE NEEDS AND IMPLEMENTATION

On an ongoing basis, the Town of Cortlandt will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, the Town of Cortlandt will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, equipment used for the delivery of language assistance, complaints filed by LEP persons, feedback from vendors and community organizations, etc.


Linda D. Puglisi, Town Supervisor

August 17, 2020
Date

APPROVED
TOWN ATTORNEY
Date: 5/14/2020
