

Department of Parks Language Access Plan



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Table of Contents

Introduction.....	Page 3
Assessing Limited English Proficiency.....	Page 4
Process Implementation.....	Page 4
Vendors and procedures.....	Page 5
Vital documents.....	Page 6
Staff roles and Responsibilities.....	Page 7
Monitoring and updating of the Plan.....	Page 7
Complaint Procedure.....	Page 7
Signatures.....	Page 9

Introduction

The Monroe County Parks Department is comprised of dedicated staff working with community partners in effectively and efficiently providing an array of park services. This ensures that everyone may enjoy recreational and educational opportunities while treasuring the natural, zoological, horticultural, historical and geological features of the Monroe County Parks System.

The purpose of this Language Access Plan is to demonstrate the commitment of the Parks Department to reduce and eliminate language access barriers. This Language Access Plan establishes guidelines for the department to follow when developing and implementing reasonable accommodations for individuals with limited ability to read, speak, write, or understand English. The department will provide interpreting and translation services free to its constituents upon request.

This Language Access Plan is intended to comply with Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000, et seq., as well as its implementing regulations set forth at 45 c.f.r. Part 80, Title I of the Americans with Disabilities Act (ADA).

Questions regarding this policy and its implementation should be directed to the Monroe County Language Access Compliance Coordinator:

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ASSESSING LIMITED ENGLISH PROFICIENT POPULATION LANGUAGE NEEDS

According to the United States Census Bureau the most common languages spoken by Limited English Proficient (LEP) individuals served by Monroe County, or potentially served, are listed below.

Most Common Languages in Monroe County	
Languages	Estimated LEP Individuals
Spanish	41.90%
Italian	6.70%
Arabic	5.48%
Nepali, Marathi, or other Indic Languages	5.02%
Chinese (Including Mandarin, Cantonese)	4.35%
Russian	3.65%
French (Including Cajun)	3.24%
Other Languages of Asia	2.72%
Vietnamese	2.54%

Source: U.S. Census Bureau

Process Implementation

The Parks Department will take reasonable steps to provide language assistance to Limited English Proficient (LEP) individuals. The director of the Parks Department will allocate financially resources to address language access needs of the department.

Department	Funds allocated for Language Access	Year
Monroe County Parks	\$500	2022-2023

Appointments & Events

Please complete a language access request form if you will attend an upcoming appointment or event and need a language access accommodation to participate fully. The department can arrange reasonable accommodations for assistance in a language other than English with advance notice of at least fourteen business days.

To submit a language access request, go to the Monroe county language access website at <https://www.monroecounty.gov/dei-language>. After submitting your request, a staff member will confirm your appointment 5-7 business days after the request is submitted. The Parks

Department will utilize staff or vendors to provide in-person, virtual, or telephonic interpreting services.

Translation of vital Documents

Vital documents are required to be in English and Spanish. Reasonable accommodations will be made to translate vital documents into other languages when an LEP person requests. Vital documents are defined as applications and other

Vendors

Atlantica International Group Inc.

Atlantica International Group Inc. was founded in 1999. The organization specializes in providing translation and interpreting services in English and Spanish. The organization offers services in multiple industries, including education, healthcare, legal/judiciary, and business. The organization is committed to delivering all services consistently, timely, professionally, and accurately in compliance with all professional standards and code of ethics.

To utilize Atlantica International Group to translate documents, staff must request a quote by sending the material to the organization at Contact@Atlanticainternational.com

Center for Disability Rights

Center for Disability Rights is an organization that provides professional American Sign Language (ASL) interpreting services. The organization is committed to ensuring that qualified interpreters have extensive training to translate the spoken or signed message into a different language, read lips, and evaluate the language needs of a deaf person.

For virtual or in-person interpreting with Center for Disability Rights, staff will schedule an appointment by emailing scheduling@slc-inc.com and cc berickson@cdrnys.org and by calling (585) 546-7510.

Osmosis Translations

Ospina & Molina Language Resources is a company that provides interpreting and translating services in Spanish. The organization provides in person and remote services in Monroe County. For translation or interpreting with Ospina & Molina Language Resources staff can request a quote at info@osmosistranslations.com or by calling 585-444-3308

Language Today

Language Today, is a professional translation agency that translates projects in multiple languages. The organization utilizes certified professional to translate documents for different industries. To translate documents with Language Today staff must email the file to languageatoday@aol.com .

Propio

Propio is an interpreting organization that provides remote services in over 300 languages. The organization uses several standard and quality control processes to ensure interpreters deliver

high-quality services. The organization conducts quality screening of new hires and regularly monitors the quality of their services.

Telephonic Interpreting

For Telephonic interpreting services, staff members will call the designated phone number received by the vendor Propio. A Monroe County staff member will briefly explain to the interpreter the context of the call and any relevant information that may be helpful to the conversation. The interpreter's role is to assist with communications and not provide additional dialog and advocacy.

Virtual & In person Interpreting Services

To utilize Propio Monroe County staff must open the Chrome browser for virtual interpreting and navigate to <https://propio-ls.com/propio-one/>. Staff members will provide the user code and click on the language needed. Scroll to view more languages as necessary.

Staff roles and responsibilities

Ensuring staff is adequately trained is crucial for effectively implementing the Language Access Plan. It is essential that all staff members from the department understand their responsibility to provide meaningful and timely access to information and services for LEP persons.

Staff members who do not regularly interact with constituents must also be aware of and understand the Language Access Plan within the department. The Language Access Plan will be available to all staff members upon either the implementation or adjustment of the Plan.

Additionally, all newly-hired staff members will receive a copy and training about the Language Access Plan. Training will include distribution and review of this plan, any instructional materials, and forms used during communication with LEP persons.

All staff are expected to abide by the following guidelines when interacting with LEP persons:

- ❖ Staff must remember to converse with the customer, not the interpreter. They will direct their words and eye contact toward the customer.
- ❖ Be patient. Providing service across a language barrier takes time.
- ❖ Avoid abbreviations, slang, jargon, and acronyms whenever possible. Use the most straightforward and precise language possible to describe internal concepts, policies, and processes.
- ❖ Speak slowly and in relatively short segments and pause so the interpreter can interpret.
- ❖ Ask customers to repeat important information to ensure understanding is understood.
- ❖ Be mindful not to patronize the customer and will not treat a Limited English Proficient customer with less respect than any other customer.

- ❖ Do not refuse to serve someone because they are uncomfortable or want to use the interpreting services.
- ❖ Always acknowledge the interpreter as a professional in communication. Respect their role and give the interpreter time to restructure their minds to present it in a culturally and linguistically manner.
- ❖ Staff will not hold the interpreter responsible for what the customer says or doesn't say. The interpreter is the medium, not the source, of the message.

Monitoring and Updating of the Plan

The Language Access Compliance Coordinator will evaluate and monitor the Language Access Plan for the Department of Parks. The evaluation ensures that the scope and nature of language services reflect updated information.

Periodic inspections will examine the following issues:

- Changes in the demographics of Limited English Proficient persons in Monroe County
- Review the data of interpreting and translation services provided
- An assessment of the existing language assistance services meets the needs of LEP individuals;

Complaint Procedure

We believe in a transparent process to serve the community. Thus, stakeholders have the right to file a complaint if they believe they have not been provided with adequate language access services.

An example of why stakeholders may want to submit a complaint is when the person feels that they have not been provided with adequate language access, for example, when a language access request was not fulfilled or if a stakeholder experienced difficulties communicating with the interpreter.

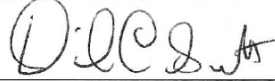
Complaints may be made directly to the Language Access Compliance Coordinator. The Language Access Compliance Coordinator will be responsible for receiving, addressing, and resolving all complaints. Complaints are accepted in writing or verbally. The complaint should include the following information: name of the person filing the complaint, nature of the complaint, name of persons responsible for the alleged incident, requested solution or corrective action, and name of any person or group assisting in filling the complaint.

To file a complaint, you must visit the Monroe County Diversity Equity and Inclusion website at <https://www.monroecounty.gov/dei-language> or by calling 585-753-2408. Once a complaint has been submitted, the Language Access Compliance Coordinator will confirm within 5-7 business days that the complaint has been received. The complaint will be reviewed, and an investigation will be conducted. Your complaint will be given our full attention and will be addressed within 40 business days. You will be notified of the findings and all necessary resolution.

Department of Parks Language Access Plan

Language Access Plan authorized by:

David C. Scott
Chief Diversity Officer
585-753-2406



David C. Scott

Language Access Plan prepared by:

Jesus Paesch
Language Access Compliance Coordinator
585-753-2408



Jesus Paesch

Language Access Plan read and approved by:

Patrick Meredith
Director, Parks
585-753-7293



Patrick Meredith