

# 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.

## 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.



Civil Rights, Inclusion & Opportunity

## Language Access Program (LAP)

The Civil Rights, Inclusion & Opportunity Department (CRIO) is committed to providing meaningful access to city services, programs and events for our residents. Our Language Access Program (LAP), housed under CRIO's Civil Rights team, provides training for all City of Detroit employees, which covers these vital areas:

- Defining the LAP and why it is important
- Understanding the goals of the LAP and how your department will benefit
- How to make a request for various language, translation and interpretation services
- Best practices for coordinating services for Limited English
- Proficient (LEP) individuals and those who use American Sign Language

### Language Services Provided by the Language Access Program:



Request Language Services HERE:

<https://bit.ly/3TKnESa>

IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE REACH OUT TO AMIAH BURNER.



(313) 224-4950



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