



Island County Language Access Plan

Policy Statement

It is the policy of Island County to ensure meaningful and universal access to Island County services, programs, and activities on the part of persons who self-identify as having limited English proficiency in compliance with Title VI of the Civil Rights Act of 1964; 45 C.F.R. § 80 et seq.; 28 C.F.R. § 42 et seq.; and RCW Chapters 2.42 and 2.43. All personnel shall provide free language assistance services to LEP individuals whom they encounter or whenever an LEP person requests language assistance services. All offices of Island County government will post information for members of the public that indicate that language assistance services are available free of charge to LEP persons and that the office will provide these services to them.

Island County defines a Limited English Proficient (LEP) person as someone who is not able to speak, read, write, or understand the English language at a level that allows them to interact effectively with County staff. A client maintains the right to self-identify as an LEP person, as well as the right to indicate their language of preference.

The primary goal of the Island County's Language Access Plan around Interpretation Services is to ensure meaningful and accurate language interpretation and translation to members of the population who are Limited English Proficient and/or Deaf or hard of hearing, via use of trained and competent interpreters.

Purpose and Authority

In accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act, this policy establishes guidelines for providing language accessible services to individuals that are LEP and/or Deaf or Hard of Hearing.

Island County has prepared this Language Access Plan (LAP) for the purposes of defining the protocol and procedures taken by the county to ensure meaningful and universal access to Island County services, programs, and activities on the part of persons who self-identify as having limited English proficiency or preference for materials and services in a language other than English.

Island County will review and update this LAP, on a biennial (2-year) basis, in order to ensure continued responsiveness to community needs.

Language Assistance Procedures

1. How to determine the need for language assistance

a. Staff at the initial point of contact will conduct an assessment for the need for language assistance using the “I speak” chart and notify the individual of the right to an interpreter at no cost. The current U.S. Census¹ shows the population of non-English language proficient people, in Island County.

- Tagalog 0.4%
- Spanish 0.3%

The most current language needs identified through current services show the following foreign or sign languages that are most frequently used in our county:²

- Spanish
- Tagalog
- Japanese

b. Staff members who have subsequent contact will continue to assess the need for language assistance.

- To assess the need for language assessment, staff should ask open-ended questions, and avoid asking questions that would allow for yes or no responses. For example, asking: “how may I be of assistance?” instead of “do you need help?”
- The LEP individual may speak more than one language or may have limited proficiency in a secondary language. Staff shall identify the primary language of the LEP individual (using the language access chart), and work to provide language assistance in the primary language of the individual. (See Appendix A.)
- A Deaf individual may also be LEP and not be proficient in American Sign Language. Staff shall work to identify the primary language of the Deaf individual and provide language assistance in the primary language of the individual. (See Appendix D)

c. The LEP individual or companion requests language access assistance.

2. Identifying Language

a. Staff shall request the individual or companion identify the language of the LEP or Deaf individual. See the “I speak card” in Appendix A

¹ [Source: 2018 American Community Survey 5-year Estimates](#)

² Island County Courts Language Access Plan and anecdotal information from customer service counter staff

- b. Use an “I speak card” or poster to identify the primary language. The staff person should present the “I speak card” to the customer/client.
- c. Staff may request bilingual/multilingual staff or volunteers to identify the primary language. Once the language of proficiency has been determined, the staff person shall begin the process to initiate interpretation services. Use in-person, video remote interpreters, or telephonic interpreters to identify the language. (See Section 4, below.)
- d. Staff should determine of the preferred mode of communication for a Deaf or Hard of Hearing individuals is interpretation or Communication Access Realtime Translation (CART). (See Section 5, below.)

Process and Outline

Island County offers several language access services, including:

1. Written Translation

Definition: Translation is the written or text-based rendering of one language into a second language. Island County’s primary goal for translation is to ensure written materials are accessible to a minimum of 90% of the target audience, including residents who have Limited English Proficiency (LEP), and to comply with state and federal language-access regulations. Read in detail in Appendix B.

1.1. Vital Document Translation:

For the purposes of ensuring language access, “vital documents” are written documents that are essential to effectively access programs, or for limited English proficient populations to understand programs, or both. Examples include notices about the availability of interpreter services, legal documents (consent forms, client rights and responsibilities, privacy notices, complaint forms, grievance policies) and client intake forms, building directional signs, not including road signs. Vital documents will be routinely translated into Spanish and Tagalog upon production or updating of the document.

For documents not routinely available in the requested language, a person may request to have a translated document made available to them. Document translation shall occur during the following maximum time limits under usual circumstances:

The turnaround time for document text translation, will be a maximum of two (2) weeks, but most documents should be turned around within a few (3-4) business days.

Website content should be translated using online capacity of the website. When that is inadequate for effective and accurate translation, manual translation should be completed according to a similar timeframe, as indicated above.

2 Interpretation Access:

Definition: Interpretation is the rendering of one spoken or signed language into that of another language. Interpreting requires fully understanding, analyzing, and processing a spoken message and then faithfully rendering it into another spoken or signed language. Interpreters must be able to accurately convey the meaning from one language to another in a culturally appropriate manner, mindful of the setting in which they are rendering their services.

Plan: Island County has a defined protocol/process to ensure that people requiring interpretation can communicate with our staff and benefit from our programs.

2.1 Telephonic Interpretation:

Definition: Telephonic interpretation means providing oral, real time spoken word translation over the telephone.

If/when anyone who does not speak English calls an Island County office, or program, a qualified interpreter must be contacted to provide real-time interpretation during the call. The goal of Island County telephonic interpretation is to ensure all departmental telephonic communication with the public is accessible to all populations and to comply with federal language access regulations. Read in detail in Appendix C.

2.2 TTY-Based Telecommunications:

Definition: TTY-based Telecommunications Relay Services are oral-to-text, or text-to-audible translations of language. They permit persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other devices to call persons with or without such disabilities.

To make using the Telecommunication Relay Service as simple as possible, you can dial 9711 to be automatically connected to a TRS communications assistant. It's fast, functional, and free. Dialing 9711, both voice and TTY-based TRS users can initiate a call from any telephone, anywhere in the United States, without having to remember and dial a ten-digit access number. See appendix D for more information.

Definitions:

- a. *Limited English Proficient individual means any individual whose primary language is not English, and has limited or no ability to speak, understand, read, or write English.*
- b. *Interpretation is the process of orally rendering a spoken or signed communication from one language into another language.*
- c. *Primary language means the language that an individual communicates most effectively in.*

- d. *Translation is converting written text from one language into written text in another language. 'Translation' is often misused to mean interpretation, but it is a written medium.*
- e. *A qualified interpreter or translator is a trained professional who is a neutral third party with the requisite language skills, experienced in interpretation or translation techniques, and knowledgeable in specialized content areas and technical terminology in order to effectively facilitate communication between two or more parties who do not share a common language.*
- f. *Simultaneous interpretation is the process of orally rendering one language into another language virtually at the same time that the speaker is speaking with only a very short lag time.*
- g. *Consecutive interpretation is the process of orally rendering one language into another language after the speaker has completed a statement or question and pauses. The interpreter then renders that statement into the other language.*
- b. *Vital Documents are any materials that are essential to an individual's ability to access services provided by the organization or are required by law.*

3 Staff Compliance

3.1 Training

Staff will receive training on the content of the language access policy; how to identify the need for language access services; working with an LEP and Deaf and hearing-impaired individuals; providing language-accessible service in a culturally sensitive manner; working with an interpreter; and interpretation best practices.

Training efforts will include initial staff training on the requirements of the current Language Access Plan provided by the county. Annual training for existing county personnel that provides a refresher, as well as addresses any revisions made to the Plan, will be provided through Human Resources.

3.2 Monitoring and Assessment

- 1. Supervisors shall be responsible for monitoring compliance with the County's language access policy.
- 2. The Communication Manager shall collect information on language use and need, including: primary language of clients; use and language of interpretation services; distribution of translated documents; frequency of contact with LEP or Deaf individuals seeking services; and referrals of LEP or Deaf individuals and the language of the referred LEP or Deaf individual.
- 3. The Board of County Commissioners shall conduct a review every two years on the effectiveness of the language access policy and make changes as needed.

4 Grievance Process

A grievance regarding the denial of language-accessible services, or regarding the quality of language-accessible services, including interpreters or translated materials, may be made in person, or in writing. See Appendix E for grievance instructions and form.

The grievance should specify the date, individuals involved, and the nature of the client (i.e., the interpreter was summarizing, or an LEP individual or Deaf individual was denied services because they did not bring their own interpreter).

All grievances will be directed to the County Administrator.

The County Administrator will coordinate with the Department Head and HR/GSA Director. Customers will be notified of the outcome within 30 days upon receipt of the grievance form.

Staff will notify LEP individuals of the grievance process upon request.

The grievance process will be included in the posted notification of the right to an interpreter.

5 Interpreter and Translator Code of Ethics

It is crucial for interpreters to follow the code of conduct, if you at any time feel these codes are not being adhered to please address your concerns to the Department Director, responsible elected Official, or County Administrator.

Access to an interpreter will be provided through the selected service provider. After the service provider is selected, there will be training, and instructional information provided.

1. Accuracy

Source-language speech should be faithfully rendered into the target language by conserving all the elements of the original message while accommodating the syntactic and semantic patterns of the target language. The rendition should sound natural in the target language, and there should be no distortion of the original message through addition or omission, explanation or paraphrasing. All hedges, false starts and repetitions should be conveyed; also, English words mixed into the other language should be retained, as should culturally-bound terms which have no direct equivalent in English, or which may have more than one meaning. The register, style and tone of the source language should be conserved. Guessing should be avoided. Interpreters who do not hear or understand what a speaker has said should seek clarification. Interpreter errors should be corrected as soon as possible.

2. Impartiality and Conflicts of Interest

Interpreters and translators are to remain impartial and neutral in proceedings where they serve, and must maintain the appearance of impartiality and neutrality, avoiding unnecessary contact with the parties. Interpreters and translators shall abstain from comment on matters in which they serve. Any real or potential conflict of interest shall be immediately disclosed to all parties as soon as the interpreter or translator becomes aware of such conflict of interest.

3. Confidentiality

Privileged or confidential information acquired in the course of interpreting or preparing a translation shall not be disclosed by the interpreter without authorization.

4. Limitations of Practice

Interpreters and translators shall limit their participation in those matters in which they serve to interpreting and translating and shall not give advice to the parties or otherwise engage in activities that can be construed as the practice of law.

5. Protocol and Demeanor

Interpreters shall conduct themselves in a manner consistent with the standards and protocol of the National Association of Judiciary Interpreters and Translators and shall perform their duties as unobtrusively as possible. Interpreters are to use the same grammatical person as the speaker. When it becomes necessary to assume a primary role in the communication, they must make it clear that they are speaking for themselves.

6. Maintenance and Improvement of Skills and Knowledge

Interpreters and translators shall strive to maintain and improve their interpreting and translation skills and knowledge.

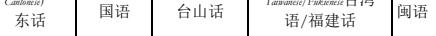
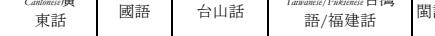
7. Accurate Representation of Credentials

Interpreters and translators shall accurately represent their certifications, accreditations, training, and pertinent experience.

8. Impediments to Compliance

Interpreters and translators shall bring to the county's attention any circumstance or condition that impedes full compliance with any Canon of this Code, including interpreter fatigue, inability to hear, or inadequate knowledge of specialized terminology, and must decline assignments under conditions that make such compliance patently impossible.

Appendix A

Your Right to an Interpreter		You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.
<p><i>Albanian</i> Shqip Keni të drejtën për përkthyes falas gjatë vizitës mjeksore. Ju lutem tregoni me gisht gjuhën që flisni. Ju lutem prisni, do t'ju gjejmë një përkthyes për viziten mjekësore.</p>	<p><i>Amharic</i> አማርኛ የለምኑም መሬ አስተርጓሚ የሚገኘት መብት አለመት:: የሚገኘውንና የሚረዳውን ቅንቃ በመጠቀም የመልከቱ:: አስተርጓሚ አስከጠራ ይረሰ አብዛኛው ይታገለ::</p>	<p><i>Arabic</i> عربى يحق لك الحصول على خدمات ترجمة فورية دون أي مقابل. يُرجى منك أن تشير بإصبعك إلى لغتك كي نستدعى المترجم المعنى . . . يُرجى منك الإنتظار لحين استدعاء المترجم.</p>
<p><i>Armenian</i> Հայերեն Դուք իրավունք ունեք առանց որևէ վճարի թարգմանիչ ունենալ: Խնդրում ենք մատնանշեք ձեր լեզուն և ձեր համար թարգմանիչ կվանչենք: Խնդրում ենք սպասեք:</p>	<p><i>Bengali</i> বাংলা আপনার অধিকার রয়েছে বিনামূলে একজন দোভাসী পাওয়ার। অনুগ্রহ করে আপনার ভাষা কোনটি তা দেখিয়ে দিন। একজন দোভাসীকে ডাকা হবে। অনুগ্রহ করে অপেক্ষা করুন।</p>	<p><i>Cape Verdean Creole</i> Criolu di Cabu Verdi Nhôs tem direito a um intérprete gratuito di nhôs língua. Mostra qual qui nhôs língua pa nô podi tchoma intérprete. Nhôs aguarda um momento, por favor.</p>
<p><i>Chinese - Simplified</i> 中文  你有权利要求一位免费的传译员。请指出你的语言。传译员将为你服务, 请稍候。</p>	<p><i>Chinese - Traditional</i> 中文  你有權利要求一位免費的傳譯員。請指出你的語言。傳譯員將為你服務, 請稍候。</p>	<p><i>Dari</i> دری شما حق دارید که یک مترجم داشته باشید بدون آنکه پولی بابت آن بدهید. لطفاً به زبان خود اشاره کنید. یک مترجم برایتان درخواست خواهد شد. لطفاً منتظر بمانید.</p>
<p><i>French</i> Français Vous avez droit gratuitement aux services d'un interprète. Veuillez indiquer votre langue. Nous allons contacter un interprète. Veuillez patienter si'il vous plaît!</p>	<p><i>German</i> Deutsch Sie haben kostenlosen Anspruch auf eine/n Dolmetscher/in. Bitte deuten Sie auf Ihre Sprache. Ein/e Dolmetscher/in wird gerufen. Bitte warten Sie.</p>	<p><i>Greek</i> Ελληνικά Είναι δικαιώματά σας να χρησιμοποιήσετε διερμηνέα χωρίς καμία χρηματική επιβάρυνση. Σας παρακαλούμε, υποδείξτε τη γλώσσα που μιλάτε. Θα ειδοποιήσουμε ένα διερμηνέα. Παρακαλώ περιμένετε.</p>
<p><i>Haitian Creole</i> Kreyòl Ayisyen Ou gen dwa a yon entèprt gratis. Tanpri montre nou lang pa w la. N ap rélé yon entèprt pou ou. Tanpri ret tann.</p>	<p><i>Hebrew</i> עברית יש לך את הזכות למתורגמן ללא כל עלות לך. אני הצבע על השפה שלך. המתורגמן ייקרא. אני המtan.</p>	<p><i>Hindi</i> हिंदी आपको बिना कोई शुल्क दिए दुभाषिया सेवा पाने का अधिकार है। कृपया अपनी भाषा को इंगित करें। दुभाषिया को बुलाया जाएगा। कृपया प्रतीक्षा करें।</p>

<p><i>Hmong</i></p> <h2>Hmoob</h2> <p>Koj muaj cai txais kev pab txhais lus dawb tsis them nyiaj. Thov taw tes rau koj hom lus nov. Mam hu tus txhais lus. Thov nyob tos.</p>	<p><i>Italian</i></p> <h2>Italiano</h2> <p>Avete diritto ad un interprete. Il servizio è gratuito. Indicate la vostra lingua e attendete; un interprete sarà chiamato al più presto.</p>	<p><i>Japanese</i></p> <h2>日本語</h2> <p>通訳を無料でご利用になれます。該当する言語を指示して下さい。通訳を手配いたしますのでお待ち下さい。</p>
<p><i>Khmer</i></p> <h2>ខ្មែរ</h2> <p>លោកអ្នក- នសិទ្ធិព្រៃនអ្នកបកព្រៃដោយសតគិតត្រួម។ សូមមេត្តាបង្កើតភាសាបស់លោកអ្នក។ គឺនឹងកោះ ហេតុព្រៃអ្នកបកព្រៃម្នាក់មក។ សូមមេត្តាបង្កួច។</p>	<p><i>Korean</i></p> <h2>한어</h2> <p>여러분은 무료로 전문 통역자의 도움을 받을 권리가 있습니다. 왼쪽의 “한국어”를 손가락으로 가르켜 주십시오. 전문 통역자에게 연결될 것입니다. 잠시만 기다려 주십시오.</p>	<p><i>Laotian</i></p> <h2>ລາວ</h2> <p>ທ່ານມີສິດຂ່າຍລະບົບພາສາໄດ້ລົບສັງຄ່າ. ກະຊຸມາວີ່ໄສພາສາຂອງທ່ານ. ນາຍພາສາລະກິງເລີ້ນມາ. ກະຊຸມາວິ່ກໍາ. ນາຍພາສາລະກິງເລີ້ນມາ. ກະຊຸມາວິ່ກໍາ.</p>
<p><i>Persian</i></p> <h2>فارسی</h2> <p>شما حق دارید که یک مترجم داشته باشید بدون آنکه پولی بابت آن بدهید. لطفاً به زبان خود اشاره کنید. یک مترجم برایتان درخواست خواهد شد. لطفاً منتظر بمانید.</p>	<p><i>Polish</i></p> <h2>Język Polski</h2> <p>Macie prawo do korzystania z usług polskiego tłumacza. Usluga ta jest na nasz koszt. Proszę wskazać swój język. Proszę czekać. Łaczymy z tłumaczem.</p>	<p><i>Portuguese</i></p> <h2>Português</h2> <p>Você tem o direito a um intérprete de graça. Por favor aponte para a língua que você fala. Um intérprete será chamado. Por favor espere.</p>
<p><i>Russian</i></p> <h2>Русский</h2> <p>Вы имеете право на услуги бесплатного переводчика. Укажите, пожалуйста, на Ваш язык. Переводчик будет вызван. Пожалуйста, подождите.</p>	<p><i>Serbo-Croatian</i></p> <h2>Srpsko-Hrvatski jezik</h2> <p>Vi imate pravo na besplatnog prevodioca. Molimo vas da pokažete na vaš govorni jezik. Prevodilac ce biti pozvan. Hvala i molimo vas da sačekate.</p>	<p><i>Somali</i></p> <h2>Soomaali</h2> <p>Waxaad xaq u leedahay in tarjumaan lacag la'aan ah laguugu yeero. Fadlan farta ku fiiq luqaddaada. Tarjumaan ayaa laguugu wacayaa. Ee fadlan sug!</p>
<p><i>Spanish</i></p> <h2>Español</h2> <p>Usted tiene derecho a un intérprete gratis. Por favor, señale su idioma y llamaremos a un intérprete. Por favor, espere.</p>	<p><i>Swahili</i></p> <h2>Swahili</h2> <p>Ni haki yako kuwa na mtafsiri bila malipo yoyote. Tafadhal chagua lugha yako kati ya hizi. Mtafsiri ataitwa. Tafadhal ngoja.</p>	<p><i>Tagalog</i></p> <h2>Tagalog</h2> <p>Ikaw ay may karapatan na magkaroon ng tagapagsalin na walang bayad. Ituro ang iyong wika. Ang tagapagsalin ay tatawagin. Maghintay.</p>
<p><i>Thai</i></p> <h2>ไทย</h2> <p>ท่านมีสิทธิ์ขอคำแปลภาษาโดยไม่เสียค่าใช้จ่ายใดๆ กรุณาระบุที่ภาษาของท่าน กรุณารอสักครู่ เราจะให้คำปรึกษาภาษาไทยให้ท่าน</p>	<p><i>Ukrainian</i></p> <h2>Українська</h2> <p>У Вас є право на безоплатного перекладача. Будь ласка, вкажіть на Вашу мову, і Вам покличуть перекладача. Почекайте, будь ласка.</p>	<p><i>Urdu</i></p> <h2>اردو</h2> <p>آپ مفت ترجمانی کی خدمات کے مستحق ہیں۔ براہ کرم اپنی زبان کی طرف اشارہ کیجئے۔ آپ کے لئے ایک ترجمان کا انتظام کیا جائیگا۔ براہ کرم انتظار کیجئے۔</p>

Vietnamese

Tiếng Việt

Quý vị có quyền được một thông dịch viên miễn phí.
Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi
một thông dịch viên. Vui lòng chờ trong giây lát.



Island County

Language Identification Guide



Your Right to an Interpreter Point to your language. An interpreter will be called. The interpretation is provided at no cost to you.

Language	Translation
English	If you have difficulty understanding English or have a disability, free language assistance or other aids and services are available upon request. Please call:
Albanian	Nëse nuk e kuptoni gjuhën angleze ose keni aftësi të kufizuara, sipas kërkesës shërbimi gjuhësor ose ndihma dhe shërbime të tjera do t'ju ofrohen pa pagesë. Ju lutemi telefononi:
Amharic	አንጻላይና ቅንቃና መረጃና የሚታገና ካሸኽ ወይም የካል ገዳት ካለው፤ ከዚ የቅንቃ እንዲ ወይም ለለምና እርዳታዎች እና አገልግሎቶች በሚጠይቷል ወቅት ይገኛለ፤ እባክዎን ይደውሉ፡፡
Arabic	إذا كنت تواجه صعوبة في فهم اللغة الإنجليزية أو كنت تعاني من إعاقة ما، توفر المساعدات اللغوية أو غيرها من المساعدات والخدمات مجاناً عند الطلب. يرجى الاتصال على الرقم:
Armenian	Եթե դուք դժվարությամբ եք հասկանում անգլերենը կամ ունեք հաշմանդամություն, անվճար լեզվական օգնություն կամ այլ օժանդակ միջոցներ եւ ծառայություններ հասանելի են ըստ պահանջի: Խնդրում ենք զանգահարել հետևյալ հետախոսահամարով՝
Bengali	যদি আপনার ইংরেজি বুঝতে অসুবিধা হয় অথবা যদি আপনি বুঝতে অক্ষম হয়ে থাকেন, তাহলে অনুরোধের ভিত্তিতে বিনামূল্যে ভাষা সহায়তা অথবা অন্যান্য সাহায্য ও পরিষেবা উপলব্ধ আছে। অনুগ্রহ করে কল করুন:
Bosnian	Ako imate poteškoća s razumijevanjem engleskog jezika ili ako imate invalidnost, besplatna jezička pomoć ili druge vrste pomoći i usluge vam stoje na raspolaganju na zahtjev. Molimo vas nazovite:
Burmese	သင့်အနေဖြင့် အင်္ဂလိပ် စကားကို နားလည်ရန် အခက်အခဲ ရှိပါက သို့မဟုတ် မသိနစ်မူးမှ တစ်ခုခု ရှိပါက ဘာသာစကား အခဲ့ အကူအညီ သို့မဟုတ် အခြား အကူအညီနှင့် ဝန်ဆောင်မှုများကို တောင်းခံ ရယူနိုင်သည်။ ကျေးဇူးပြု၍ ခေါ်ပိုပါ -
Chinese S	如果您理解英语有困难或有残疾，可应要求提供免费语言援助或其他帮助和服务。请致电：
Chinese TR	如果您理解英語有困難或有殘疾，可應要求提供免費語言援助或其他幫助和服務。請致電：
Croatian	Ako imate poteškoća s razumijevanjem engleskog ili imate invaliditet, besplatna jezična pomoć ili druga pomagala i usluge dostupni su na zahtjev. Molimo vas da nazovete:
Dari	اگر شما در فهمیدن انگلیسی مشکل دارید و یا معلول می-باشید، کمک-های زبانی رایگان و یا دیگر کمک-ها و خدماتگزاریها بهنگام درخواست برای شما فراهم خواهد شد. مهربانی کنید تلفن بزنید.
Farsi	اگر از درک زبان انگلیسی با مشکل مواجهید یا از درک آن عاجز هستید، کمک های زبانی بصورت مجانی یا سایر کمک ها و خدمات در دسترس هستند. لطفاً تماس بگیرید:
French	Si vous avez des difficultés à comprendre l'anglais ou si vous souffrez d'un handicap, une assistance linguistique gratuite ou d'autres aides et services sont disponibles sur demande. Veuillez appeler :
French Creole	Si ou gen difikilte pou konprann anglè oswa ou gen yon andikap, asistans lengwistik gratis oswa lòt èd ak sèvis disponib sou demann. Tanpri rele:
Greek	Εάν έχετε δυσκολία στην κατανόηση των αγγλικών ή έχετε αναπηρία, διατίθεται δωρεάν γλωσσική συνδρομή ή άλλα βοηθήματα και υπηρεσίες κατόπιν αιτήματος. Τηλεφωνήστε:

Mien	Beiv taux meih buangh taux hoc dauh mv haih gorngv ang gitv waac a'fai wuaaic fangx mienh, se maaih leiz wang-henh nzie faan waac bub muangx a'fai da'nyeic diuc tengx nzie aengx caux nzie weih jauv-louc bun gan dungh tov daaith nyei waac. Daaix luic douc waac lorx taux:
Pashto	که تاسو په انگلیسي پوهیدو کې مشکل لري یا معیوبیت لري، نو په غوبنټه د ژپی وریا مرسته یا نوری مرسته او خدمات چمتو کېږي. مهربانی وکړئ زنګ ووهې:
Polish	Jeśli masz trudności ze zrozumieniem języka angielskiego lub jesteś osobą niepełnosprawną, możesz poprosić o bezpłatną pomoc językową oraz innego rodzaju pomoc i usługi. W tym celu zadzwoń na nr:
Portuguese	Se tiver dificuldade em perceber o inglês, ou se tiver alguma incapacidade, pode solicitar a assistência linguística gratuita ou outros apoios e serviços. Por favor, ligue:
Punjabi	ਜੇਕਰ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਸਮਝਣ ਵਿੱਚ ਅੱਖਿਆਈ ਹੁੰਦੀ ਹੈ ਜਾਂ ਫਿਰ ਤੁਸੀਂ ਅਪਾਹਜ ਹੋ, ਤਾਂ ਅਪੀਲ ਤੇ ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਜਾਂ ਹੋਰ ਸਹਾਇਤਾਵਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਉਪਲੱਬਧ ਹਨ। ਕਿਰਪਾ ਕਰ ਕੇ ਕਾਲ ਕਰੋ:
Romanian	Dacă aveți dificultăți în a înțelege limba engleză sau aveți o dizabilitate, vă sunt disponibile la cerere asistență lingvistică gratuită sau alte ajutoare și servicii. Vă rugăm să sunați la:
Russian	Если у вас есть трудности с пониманием английского языка или у вас инвалидность, по запросу предоставляется бесплатная языковая помощь или другие вспомогательные средства и услуги. Пожалуйста позвоните по телефону:
Samoan	Afai e iai sou faafitauli ile malamalama ai ile faaperetania poo o iai se manaoga tumau, o loo avanoa le fesoasoani fai fua mo le gagana poo isi fesoasoani ma auaunaga pe a talosagaaina. Faamolemole vaalau:
Serbian	Ako imate poteškoća sa razumevanjem engleskog jezika ili ako imate invaliditet, besplatna jezička pomoć ili drugi tipovi pomoći i usluga su vam dostupni na zahtev. Molimo vas pozovite:
Somali	Hadii aad dhibaato ku qabto fahmida ingiriisiga ama curyaan aad tahay, waxaa la heli karaa taagerida luuqada iyo adeegyada kale ee garkgaarka goorta la codsado. Fadlan wac:
Spanish	Si tiene dificultades para entender la lengua inglesa o presenta una discapacidad, puede solicitar asistencia lingüística y otros tipos de ayuda y servicios sin coste alguno. Llame al siguiente número de teléfono:
Sudanese	إذا كنت تواجه صعوبة في فهم اللغة الإنجليزية أو كنت تعاني من إعاقة ما، توفر المساعدات اللغوية أو غيرها من المساعدات والخدمات مجانية عند الطلب. يرجى الاتصال على الرقم:
Tagalog	Kung nahihiapan kang maunawaan ang Ingles o may kapansanan, magagamit kapag hilingin ang libreng tulong sa wika o iba pang mga tulong at serbisyo. Mangyaring tumawag sa:
Thai	หากคุณมีอุปสรรคในการท่องภาษาอังกฤษหรือมีความทุพพลภาพ คุณสามารถขอวัสดุหรือการความช่วยเหลือที่นักภาษา หรือความช่วยเหลือและบริการอื่นๆ ได้ฟรี โปรดโทร:
Tigrinya	አንድኋር ፍቅር አንጻላይ ታምር ወይ ስንክልና አለበት፡ አንተጠለብዕትም ፍቅር እና አገልግሎት ታምር፡ በተጠለቸውም ውስጥ ፍቅር ውስጥ ፍቅር፡
Turkish	İngilizce'yi anlamakta zorlanıyorsanız veya bir engeliniz varsa, talebiniz üzerine ücretsiz çeviri desteği veya diğer yardım ve hizmetler mevcuttur. Lütfen şu numarayı arayın:
Ukrainian	Якщо вам складно розуміти англійську мову або ви маєте обмежені можливості, ми безкоштовно пропонуємо послуги перекладу й інші допоміжні засоби та послуги за запитом. Будь ласка, зателефонуйте за наступним номером:
Urdu	اگر آپ کو انگریزی سمجھنے میں مشکل پیش آئی ہے یا کسی معدوری کا سامنا ہے، تو درخواست کرنے پر زبان کی مفت معاونت یا دیگر امداد اور سروز دستیاب ہیں۔ براہ کرم کال کریں:
Vietnamese	Nếu quý vị gặp khó khăn trong việc hiểu tiếng Anh hoặc bị khuyết tật, hỗ trợ ngôn ngữ miễn phí hoặc các hỗ trợ và dịch vụ khác được cung cấp theo yêu cầu. Xin gọi:
Yiddish	אויב אוַר האַט שוווערגקייט צו פארשטיין ענגלאַיש אַדער האַט אַ דיסאַבּוֹלִיטִי, קענט אוַר פֿאָרַלְאָגְגָּעָן אוַז באָקּוּמוּן הַוּלְּפִ מִיטּ שְׁפָרָאָךְ אַדער אַנְדָּעָרָע הַילְּפִסְ-מִיטָּלָעָן פֿאָר אוּמְזִיסְטּ. בִּיטּעַ רַופּ אָזְ:

Yoruba	Tí o bá ní ìnira láti gbó èdè Gẹ́esi tábí o ní àilera kan, ìrànlówó èdè lófẹ́é tábí àwọn ìrànlówó àti isé ìtójú míràn wà tí a bá béèrè fún u. Jòwó pe:
Swahili	Ikiwa una ugumu wa kuelewa Kiingereza au una ulemavu, usaidizi wa lugha bila malipo au usaidizi na huduma zingine zinapatikana unapoombwa. Tafadhali piga:
Kinyarwanda	Niba ufite ikibazo cyo kumva Icyongereza cyangwa ufite ubumuga, ubufasha mu by'indimi bw'ubuntu cyangwa ubundi bufasha na serivisi birahari bisabwe. Hamagara:



Appendix: B

Written Translation

Definition: Translation is the written or text-based rendering of one language into a second language. Island County's primary goal for translation is to ensure written materials are accessible to a minimum of 90% of the target audience, including residents who have Limited English Proficiency (LEP), and to comply with state and federal language-access regulations.

Plan: Departments will identify, translate and make accessible in various formats, including print and electronic media, vital documents in languages other than English. Determination of vital documents for translation is done within the Commissioner's Office. In most cases, vital documents are at a minimum translated into Tagalog and Spanish the second most common language in the County.

When determining translation languages there are four factors that are in play for prioritizing languages:

- (1) The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or issue;
- (2) The frequency or likelihood that LEP individuals will come in contact with or be impacted by the program or issue;
- (3) The nature and importance of the program or issue to people's lives; and
- (4) The resources available.

All translation projects are executed under the direction of the Communications Manager. Translation guidelines are followed by all Island County public-facing Departments such as the Department of Health, Human Services, Planning, Public Works, and applied to all County-sponsored print materials, including but not limited to:

• Brochures	• Consent forms	• Fact sheets
• Flyers	• Posters	• Data Briefs
• Press releases	• Surveys	• Other forms



Appendix C

Telephonic Interpretation

Definition: If/when anyone who does not speak English calls an Island County office, or program, a qualified interpreter must be contacted to provide real-time interpretation during the call. The goal of Island County telephonic interpretation is to ensure all departmental telephonic communication with the public is accessible to all populations and to comply with federal language access regulations.

Plan: To ensure that telephonic interaction with the public is accessible to all residents, regardless of their ability to speak English.

To establish an account with the recommended TIS services provider follow the steps below:

- Include costs for telephonic interpreter services in their budget plans to the best of your knowledge and anticipation of usage.
- Open a TIS account with the selected service provider.
- Train staff on TIS procedures
- Include TIS availability on print materials
- Attend periodic refresher training

Any Island County staff person who answers the telephone will be trained and expected to access instant telephonic interpreter services (TIS), as needed, by following this simple protocol:

- Hand one of the double handsets to the customer or place the caller on hold.
- Call the TIS provider and state your department's account name and access number
- Ask for the language you need (if you know it) and they will connect you to an interpreter
- When you have the interpreter, conference with the caller or start the conversation
- If you don't know which language is needed, refer to the I Speak chart
- These services will be made readily available to non-English speaking residents of Island County.

NOTE: Department programs that receive a high call volume from the public are required to set up a TIS account or contract with the county-approved provider. Contact information for the service provider chosen by the BOCC will be in the approved LAP with further instructions.

Appendix D

711 for Telecommunications Relay Service

TTY-based Telecommunications Relay Services permit persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities. To make using TRS as simple as possible, you can dial 9711 to be automatically connected to a TRS communications assistant. It's fast, functional and free. Dialing 9711, both voice and TTY-based TRS users can initiate a call from any telephone, anywhere in the United States, without having to remember and dial a ten-digit access number.

Dial 711 Using Private Branch Exchanges and VoIP

FCC rules require all telephone companies that operate private branch exchanges (PBXs) - a private telephone system within an organization - to implement three-digit 9711 dialing for access to TRS. This includes wireline, wireless and payphone providers. PBX operators are required to modify their equipment to enable 9711 dialing to ensure everyone has easy access to TRS.

Callers from locations served by PBXs may be required to dial 9 or another prefix before entering the 9711 code or placing an outside call.

Providers of interconnected Voice over Internet Protocol (VoIP) service also must offer 9711 dialing service.

911 Calls

The Americans with Disabilities Act requires that people with disabilities who use TTYs or other devices have direct, equal access to emergency response services. In the event of an emergency, TTY users should call 911 directly and not make a TTY-based TRS call via 711.

Other Forms of TRS

9711 dialing access does not work for Video Relay Service (VRS), Internet Protocol Relay (IP Relay), or IP Captioned Telephone Service (IP CTS) calls, because such calls are initiated through the Internet. Individuals calling a VRS, IP Relay, or IP CTS user should call their party directly, and a communications assistant will be automatically connected to the call.

9711 dialing access also does not work for Captioned Telephone Service (CTS). Individuals calling a two-line CTS user should call their party directly. Individuals calling a one-line CTS user will need to dial a toll-free CTS number before connecting to the user.

More information on TRS

For more information about the various types of TRS, see the FCC's consumer guide

www.fcc.gov/guides/telecommunications-relay-service-trs

or visit the website of our Disability Rights Office www.fcc.gov/accessibility

Filing a Complaint

You have multiple options for filing a complaint with the FCC:

- File a complaint online at <https://consumercomplaints.fcc.gov>
- By phone: 1-888-CALL-FCC (1-888-225-5322); TTY: 1-888-TELL-FCC (1-888-835-5322); ASL: 1-844-432-2275
- By mail (please include your name, address, contact information and as much detail about your complaint as possible):

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
45 L Street NE
Washington, DC 20554

Alternate formats

To request this article in an alternate format - braille, large print, Word or text document or audio - write or call us at the address or phone number at the bottom of the page or send an email to fcc504@fcc.gov.

Last Reviewed: 10/05/21

Federal Communications Commission · Consumer and Governmental Affairs Bureau
45 L Street NE, Washington, DC 20554

1-888-CALL-FCC (1-888-225-5322) · TTY: 1-888-TELL-FCC (1-888-835-5322)
www.fcc.gov/consumer-governmental-affairs-bureau



Appendix E

Island County Language Access Plan LAP Grievance Form

LAP Grievance Form Instructions

If you feel you did not receive appropriate interpreter services at an Island County office, you may submit a grievance to the County Administrator's office. Grievances must be filed within 60 days of the alleged occurrence, must be in writing, and must be signed.

Within 30 days of receiving the grievance, the County Administrator's office will investigate the grievance and inform the petitioner of the outcome of the investigation. The grievance must include the following information:

1. Name and contact information of the petitioner or their designee. If a designee is named, please indicate if the response should go to the petitioner, the designee, or both.
2. A clear and brief description of the grievance, including date(s) and time(s) of the occurrence(s). The description should include relevant facts that support the grievance that the county did not provide language access services;
3. If possible, the grievance should identify the section(s) of the County's Language Access Plan, alleged to have been violated.

The grievance may be submitted by mail or email.

By Mail:
County Administrator
1 NE 7th St
Coupeville, WA 98239

By Email: countyadministration@islandcountywa.gov



Island County Language Access Plan

LAP Grievance Form

Petitioner Name _____

Designee Name (if applicable): _____

Designee Relationship to Petitioner (if applicable): _____

Please contact (mark one): Petitioner Designee

Contact Address: _____

Phone: _____ **Email:** _____

Phone: Email:

Detailed description of specific grievance: (Include all known details such as date(s), location(s), circumstance(s), person(s) involved, witness(es), etc. Use additional paper, if necessary. Attach any other information you believe is pertinent.)

Remedy requested: (Use additional paper, if necessary.)

Signature _____ Date _____