

Limited English Proficiency

It's not about speaking English!

Introduction to the LEP standards

Objectives

- **Our intent**
- **Our legal responsibility**
- **Our agency's policies on LEP**
- **Our agency's procedures with respect to LEP**

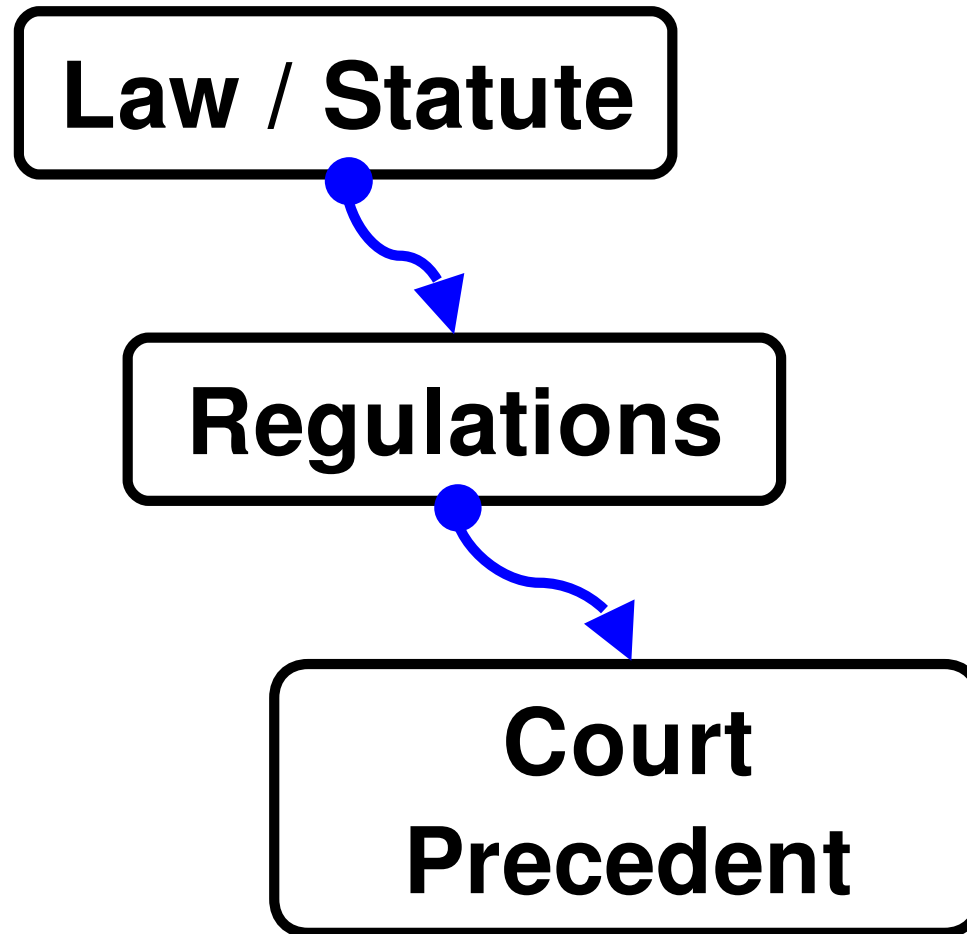
Translation vs. Interpretation – #1

- **‘Drop your trousers here for best results’ was one sign in a cleaners in Bangkok**
- **Romania: in a Bucharest hotel lobby: ‘The lift is being fixed for the next day. During that time we regret that you will be unbearable.’**

Translation vs. Interpretation – #2

- **Wonder what these would sound like if directly translated?**
 - The car ran into him.
 - I got on the plane.
 - Not to mention federal regulations that often make no sense in English!
- **“The bus didn’t pick me up.”**
 - Context
 - The challenges of sentence structure.

Law - Reg - Court – #3



Legal Basis – #1

- **English as the official language of the United States**
 - it's not

Legal Basis – #2

- **Title VI of the Civil Rights Act of 1964**
- **Rehabilitation Act of 1973**
- **American's with Disabilities Act**
 - PL 101-336
 - JULY 26, 1990
- **Executive Order 13166**
 - August 11, 2000

Legal Basis – #3

- **Title VI of the Civil Rights Act of 1964**
 - “no person shall be subjected to discrimination on the basis of race, color or national origin”
 - note the date – 1964?

Legal Basis – #4

- **Rehabilitation Act of 1973**
 - **No otherwise qualified individual with a disability in the United States... shall, solely by reason of her or his disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance**

Legal Basis – #5

- **American's with Disabilities Act – 1990**
 - Handicapped – any person who has a physical or mental impairment
 - “which substantially limits one or more major life activities
 - “substantially equal”

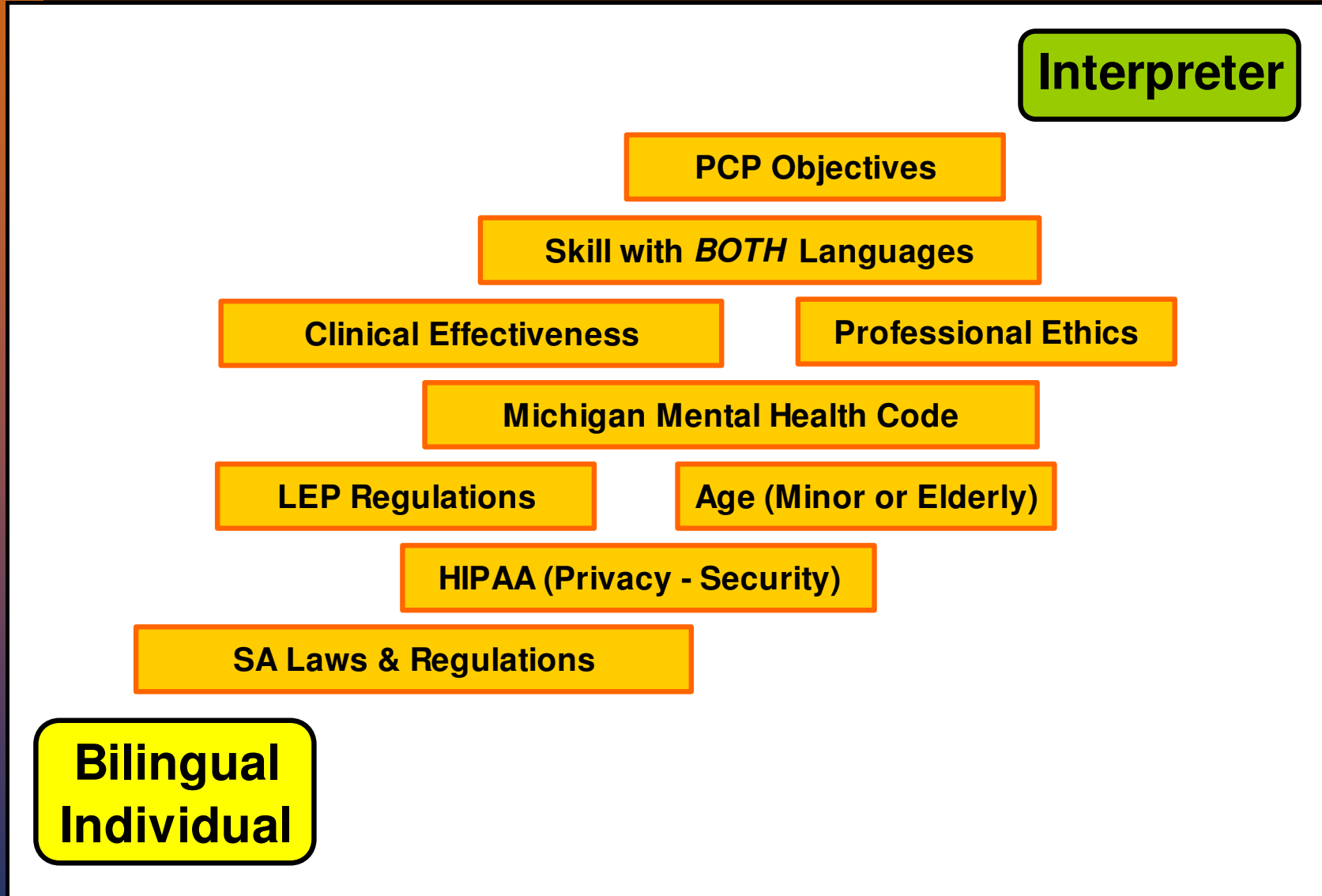
Translation vs. Interpretation – #3

- In a Norwegian cocktail lounge, ‘Ladies are requested not to have children in the bar. ‘!!
- In a laundry in Rome : ‘Ladies, leave your clothes here and spend the afternoon having a good time.’

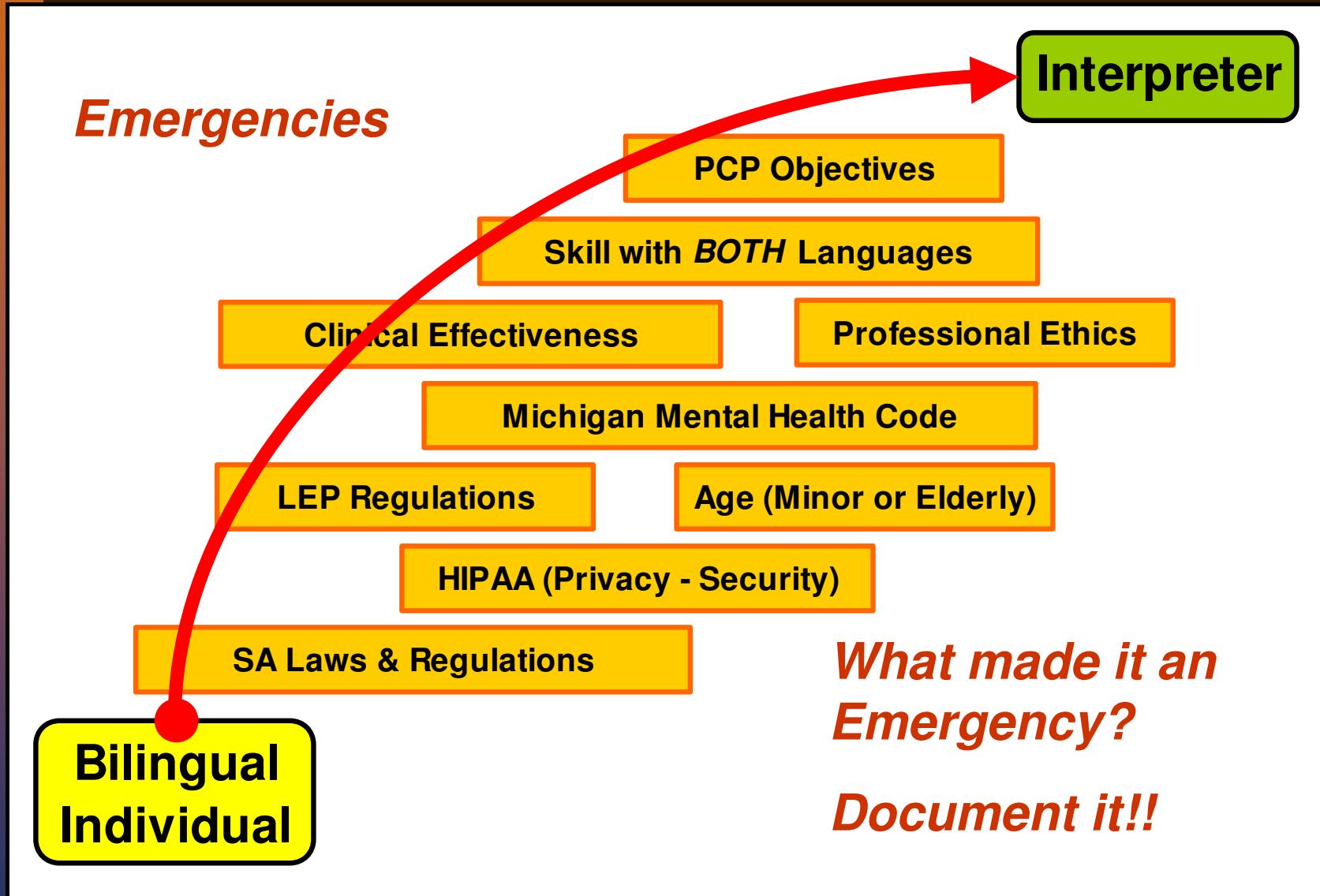
Components – #3

“We don’t have any foreign language clients.”

Interpreters – #1



Interpreters – #1



Interpreters – #2

- You must *OFFER* translation assistance (this goes beyond providing it)
- It must be *FREE* to the client
- Document what you did and why
- Be very cautious about using minors, family, friends, etc.
- Don't assess their language skills

Translation vs. Interpretation – #4

- ‘Our wines leave you nothing to hope for’ was found on the menu of a restaurant in Switzerland.
- An American T-shirt maker in Miami printed shirts for the Spanish market, which promoted the Pope's visit. Instead of "I saw the Pope" (el Papa), the shirts read "I saw the potato" (la papa).

LEP Notebook

Limited English Proficiency - Language Identification

По-русски - Russian

Пожалуйста, укажите Ваш язык.

Please point to your language.

Я говорю по-русски.

I speak Russian.

Добро пожаловать!

Welcome!

Вы имеете право на помощь устного переводчика.

You have a right to language interpretation assistance.

Услуги переводчика предоставляются бесплатно.

This service will be provided at no cost to you.

Устного переводчика вызовут.

An interpreter will be called.

Rev 20120315

Front

Я понимаю, что Вам нужен устный переводчик, говорящий по-русски. Пожалуйста, подождите, и я постараюсь вызвать переводчика.

I understand that you need an interpreter who speaks Russian. Please wait while I try to reach an interpreter.

Back

LEP Appointment Cards

Я говорю по-русски.		I speak Russian.	
Меня зовут: My Name is:	Имя и фамилия, внесенные в наши медицинские записи: Name as entered in our medical records:		
Номер моей медицинской регистрационной записи: My medical record number is:		Номер телефона: Phone number:	
Contact Information:			
Back of			
Card			

Front of	
Card	
Назначенное Вам место приема: Your appointment is at:	
Время: Time:	Дата: Date:
Добро пожаловать! Вы имеете право на помощь устного переводчика. Если Вам требуется помощь устного переводчика, она Вам будет предоставлена бесплатно. Welcome! You have a right to language interpretation assistance. If you need language interpretation assistance, it will be provided at no cost to you.	

LEP Posters

Limited English Proficiency
 Notice of Right to Interpretation Assistance

I speak English.
 I speak English.

Hablo español.
 I speak Spanish.

Ich spreche Deutsches.
 I speak German.

Parlo italiano.
 I speak Italian.

Eu falo o português.
 I speak Portuguese.

Ik spreek het Nederlands.
 I speak Dutch.

Я говорю по-русски.
 I speak Russian.

I speak Language.
 I speak Arabic.

Je parle français.
 I speak French.

I speak Language.
 I speak Chinese.

εγώ μιλώ Ελληνικός.
 I speak Greek.

I speak Language.
 I speak Hungarian.

I speak Language.
 I speak Hindi.

I speak Language.
 I speak Japanese.

I speak Korean.
 I speak Korean.

JA mówię po polsku.
 I speak Polish.

I speak Language.
 I speak Vietnamese.

ako magsalita.
 I speak Tagalog.

If you notice an error or wording is translation or if you would like to see another list, please let us know - DaleKHowe@aol.com
 Dale K. Howe

Limited English Proficiency
 Notice of Right to Interpretation Assistance

Welcome!
 You have a right to language interpretation assistance. If you would like to see another list, please let us know - DaleKHowe@aol.com

Arabic - Arabic
 Welcome! You have a right to language interpretation assistance. If you would like to see another list, please let us know - DaleKHowe@aol.com

Chinese - Chinese
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French - French
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Deutsche - German
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Greek - Greek
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Hungarian - Hungarian
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India - India
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Italiano - Italian
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Japanese - Japanese
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Korean - Korean
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Polish - Polish
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Português - Portuguese
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Я говорю по-русски - Russian
 Добро пожаловать! Вы имеете право на помощь в понимании языка. Если вы хотите увидеть другой список, пожалуйста, сообщите нам - DaleKHowe@aol.com

Español - Spanish
 Welcome! You have a right to language interpretation assistance. If you would like to see another list, please let us know - DaleKHowe@aol.com

Tagalog - Tagalog
 Welcome! You have a right to language interpretation assistance. If you would like to see another list, please let us know - DaleKHowe@aol.com

Vietnamese - Vietnamese
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Language - Language
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Hablamos español.
 We speak Spanish.

Wir sprechen Deutsches.
 We speak German.

Parlo italiano.
 We speak Italian.

Nós falamos o português.
 We speak Portuguese.

Ik spreek het Nederlands.
 We speak Dutch.

We speak Russian.
 We speak Russian.

Nous parlons français.
 I speak French.

We speak Language.
 We speak Chinese.

Wir sprechen den Deutsch.
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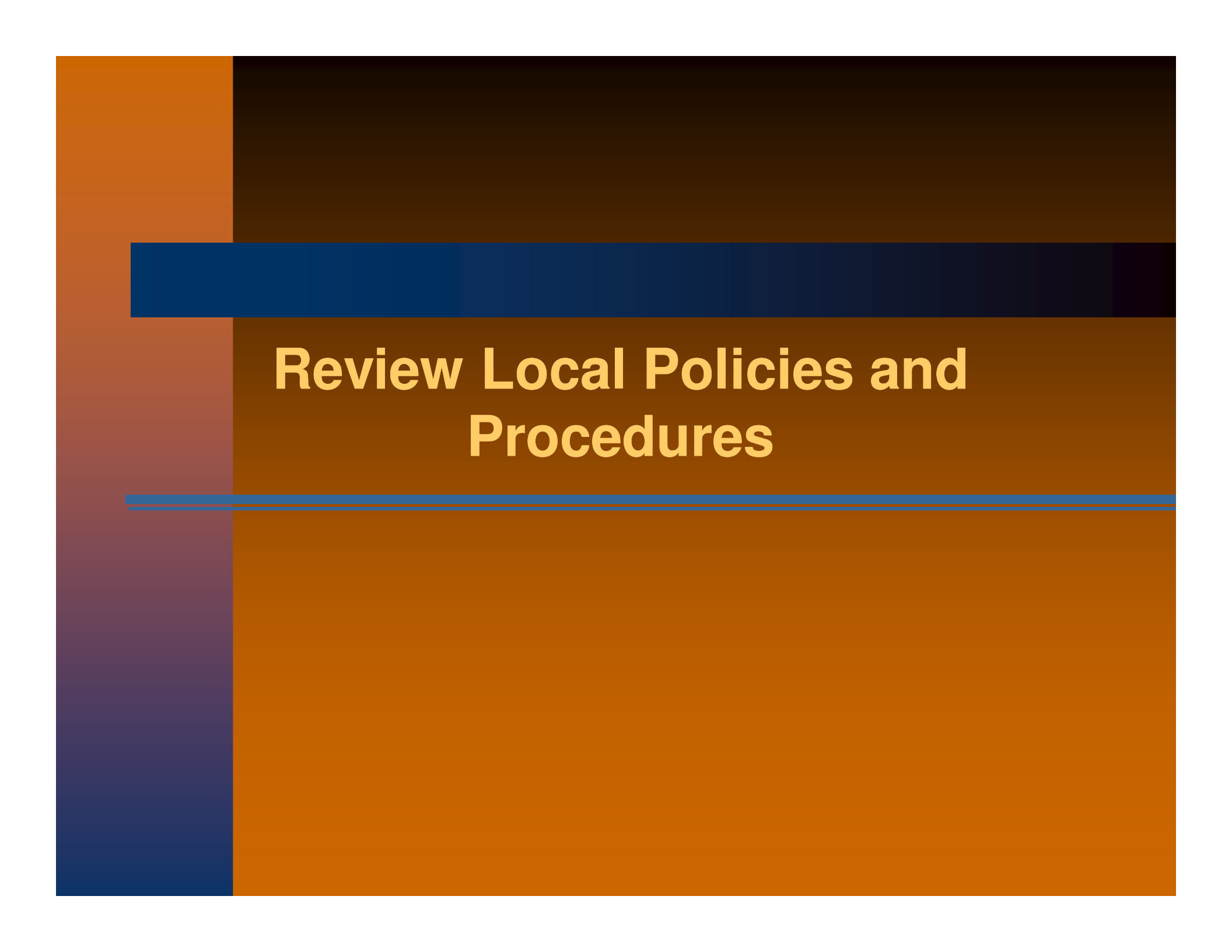
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 I speak Hindi.

I speak Language.
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I speak Language.
 I speak Korean.

I speak Language.
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 Dale K. Howe Rev. 20080315



Review Local Policies and Procedures



Review Recipient Rights Components of LEP

LEP Introduction - Quiz

Questions, Comments & Review

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