

# **Town of Woodstock Limited English Proficiency Plan**

Town of Woodstock  
First Selectman's Office  
415 Route 169  
Woodstock, CT 06281

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Limited English Proficiency Officer  
Executive Assistant  
860-928-0208 x310

**Individuals are to be informed of the availability of a free interpreter and translation services for transportation related matters when it appears that the individual is not able to communicate effectively in English.**

Determine what language assistance is needed and call for a translator or interpreter from Language Line Solutions at 1-866-874-3972.

## **PURPOSE**

The following document serves as the plan for the Town of Woodstock to meet the legal obligation of Limited English Proficiency access compliance with Title VI of the Civil Rights Act of 1964, as amended.

This document also indicates the Town of Woodstock's commitment to provide all individuals with access to any of the Town's services and/or activities. Non-English speaking persons will be guaranteed service from the Town of Woodstock for all transportation related public services which are identified as the Town.

A notice regarding the Limited English Proficiency (LEP) Plan will be posted in all Town buildings. LEP individuals will be informed of the availability of translation assistance when it appears that the individual is not able to communicate effectively in English. Such services will be provided during all normal business hours or when an emergency has been determined to exist during non-business hours.

The LEP Plan will be placed on the Internet for any individual to access. A copy of the Plan will also be available at each Town facility. Town employees, contractors and community partners will have access to the Plan on the Internet. LEP individuals can obtain a translated copy of the plan upon request.

Further questions regarding this plan and its implementation may be directed to:

Limited English Proficiency Officer  
Executive Secretary  
415 Route 169  
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## **BACKGROUND**

The Town of Woodstock reviews the most current census to determine the languages spoken in the community other than English and provides the Limited English Proficiency Plan to assist citizens and meet the obligation under Title VI of the Civil Rights Act of 1964 as required.

## **PROCEDURE TO ACCESS LANGUAGE ASSISTANCE**

### **Means of Providing Interpretive Services**

The Town of Woodstock is a small community with limited local bilingual resources. Our bilingual connections are World Language Teachers from our local school district. Should translation assistance be necessary, we would request assistance from a World Language teacher,

if available. If the instructor is unavailable, the Town will rely on contracted interpreters at Language Line Services.

1. If the citizen has been offered free interpretive services and chooses to use his/her own interpreter, i.e., friend, family member or community member, if over the age of 18, then a note will be made in the record of their choice. If the citizen is illiterate – cannot read or write in his/her own language – with the assistance of an interpreter, the staff member will assist the LEP individual in completion of necessary transportation related forms and documents.
2. When individuals require access to services within a short time frame, Town personnel will take whatever steps are deemed necessary to ensure that all citizens, including LEP citizens, have access to services within the time frame, whether that means using an interpreter or another appropriate type of language assistance.
3. Employees of the Town will be responsible for providing available translated forms at appropriate times. If the citizen is unable to read or write in his/her own language – with the assistance of an interpreter, the staff member will assist the LEP individual in completion of necessary transportation related forms and documents.

### **Rules for Contracted Interpreters**

All interpreting agencies contracted with the Town of Woodstock are required to demonstrate that the interpreters they employ receive training in the ethics and competency standards of interpreting. In addition, they are required to ensure that their interpreters have been tested on their language proficiency.

Interpreters used through the World Language Department at the local school district are certified in the language in which he/she is interpreting.

### **Scheduling Interpreter Services**

Each department needing interpreter services will follow the existing protocol for securing interpreter services. That protocol is to try to secure local bilingual staff (as indicated above) to provide language assistance and if unavailable, to contact interpreting assistance, such as Language Line Services.

### **Document Translation**

The Town will also continue to work with other state and federal agencies to identify the availability of translated documents. The Town will continue to develop translated documents as the need arises.

## **Signage**

The Limited English Proficiency Plan will be posted at appropriate areas in the building.

## **Privacy of Information**

The Town staff will determine appropriate space to ensure the citizen's privacy for interpreter services.

## **CONSISTENCY IN THE DELIVERY OF SERVICES**

### **Procedures for Documentation**

The Town staff will follow procedures and document cases when they used interpretation services to ensure a consistent and efficient delivery of services to individuals in the LEP population. All LEP individuals will be informed of their right to free interpreter services or translated documents by the Town. If the translated document is unavailable the document will be provided to the individual once translated. The staff member will then document this offer and keep it on record.

### **Responsibility of Documentation**

The responsibility of documentation lies with the Town staff member working closely with the citizen and/or customer.

### **Offers to All Limited English Proficiency Populations**

With regard to transportation matters, the Town staff will offer free interpreter services for all members of all LEP populations who do not speak or understand English in order to protect the client, staff, and Town.

### **Use of Family and Friends as Interpreters**

All employees need to be aware that they should not require, suggest or encourage a citizen with Limited English Proficiency to use family or friends as their interpreter. However, if the individual requests to use their family or friend then this is acceptable. This action should be recorded with the individual's records.

## **TRAINING**

### **Existing Staff**

Existing staff will be notified of the new Limited English Proficiency Plan and its rules and procedures through their supervisors or department heads.

### **Training of New Staff**

The Town Human Resources Department will provide a Limited English Proficiency Plan to all new employees as part of their orientation session.

### **Contracted Vendors**

All Town quotes or bids for services will receive a written statement to ensure compliance with Title VI requirements.

### **EVALUATION OF LEP PLAN**

The Limited English Proficiency Plan will be reviewed on an as-needed basis for effectiveness.