

Limited English Proficiency (LEP)

Manual and Policy



PROHIBITION AGAINST DISCRIMINATION

The United States Government and the East Side Highway District prohibit discrimination in all its programs and activities due to race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation and marital or family status.

45 CFR, Part 80.6(d)

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Interpretation Service Available

English Translation:
Point to your language.
An interpreter will be called.

Arabic  اللغة العربية أشر الى لغتك وسناداي المترجم حالاً.	Korean  한국말 당신이 쓰는 말을 지적하세요. 통역관을 불러 드리겠습니다.
Armenian  Հայերէն Յոյց տուէք ո՞ր լեզուն կը խօսիք՝ դրանքի թարգմանիչ ինչ կանչել տանք.	Laotian  ພາສາລາວ ຊື່ບອກພາສາທີ່ເວົ້າໄດ້ ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້
Cantonese  廣東話 唔該點出您講嘅語言。 等我哋幫您搵翻譯。	Mandarin  國語 請指認您的語言。 以便為您請翻譯。
French  Français Montrez-nous quelle langue vous parlez. Nous vous fournirons un/une interprète.	Polish  Polski Proszę wskazać na swój język ojczysty. Tłumacz zostanie poproszony do telefonu.
German  Deutsch Zeigen Sie auf Ihre Sprache. Wir rufen einen Dolmetscher an.	Portuguese  Português Aponte seu idioma. Providenciaremos um intérprete.
Hindi  हिन्दी अपनी भाषा इशारे से दिखाइये । आपके लिए दुभाषिया बुलाया जाएगा ।	Russian  Русский Язык Укажите, на каком языке Вы говорите. Сейчас Вам вызовут переводчика.
Hmong  Hmoob Thov taw tes rau koj yam lus. Peb yuav hu ib tug neeg txhais lus rau koj.	Spanish  Español Señale su idioma. Se llamará a un intérprete.
Italian  Italiano Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	Tagalog  Tagalog Pakituro po ninyo ang inyong wika. Magpapatawag kami ng interpreter.
Japanese  日本語 あなたの話す言葉を指さしてください。 通訳を呼びます。	Thai  ภาษาไทย ช่วยชี้ให้เรารู้หน่อยว่าภาษาไหนคือภาษาที่ท่านพูด แล้วเราจะจัดหาคำมาให้ท่าน
Khmer (Cambodian)  ខ្មែរ (កម្ពុជា) សូមចង្អុលសភាសាអ្នក យើងនឹងហៅអ្នកបកប្រែភាសាឱ្យមកជូន	Vietnamese  Tiếng Việt Chỉ rõ tiếng bạn nói. Sẽ có một thông dịch viên nói chuyện với bạn ngay.

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Poster provided by Language Line Services ©2000 • 1 800 752-6096 • www.LanguageLine.com
Over-the-phone interpretation and document translation in more than 150 languages.



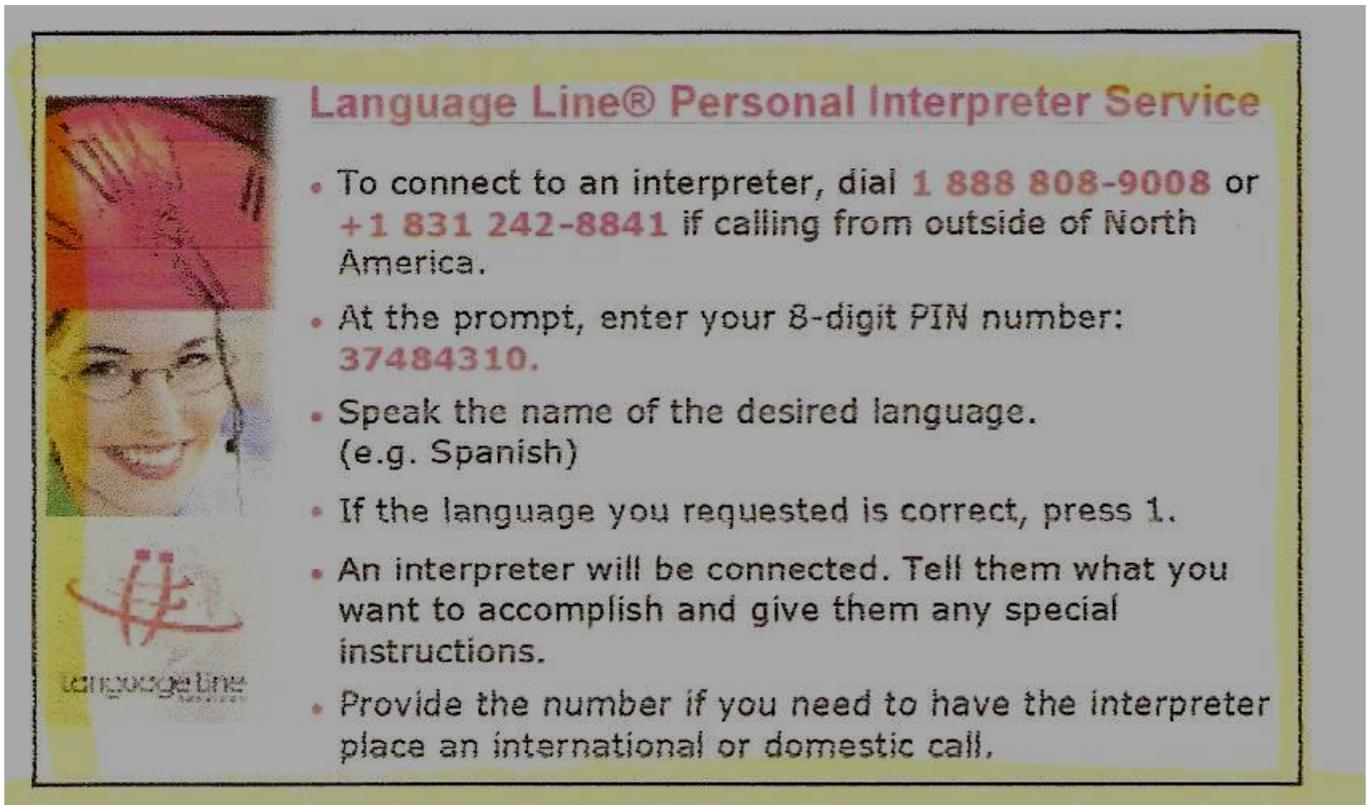
India, Pakistan, and Southwest Asia	Bengali  বাংলা আপনি কোন ভাষায় কথা বলেন - জানান । আপনার ভাষার জন্য একজন অনুবাদক আসবেন ।
Bhojpuri  भोजपुरी हैआके बहोभास कय बा ? हेआकेल लपु दुभाषिया बोलावेक आईव ।	Gujarati  ગુજરાતી તમારી માયા ઇશારાથી બતાવો. તમારા માટે બાષાતર ફરમાર મોકલાવી અપાશે.
Hindi  हिन्दी अपनी भाषा इशारे से दिखाइये । आपके लिए दुभाषिया बुलाया जाएगा ।	Malayalam  മലയാളം നിങ്ങളുടെ ഭാഷയിൽ തിരിച്ചറിഞ്ഞിട്ട് അഭ്യർത്ഥിക്കുക.
Nepali  नेपाली आपको भाषा विनाजस्तु होस् । तपाईंको भाषा बोल्ने व्यक्ति बोलाईने छ ।	Punjabi  ਪੰਜਾਬੀ ਅਪਣੀ ਭੋਲੀ ਇਸ਼ਾਰੇ ਨਾਲ ਦੱਸੋ । ਤੁਹਾਡੇ ਵਾਸਤੇ ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲਾ ਬੁਠਾਇਆ ਜਾਵੇਗਾ ।
Sinhalese  සිංහල මගේ භාෂාව පෙන්වන්න ඔබට පවරනු ලබන භාෂාවට අදාළව මාට පවරනු ලබන භාෂාවට අදාළව	Sylheti  সিলেটী সেখাউবা আপনার ভাষা কুলাই । আমরা ইচ্ছা করি আপনাকে সেবা দেবো।
Tamil  தமிழ் எந்த மொழியில் பேசுவீர்கள் தெரிவிப்பீர்கள் அதை வழங்கும் மொழியைக் காட்டுகவும். கவனம் தருமா?	Urdu  اُردو آپ کون سی زبان میں بات کرنا پسند کریں گی؟ آپ کی مدد کرنے اہلی کی ترجمان کو بلائے جائے گا.

Translator List

James Vernon Weeks PA Office 667-0683

Rommy Lopezudlencia 660-5178

Language Line Personal Interpreter Services 1-888-808-9008 PIN 37484310



The advertisement features a woman wearing a headset and glasses, smiling. To her right is the title "Language Line® Personal Interpreter Service" in red. Below the title is a bulleted list of instructions for using the service. At the bottom left of the advertisement is the Language Line logo, which consists of a stylized red symbol above the text "Language Line" and "PERSONAL INTERPRETER SERVICE" in smaller letters.

Language Line® Personal Interpreter Service

- To connect to an interpreter, dial **1 888 808-9008** or **+1 831 242-8841** if calling from outside of North America.
- At the prompt, enter your 8-digit PIN number: **37484310**.
- Speak the name of the desired language. (e.g. Spanish)
- If the language you requested is correct, press 1.
- An interpreter will be connected. Tell them what you want to accomplish and give them any special instructions.
- Provide the number if you need to have the interpreter place an international or domestic call.

IMPORTANT!!!

Please safeguard the above information to prevent unauthorized use of service.

Language Identification Cards

Often, in a face-to-face encounter, it is not always immediately apparent what language a person speaks. To eliminate unnecessary delays in securing the appropriate interpreter, we have developed a Language ID Card (see sample in Appendix 1). We make this resource available to all our subscribed customers and suggest that you take advantage of our offer to provide an initial supply at no cost. Additional copies of the Language ID Card can be ordered by calling your Sales and Service Specialist.

The Language ID Card lists the most commonly encountered languages in United States grouped by regions of the world. The card is easy to use. Simply look at the person speaking the other language and make a guess as to what part of the world that person is from based on physical characteristics. For example, when face-to-face with an Asian, open the card to the section marked "Asia" and show it to the person. He or she will see a list of the languages spoken in Asia. Under each language, two sentences first instruct the person to point to his or her language and then advise the non-English speaker that an interpreter will be called. Using the Language ID Card lets the person know that help is on the way and lets your personnel know exactly what language to ask for when calling.

Language Line Services.

In the event the person points to a language which is difficult for the English speaker to pronounce, we have provided numbers beside all languages. On these rare occasions, your personnel can request a language by number.

Also, there are numerous dialects of Chinese. When using the Language ID Card, try to identify the correct dialect of Chinese. If this is not possible, the ***Language Line Services*** Answer Point should be advised that the particular dialect of Chinese is unknown. We will then take steps to identify it.

If the non-English speaker is not physically present or if you are unsuccessful in identifying the language using the Language ID Card, inform the Answer Point that the language is unknown and try to categorize it to the best of your ability (Asian, Mid-eastern, etc.), then put the non-English speaking person on the phone with ***Language Line Services***. Our staff is trained to help you identify languages and will work with you to ensure that your call is promptly connected to the appropriate interpreter.

Some of our customers have requested customized Language ID Cards with their own messages and information on the front panel. If this idea appeals to you, please give us a call and we will be happy to discuss it with you.

Technical Arrangements

Our central facility is accessed over standard phone lines. The call can take several forms once our interpreter is on the line.

1. A. When face-to-face with a non-English speaking person:
 1. If two phones are connected to the same outgoing line, both you and the non-English speaking person can be on the line with the interpreter at the same time.
 2. If you have a speakerphone, both you and the non-English speaking person can hear and speak on one phone.

3. If only a single phone is available, you and the non-English speaking person can pass the phone back and forth to each other each time one of you finishes speaking.

B. When you receive phone calls from non-English speaking persons:

1. If the non-English speaking person is not physically present, but is calling in on a 911 or another emergency or information line, the call is placed to our central facility. The interpreter comes on line, and a three-way conversation takes place between the non-English speaking person, you, and the interpreter.
2. Speak slowly, deliberately and enunciate clearly. Phone lines, regional accents and background noise can distort voice quality and reduce volume.
3. Avoid unnecessary technical terms, slang, or jargon. Communication will be enhanced if the most common layman's terms are used.
4. Be sure that you have your 6-digit client ID number available before placing the call.
5. When the interpreter comes on line with you, be sure to clearly identify yourself by giving the full name of your organization and the city and state in which it is located.

We recommend that our clients use speakerphones and speed dialing. When used at the point of origin of the call, it eliminates misdialing and ensures faster connections with interpreters. Speed dialing can be set up on the equipment you have on hand or is available through your local telephone company.

In the appropriate environment (hospital emergency room, booking facility of a jail, etc.), speakerphones enhance communication, reduce the length of calls, and eliminate the need to physically handle a telephone.

Other items for your information

1. Recording of a call:

Language Line Services does not record calls. Law enforcement agencies should route all calls involving matters which may wind up in court through their telecommunication center's recorded lines. This provides the agency with a certified record of what actually transpired during the call.

2. Names and numbers:

Our interpreters identify themselves by number and, for reasons of confidentiality, do not divulge either their names or phone numbers. Requests for further information should be forwarded to our business office during regular working hours.

3. Low volume or poor line quality:

In some cases, the phone line on which a call to us has been made may not permit adequate communication. When the interpreter cannot hear the non-

English speaker, the interpreter will inform you and ask you if the non-English speaker has a call-back number. The interpreter will try to tell the non-English speaker that someone will be calling right back to continue the call. Ask the interpreter for his/her identification number so that you can continue your call with the same interpreter. Everyone then hangs up. You should then call us back again and tell the Answer Point you had to disconnect because of poor sound quality. Ask for your interpreter by giving his or her number, and then ask the Answer Point to place the outbound call to the non-English speaker. When all parties are back on the line, you can then resume your interpretation.

We are looking forward to working with you. Any questions or suggestions about our services should be directed to your Sales and Service Specialist at 1 800 752-6096.

Policy by Resolution 2009 -12
December 7, 2009

**East Side Highway District
LEP Policy
Limited English Proficiency**

The East Side Highway District provides this policy in compliance with Title VI's prohibition against national origin discrimination as it affects limited English proficient persons to ensure meaningful access to services. This policy guidance does not create new obligations, but rather, clarifies existing Title VI responsibilities.

The East Side Highway District, together with its partners and contractors, are committed to full compliance with Title VI of the Civil Rights Act of 1964. One important element of Title VI is non-discrimination on the basis of national origin, including provision of language access services to persons with Limited English Proficiency.

Limited English Proficiency (LEP) customers will receive timely and effective interpretation services at no cost through the designated interpretation services arranged by the East Side Highway District. The District will discourage any partner or contractor from using a minor child, friend, or relative as an interpreter.