LAP MANUAL

FY 2022

Department of Civil Rights, Equity and Social Justice Division, Language Access Program

Contents

Introduction

WHAT IS THE LANGUAGE ACCESS PROGRAM (LAP)?

The Language Access Program ensures city services are offered to people who have limited proficiency in English or a disability, in their language(s) of choice or preferred means of communication.

The City of Madison ensures meaningful access to City services shall not be denied or restricted to any individual because of limited proficiency in English or any disability which may limit the ability to communicate in English. To implement both a strong City policy and legal authorities, the City developed a Language Access Plan (LAP).

We provide translation and interpretation services, including American Sign Language, to community members. These services are offered upon request and when a need is anticipated.

Through Language Access Services, we better ensure meaningful access to City programs, services, and information for persons with limited English proficiency or Disabilities.

Translation Services

Translation means converting written materials from one language to another while preserving the intent and meaning of the original document. Translation services are available in 240 languages.

Please email your source files to lap@cityofmadison.com for all translation requests.

Translation requests should include the following:

1. Contact person
2. Agency
3. Language(s)
4. Deadline
5. A text version of the document

To increase the quality of the translation, we recommend drafting your original document in plain language. Plain language is language that is easy to understand at the first read, usually written at a 6th grade reading level. It is visually organized with headings and avoids using complicated terminology. If you need to use acronyms or terms of art, be sure to define them.

Interpretation Services

Interpretation is the conversion of spoken language into another language while preserving the intent and meaning of the original message.

TYPES OF INTERPRETATION

There are different types of interpretation services. Please work with your Communications or Media Team to ensure your virtual meeting is set up for the type of interpretation you are using.

SIMULTANEOUS INTERPRETATION is real-time interpretation that is generally available on a separate audio channel for zoom meetings, or via a headset for in-person meetings. The interpreter will repeat or sign what is being said in the primary language in the secondary language as it is being said. While it is much easier for participants to understand information with simultaneous interpretation, with the exception of ASL, this type of interpretation cannot be used for virtual bi-directional meetings (meetings with dialog between the City and the public).

CONSECUTIVE INTERPRETATION is when the interpreter repeats language that is spoken in the primary language, a few sentences at a time, in the secondary language. For example, a speaker will say a few sentences in English and then pause for those sentences to be repeated in Spanish. Consecutive interpretation is used for bi-directional meetings (meetings with dialog between the City and the public) and will take place on one audio channel in zoom meetings.

If you are using consecutive interpretation, be mindful that you may not be able to cover the same amount of material that you would if you were presenting in one language. For complex topics, consider hosting a unilateral presentation with simultaneous interpretation as a separate session to increase understanding. Public comment may follow with consecutive interpretation.

WORKING WITH INTERPRETERS

1. Brief the interpreter prior to a conversation.

Letting the interpreter know information like who, what, where, and why will help the interpreter prepare. Let the interpreter know any sensitive topics that will be discussed. This will allow the interpreter to provide the appropriate tone.

2. The interpreter is there to purely convey what is being said.

A professional, trained interpreter will not alter the conversation. They are there to provide interpretation and understanding. Your interpreter is a neutral presence and is not meant to be involved in the conversation.

3. Speak clearly and in a normal pace and volume.

Interpreters are trained to work at a quick pace. Speak clearly and be willing to slow down if your interpreter lets you know this is needed. For ASL interpretation, you may consider pausing after names of people or places that need to be spelled out using letter signs. Pause between sentences or complete thoughts to ensure the interpretation is complete. If not, adjust your pace.

5. Allow more time for interpreted communication.

Be sure to allow enough time for the interpretation when planning your meeting especially if you are using consecutive interpretation

6. Be culturally inclusive.

Understanding cultural differences will facilitate more effective communication. Consider speaking with community members prior to your meeting to learn about their needs and better develop a sense of belonging.

7. Avoid metaphors, acronyms, slangs or idioms.

While your interpreter is knowledgeable of metaphors and slang which are used frequently, such cultural phrases may not translate well into the target language. You will want to use plain language. Use clear concise language to define any specific terms.

8. Speak directly to the person benefiting from the interpreter, not the interpreter.

The interpreter is not part of the conversation. Speak directly to the community member as you would if the interpreter was not present.

9. Permit only one person to speak at a time.

Make sure only one person is speaking and avoid interrupting. Ask participants to state their name before speaking or call on participants by name. This helps to convey who is speaking because the person benefiting from the interpretation may not have access to when voices or speakers in the primary language are changing.

IN PERSON OR VIRTUAL INTERPRETATION

To schedule an interpreter, send an email to lap@cityofmadison.com with the following information:

1. Event title
2. Language(s) needed
3. Event date
4. Start and end time*
5. Event location or virtual meeting link
6. Number of people expected to attend in-person event
7. Name and phone number of event contact person
8. Simultaneous or consecutive interpretation**

9. Please include documents that are relevant to your meeting for the interpreter to prepare

*It is important to build in time to brief beforehand and debrief afterwards with your interpreters. If you have a meeting from 5:00 – 6:00 consider scheduling a 15 minute window before and after the start and end time.

** See page 5 for more information about consecutive and simultaneous interpretation.

If you need to cancel interpreters, please do so with 72 hours' notice.

SIGN LANGUAGE

Sign Language is used predominantly by individuals who are Deaf or hard of hearing. Like many languages, it has a different structure than spoken English. People whose primary language is ASL may or may not be able to speak or lip-read. Written English may be a second language.

There are many different types of Sign Language including, American Sign Language (ASL), Mexican Sign Language (MSL), Chinese Sign Language (CSL or ZGS), and many more. Some Deaf people will require a Certified Deaf Interpreter (CDI) in addition to a hearing interpreter. Be sure to ask the community member what type of sign language they use before submitting your request.

ASL can also be provided via Video Relay Interpretation through LanguageLine Solutions.

OVER-THE-PHONE INTERPRETATION

Interpretation can be accessed through any city department during business hours over-the-phone.

ACCESS AN INTERPRETER

3-WAY CALL – Use the conference feature on your phone, and follow the instructions below to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the individual benefiting from the interpreter. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

1. DIAL: 1-866-874-3972

2. ENTER CLIENT ID: 509626

3. INDICATE LANGUAGE:

1 - FOR SPANISH

2 - FOR ALL OTHERS AND CLEARLY STATE THE LANGUAGE

0 - IF YOU DON'T KNOW THE LANGUAGE YOU NEED

1. ENTER YOUR 2-DIGIT AGENCY CODE, FOLLOWED BY #

STARTING THE SESSION

Allow the interpreter to start the session by giving you their name and Interpreter ID. Document this information for your reference. Then, introduce yourself and the interpreter to the individual benefiting from the interpretation.

SWITCHING INTERPRETERS

If you have concerns about the quality of the interpretation or if the caller expresses concerns, you may ask for a new interpreter. You should let the caller know you have concerns and ask them if they would like to switch interpreters. Although this may feel awkward, your obligation is to the caller, not the interpreter. The interpreter may ask you to hold while they connect a new interpreter.

ENDING THE SESSION

Confirm understanding with the caller and ask if they have any questions or concerns. Allow the interpreter to interpret everything before ending the session.

VIDEO RELAY INTERPRETATION

Video relay services are used to provide an individual with simultaneous signing or spoken interpretation of a conversation or meeting via a two-way video screen.

When to use video interpretation:

- When someone comes to the front desk
- When you have a small meeting between one or two people.
- When an in-person interpreter is not available, it might be appropriate to use a video interpreter in the meeting.

Over the phone audio interpretation may be an option when a video interpreter is unavailable.

Client ID: 509627

Authentication Code: 6ZKQQN54NY

HOW TO ACTIVATE INSIGHT:

DOWNLOAD APPLICATION

1. InSightSM Video Interpreting is a web application that can be run on a PC running the latest version of Chrome or Firefox with a compatible web camera and speakers. To access the application open Chrome or Firefox and go to this URL: **https://insight.languageline.com/**

   NOTE: Ensure "Cookies" are enabled to store your authentication code.

SHORTCUT: If you use Chrome, you can add the web application to your desktop by navigating to the menu, "More Tools" / "Add to desktop". Make sure there is only one tab open in Chrome.
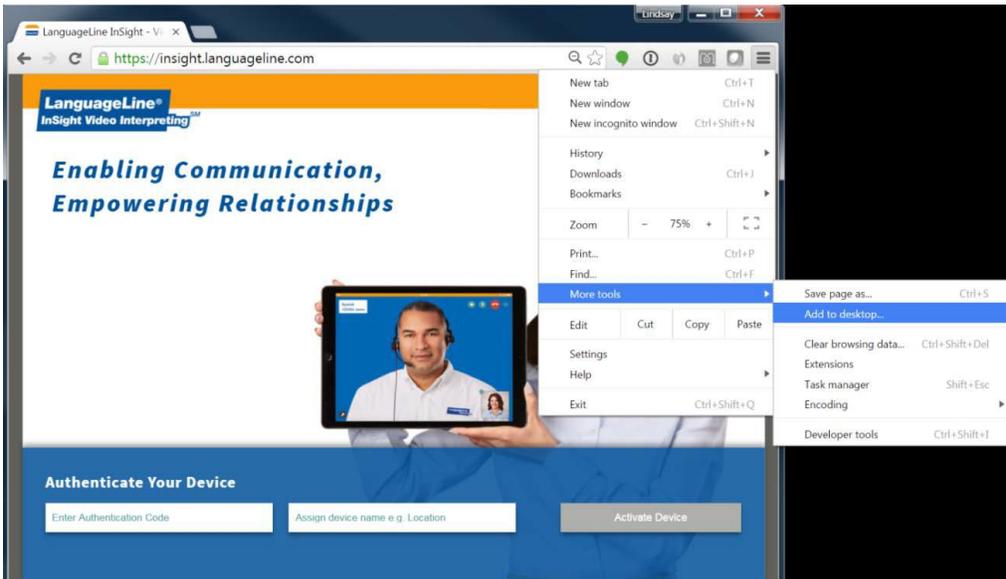
This icon will appear on the desktop.

Click on the icon to open the application.

COMPLETE THE DEVICE AUTHENTICATION

1. Enter the **Authentication Code (6ZKQQN54NY)** provided to you by LanguageLine.
2. Assign a **Device Name** (up to 15 characters) that represents the department or location of the iPhone (e.g. M. Devries iPhone). The device name will appear on your usage report and invoice.
3. Tap on **Activate Device** to complete Authentication.

COMPLETE THE APPLICATION SETUP

4. Tap **OK** when the pop-up "LanguageLine would like to Access the Microphone" appears.
5. Tap **OK** when the pop-up "LanguageLine would like to Access the Camera" appears.
6. Tap **Help & Settings** in the lower left corner of the application's Language Selection Screen, then tap **Place Test Call.** Press the iPhone's Volume Button on the side of the iPhone and increase the volume to the loudest position. Tap on the **RED** phone icon to end the test call.

COMPUTER ASSISTED REAL-TIME TRANSLATION

Real time spoken to text transcription primarily for people with limited hearing who may not know sign language. It can be provided in person or remotely.

This service can be requested the same way as an interpreter by emailing lap@cityofmadison.com.

Plain Language Consultation

Plain language makes spoken and written materials easier for the public to understand and ensures that your materials will be accessible to a broad audience. According to the Plain Language Writing Act of 2010, the goal of plain language is that people are able to find the information they need, understand what they find, and use what they find to meet their needs. Developing materials in plain language will also increase the quality of translation and interpretation services.

WHAT IS PLAIN LANGUAGE?

Plain language is creating a document or presentation that is visually inviting, logically organized, and understandable on the first reading. Plain language is concise and generally written at a 6th grade reading level. To increase the accessibility of your materials or presentation:

1. Organize your document with short headings.
2. Use numbered lists.
3. Use short direct sentences.
4. Avoid clauses in sentences.
5. Use common vocabulary.
6. Avoid acronyms, technical terms, and academic language. If you cannot avoid complicated terms, provide a clear definition.
7. Give examples and use stories to convey information.

See Hemingway App and Plain Language.gov for more information.

DOCUMENT CONSULTATION

If you would like feedback on how to improve the readability of your documents, you may request assistance from lap@cityofmadison.com.

Ensure you provide the following information:

1. Contact person
2. Agency
3. Deadline
4. Intended audience
5. Text version of the document

We will review your document and provide you with comments and suggestions to assist you in improving the accessibility of your materials within 12 business days.

Appendix

"Please Hold"

LanguageLine Insight Installations

The following are phonetic ways of saying either "Please hold" or "One moment please" in the languages that one is most likely to come in contact with in the United States (listed alphabetically). This is most useful when fielding incoming calls.

ARABIC	Laach-that Waa-hidt, min Fad-lak
ARMENIAN	Khntroom em Spasek
CAMBODIAN	Som Can Moui Plet
CANTONESE	Dung Ye Dung
DUTCH	Ho Ann Ast-unblies
FARSI/PERSIAN	Lut-fin, Yek Dakeek-qua
FRENCH	Un mowmaunt See Voo Play
GERMAN	Ine moment Bitte
HINDI	Zarag Hold Karow
HMONG	Taw EE Pliah
ITALIAN	Sis Prega Attenda Rey
JAPANESE	Sho Sho o-machi kudass-I
KOREAN	Jam Can Man Yo
MANDARIN	Dung Ye Dung
MIEN	Zua Tang
PORTUGESE	Un Momiento pur favoree

LANGUAGE ACCESS PROGRAM

PUNJABI	Ick Skint Hold Har Nah
RUSSIAN	Od-Noo Min-Utoo, Po-Zhal-u-eesta
SPANISH	Oon Momento Por Fah-vor
TAGALOG	Paki Hintay Sandal-I
TAIWANESE	Deng Yi Deng
VIETNAMESE	Doi Moi Ti

Language Access Program Contact Information

Language Access Program

Department of Civil Rights
City-County Building, Room 523
210 Martin Luther King Jr. Blvd

Tel 6082666511

Email lap@cityofmadison.com

https:/www.cityofmadison.com/employeenet/civil-rights/language-access-program