



Working together, restoring the river

Approved 4/27/21
by Full ARC

POLICY FOR COMMUNICATION WITH PERSONS WITH LIMITED ENGLISH PROFICIENCY

The Alliance of Rouge Communities (ARC) will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our activities and programs. The policy of ARC is to ensure meaningful communication with LEP persons. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, and persons will be informed of the availability of such assistance free of charge.

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.

ARC will conduct a regular review of the language access needs of our population, as well as update and monitor the implementation of these procedures, as necessary.

IDENTIFYING LEP PERSONS AND THEIR LANGUAGE

ARC will promptly identify the language and communication needs of the LEP person. If necessary, ARC staff will use a language identification card (or "I speak cards," available online at www.lep.gov) or posters to determine the language.

OBTAINING A QUALIFIED INTERPRETER

The ARC's Administrative Coordinator (734-272-0289) is responsible for:

- 1) Maintaining an accurate and current list showing the name, language, phone number and hours of availability of bilingual staff;
- 2) 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;
- 3) Obtaining an outside interpreter if a bilingual staff or staff interpreter is not available or does not speak the needed language.

PROVIDING WRITTEN TRANSLATIONS

- 1) When translation of documents is needed, ARC will translate documents into frequently-encountered languages.
- 2) 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.

PROVIDING NOTICE TO LEP PERSONS

ARC will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages LEP persons will understand. Notification of the LEP procedure will be posted on the ARC's website.

MONITORING LANGUAGE NEEDS AND IMPLEMENTATION

On an ongoing basis, ARC will assess changes in demographics, types of services or other needs that may require reevaluation of these procedures. In addition, ARC will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, feedback and complaints filed by LEP persons and ARC member communities.