

CITY OF NORWICH

TITLE VI LIMITED ENGLISH PROFECIENCY (LEP) POLICY

The City of Norwich will take reasonable steps to ensure that individuals with Limited English Proficiency (LEP) have access and opportunity to participate in programs, services and activities that are funded by the Federal Government. It is the policy of the City of Norwich to provide opportunities for meaningful communications with individuals, either directly or through authorized representatives that experience LEP. This policy will also include the communication of information contained in documents such as, but not limited to, notices of public hearings, public information concerning proposed capital projects and communications in local newspapers. With proper notice, interpreters, translators and other aids needed to comply with this policy shall be provided at no cost to the individual being served. The City further strives to make these services available to individuals for locally funded programs, services and activities as well.

Assistance to LEP individuals shall be provided through bilingual staff, interpreters, contracts for interpretation services, technology and/or telephonic interpretation services. Primary resources for the City will be secured through collaborative efforts by Public Works Engineering Division, Community Development Department, Norwich Public, the Human Services Department, and the Norwich Police Department. When available, existing City employees will be utilized for interpretation services. When City employees are not available, arrangements will be made with interpreters on a contractual basis. Any and all staff who may have direct contact with LEP individuals will be notified of this policy.

City departments will periodically determine the needs of the City's service population as well as update this policy as the need arises.

Procedures:

1. Identifying LEP Persons and Their Language

The departments will identify, to the best of their ability, any language and communication needs of LEP individuals in areas where federally funded capital projects are scheduled to occur. Staff will make every effort to accommodate or provide translators for any LEP individual requesting information or translation services related to the project.

2. Obtaining a Qualified Interpreter

The departments will utilize the services of bilingual City staff when available. If there are no staff available, departments will use a phone interpretation and translation service or make other arrangements.

3. Providing Written Translation

The departments will obtain or contract for translation services related to federally funded projects, when requested by LEP individuals.

4. Use of Family Member

LEP individuals may prefer to use a family member for translation purposes. The City will allow this however, the City will offer translation services at no cost to the LEP individual if it is determined by the LEP individual that the translation services provided by the family member are inadequate.