



## ADMINISTRATIVE POLICY

SUBJECT: **LANGUAGE ACCESS SERVICES POLICY**

Policy No.: VI-03

Adopted: 05/01/2018

Amended: \_\_\_\_\_

  
CITY MANAGER

### **PURPOSE**

The City serves a significant population of limited English-proficient (LEP) residents, businesses, visitors, and their families. According to 2010 census, approximately 60% of Arcadia residents of Asian/Pacific Island descent, and the vast majority of residents are ethnic Chinese who predominantly speak Mandarin. In addition, smaller percentages of Arcadia residents speak Spanish, Korean, and Tagalog. This policy provides guidelines for City employees that interact with the public on behalf of the City to ensure equal access to City services, information, and programs regardless of their English proficiency.

### **POLICY**

The City shall make reasonable efforts to notify the public about its limited English-proficiency policies for department programs and services, and how to access language assistance services through the City's website, translated documents, and community-focused outreach.

### **RECOGNIZED LANGUAGES IN ARCADIA**

- English\*
- Chinese (Traditional)\*
- Chinese (Simplified)\*
- Spanish\*
- Korean
- Tagalog
- Japanese
- Vietnamese
- Hindi

\*Note: These languages are spoken at home by more than 5% of the Arcadia population.



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### **TRANSLATION OF CITY MEETINGS AND UPON REQUEST BY THE PUBLIC 72 HOURS IN ADVANCE**

The City shall provide standard information about the availability of language translation/interpretation services on all meeting notices where it is believed such services will benefit participants of the meeting. The City shall take reasonable steps to include translation services at meetings where it is generally known that participants will require such services.

At the discretion of the City Manager or their designee, the City of Arcadia may contract for translation services to be provided at City meetings. Requests for translation services from the public shall be made 72 hours in advance of the meeting date to the City Clerk's Office.

### **IN PERSON**

The Administrative Services Department shall maintain a current list of staff who have been certified as fluent (oral and/or written proficiency) in languages other than English. A list of multilingual staff shall be made available on the City's intranet for City employees to identify staff members who are available (ArcadiaConnect) to assist on as-needed/on-call basis.

### **TELEPHONIC TRANSLATION**

The City Manager's Office shall contract for Telephonic Translation Services on an on-call, as-needed basis to be utilized by City departments when on-site translation is unavailable. Departments that have public counters or provide telephonic services to the public are required to ensure that department policies incorporate these services and ensure that staff has proper training on the use of these services.

### **WEBSITE**

The City shall ensure that the City's website ([www.ArcadiaCA.gov](http://www.ArcadiaCA.gov)) has a translate feature available to ensure that web content can be translated, at a minimum, to the recognized languages identified previously in this policy.



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As is standard, the feature will only translate webpages and web content, and would not translate documents linked to the webpage. City departments shall take reasonable steps to translate priority documents that contain vital information about their programs and services. Further, a separate page will be created on the City's website featuring this policy and how to access translation services.

### **WRITTEN AND PRINT COMMUNICATIONS**

The City will prioritize which written communications should be translated. Priority depends upon the importance of the program, information, or service involved as determined by Department Heads or their designee. As a general practice, the City will provide standardized language on important City documents informing the reader on how to access translation services on their own. The City's written communications that may be translated include, but are not limited to:

- Public outreach or educational materials
- Notices related to health and safety concerns
- Notices of community meetings or other significant community outreach
- Notices regarding the availability of language assistance services
- Other forms, applications, letters, and written materials deemed a priority by Department Heads or their designee

Further, this policy is not intended to supersede or alter other rules and legal standards relating to translation obligations.

### **VOLUNTEER INTERPRETORS**

City residents or patrons requiring translation services are encouraged to use or bring their own interpreters to official City meetings or to assist with services at public counters. The City will make every attempt to maintain a list of volunteer interpreters to assist members of the public at official meetings. It should be noted that volunteers may not always be available during or after business hours.



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A blue ink signature of the City Manager.

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### **LANGUAGE ACCESS CONSIDERATIONS FOR VENDORS HIRED BY THE CITY**

Vendors that will be providing services to the public may be required to comply with the City's Language Access Policy, where appropriate. At a minimum, the vendor must be able to provide translation services for the recognized languages identified previously in this policy.

### **PERIODIC REVIEW**

City departments should periodically review, reassess, and update their procedures to ensure that they are in compliance with this policy. They should ensure that the scope and nature of language assistance services reflect updated information on relevant populations with limited English-proficiency; City or department language assistance needs; changes in technology and resources; and City or department experience in providing services that meet the needs of customers.

Further, the City and every department should take reasonable efforts to ensure that in-house, contract, and volunteer language services, translated documents, and web-based services are current and meet current language needs as they may change over time.