

DIVISION OF RISK MANAGEMENT
Franklin, Tennessee

TITLE: LIMITED ENGLISH PROFICIENCY (LEP) CLIENTS POLICY

PURPOSE

To establish a process for the provision of services to limited English proficient (LEP) persons.

SCOPE

This policy applies to all City of Franklin employees, visitors, citizens, contractors and subcontractors.

POLICY

All persons shall enjoy equal access to all of the City of Franklin services. Such access will be provided through bilingual staff. When that is not possible, the City shall provide a certified interpreter to a client who requests the service, at no cost to the client, or through the use of the Language Line Services.

PROCEDURES

1. Employees will have access to “I Speak” cards.
2. Once language proficiency is determined, employees will have resources available to assist the individual in determining his/her need. Refer to the Language Line Services at 1-800-752-6096 or via website www.LanguageLine.com.
3. If the need is not urgent or life threatening, employees will defer to their supervisors what steps need to be taken. The steps are, but not limited to, the following:
 - a.) If the need is a documented translated, the supervisor will have the document translated as soon as possible, without jeopardizing his/her duties as a supervisor.
 - b.) If the need is oral language services, the supervisor will take appropriate actions to provide the assistance as soon as possible through a translation service, without jeopardizing his/her duties as a supervisor.
 - c.) The supervisor has the obligation to the safety of his/her employees as well as to the people of the City of Franklin to assist the need of all persons. This includes not leaving his/her work place unless it is an emergency.
4. If the need is urgent or life threatening, employees will use, to the best of their ability, any resource available to accommodate the individual.

5. Clients must be informed about and provided with free interpreter services as necessary to ensure equal access. Notification of this service should be included on all announcements for meetings to which clients, their parents, or the public is invited to participate.
6. When interpreter services are requested, only certified interpreters or qualified interpreters shall be used.
7. Supervisors shall receive training on how to evaluate their translation and interpretation needs.
8. Supervisors shall review their translation and interpretation needs at least once a year.
9. Contractors shall be made aware of and follow this policy.
10. Each City of Franklin Department shall have a procedure in place to enforce this policy within sixty (60) days from the issue date of this policy. The procedure must include a method for notifying vendors and contractors.

DEFINITIONS

"Limited English Proficient (LEP)" persons are persons who have difficulty communicating with an English-speaking employee. This can mean either understanding or being understood by that employee.

"Certified Interpreter" is a person who is an employee or contractor of the department who has been certified by the DSHS examination or holds an accreditation from a professional association or a federal or state certified court interpreter program.

"Qualified Translator" is a translator who meets the qualifications established by the Language Interpreter Services and Translation section of the Administrative Services Division and translates from one language to another.