

# LANGUAGE ACCESS PROGRAM



## HISTORY

Under the Executive Order 13166, the City of Detroit is required to translate vital documents, and provide access to language interpretation services upon request for federal programs and services provided by the City.

## LIMITED ENGLISH PROFICIENCY

- Limited English Proficiency (LEP) is a term used to refer to a person who is not fluent in reading, writing, or speaking English
- Spanish and Arabic, are the City of Detroit's threshold languages. A threshold language is a LEP language group that constitutes as either 5% or 1,000 of the population of persons eligible to be served, affected or encountered.

## Language Services Provided by the Language Access Program:

Use this link to request language services: <https://bit.ly/detlapemp>



### Translation

The process of translating words or text from one language to the other

*\*is required for vital documents*



### Translation Review

The facilitation of verbal or signlanguage communication, provided either simultaneously or consecutively, between users of different languages.



### On-Site Interpretation

*In - Person Interpretation*



### Telephonic Interpretation

A 24/7 service that connects the caller to a live interpreter via telephone to individuals that do not share a language in common.

Call (855) 393-4432



### Video-Remote Interpretation

A form of either spoken language or sign language interpretation services available via videoconferencing.



### Training and Guidance

The Language Access Program provides training and guidance for all of these services

## CULTURAL COMPETENCY

### What is Cultural Competency?

It's the ability of individuals to respond respectfully and effectively to people of all cultures in a way that recognizes, affirms, and values cultural differences and similarities, the worth of individuals, families, and communities, and protects and preserves the dignity of these things.

### How can employees promote cultural competency?

- Develop positive, constructive work habits.
- Recognize, respect and affirm others and their individuality.
- Think before you speak and be sensitive to others.
- Talk about your differences and ask tactful questions about how people want to be treated.
- Eliminate stereotypes and generalizations



# BEST PRACTICES

## When working with an LEP Person:



- Be patient.
- Make the effort to be helpful.
- Don't speak in a condescending tone.
  - Don't get frustrated.
- Don't make derogatory jokes or statements.
  - Body language is universal.
- Never assume someone does not speak English

## Tips for working with an Interpreter:

1. Determine the type of interpretation service required.
2. Schedule the interpreter, if necessary.
3. When possible provide relevant materials for the interpreter to review.
4. Brief the interpreter.
5. Speak to the LEP person directly.
6. Be aware of your speed when speaking.
7. Always assume everything is being interpreted.
8. Thank the interpreter.
9. Sign off on appointment sheet.
10. Provide feedback to the Language Access Coordinator.

## COVID RESPONSE

As the City continues to respond to the COVID-19 pandemic, CRIO is in partnership with several departments that are doing the following:

- Prioritize translation requests related to COVID-19
  - City of Detroit Website Updates
- Shared File Storage for COVID-19 translated materials
- Provide telephonic interpretation for all call centers & bilingual call updates
- Provide on-site ASL interpretation for COVID-19 Press Conference Briefings
  - Provide video remote interpretation for Zoom videoconferences
- Encourage the publication of translated materials be added to the City's website.
- Establish a network of volunteers to assist with language translations

