

LANGUAGE ACCESS PLAN

Frederick County complies with Federal civil rights laws and is committed to providing its programs and services without discrimination in accordance with:

- *Title VI of the Civil Rights Act of 1964*, which prohibits discrimination based on **race, color, or national origin** (including **language**).
- *Section 504 of the Rehabilitation Act of 1973*, which prohibits discrimination based on **disability**.
- *Title IX of the Education Amendments Act of 1972*, which prohibits discrimination based on **sex** in education programs or activities.
- *Age Discrimination Act of 1975*, which prohibits discrimination based on **age**.
- *U.S. Department of Homeland Security regulation 6 C.F.R. Part 19*, which prohibits discrimination based on **religion** in social service programs.

It is against the law for Frederick County to retaliate against anyone who takes action to oppose discrimination, files a grievance, or participates in the investigation of a grievance in accordance with the above authorities.

IDENTIFICATION OF LIMITED ENGLISH PROFICIENT (LEP) INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE

Service Area: Frederick County, Virginia

Languages Spoken by LEP Populations: Spanish

Languages Encountered Most Frequently at Points of Contact: Spanish

LANGUAGE ASSISTANCE MEASURES AND AVAILABLE RESOURCES

Types of language services available:

- telephonic interpretation
- in-person interpretation
- translation of written materials, such as application forms, eligibility forms, complaint forms, and intake/information forms

How staff can obtain these services:

- The County will identify staff who are available for immediate, limited availability to assist with LEP individuals, so to allow for arranging additional language assistance.
- Staff may contact the County Administrator's or County Attorney's Offices for further arrangements.
- In addition, for departments with regular or continuing language assistance needs, the County may arrange for departments' direct contact with service providers.

How to respond to LEP callers:

- The County will identify staff who are available for immediate, limited availability to assist with LEP individuals, so to allow for arranging additional language assistance.

How to respond to written communications from LEP persons:

- The County will identify staff who are available for immediate, limited availability to assist with LEP individuals, so to allow for arranging additional language assistance.
- In addition, online functions such as Google Translate may be appropriate for initial ascertainment of a communication.
- Staff may contact the County Administrator's or County Attorney's Offices for further arrangements.
- In addition, for departments with regular or continuing language assistance needs, the County may arrange for departments' direct contact with service providers.

How to respond to LEP individuals who have in-person contact with recipient staff:

- The County will identify staff who are available for immediate, limited availability to assist with LEP individuals, so to allow for arranging additional language assistance.

How to ensure competency of interpreters and translation services:

- The County will look to standards such as those that the Virginia Judicial System uses, in obtaining certified interpreters and translators.

DISTRIBUTION, NOTICE, MONITORING, AND UPDATE OF LANGUAGE ACCESS PLAN

This Language Access Plan is applicable to and a copy of it is available at all County Departments. Frederick County will, on a regular basis, monitor language access and update this Plan as appropriate.