



# LANGUAGE ASSISTANCE PLAN (LAP)

5/22/2024

## General Language Access Policy

### 1. Policy Statement

It is the policy of the Wisconsin Native Loan Fund (WINLF) to provide timely meaningful access for limited English proficient (LEP) persons to all WINLF programs and activities. All WINLF staff shall provide free language assistance services to LEP persons whom they encounter or whenever an LEP person requests language assistance services. All staff will inform members of the public that language assistance services are available free of charge to LEP persons, and that the WINLF will provide these services to them.

### 2. Purpose and Authority

In accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act, this policy establishes guidelines for providing language accessible services to LEP and/or deaf or hard of hearing persons.

### 3. Definitions

*Limited English proficient (LEP) person:* Any individual whose primary language is not English and has limited or no ability to speak, understand, read, or write English.

*Interpretation:* The process of orally rendering a spoken or signed communication from one language into another language.

*Primary language:* The language that an individual communicates most effectively in.

*Translation:* Converting written text from one language into written text of another language.

*Qualified interpreter or translator:* A trained professional who is a neutral third party with the requisite language skills, experienced in interpretation or translation techniques, and knowledgeable in specialized content areas and technical terminology.

*Simultaneous interpretation:* The process of orally rendering one language into another language virtually while the speaker is speaking.

*Consecutive interpretation:* The process of orally rendering one language into another language after the speaker has completed a statement or question and pauses.

*Sight translation:* The rendering of material written in one language, completely and accurately into spoken speech in another language.

*Vital documents:* Materials that are essential to an individual's ability to access services provided by the organization or are required by law.

#### **4. Language Data**

WINLF shall conduct an annual/biennial review of language use and needs of the organization and its service population.

### **Language Assistance Procedures**

#### **1. How to Determine the Need for Language Assistance**

- At the initial point of contact WINLF staff will assess the need for language assistance.
- To assess the need for language assistance, staff shall ask open-ended questions.
- Staff shall identify the primary language of the LEP and/or deaf or hard of hearing person.
- Request for language assistance from the LEP and/or deaf or heard of hearing person or companion.

#### **2. Identifying Language**

- Staff shall request the individual or companion identify the language of the LEP or Deaf individual.
- Use a reliable human interpreter in-person or remotely (via the Internet or telephone), or a reliable mobile software app to identify the language. (A mobile software app is not necessarily a complete substitute for a human interpreter).

#### **3. Procedures for Language Services**

- When staff encounter a person needing interpreter, translator, or sign-language services, they are to access available translators or interpreters. The following organization among others in Wisconsin provides these services in-person or remotely:

Bylyngo Interpreting & Translation, LLC  
bylyngo.com  
Text: 414-326-9644  
info@bylyngo.com  
342 N. Water St. # 600  
Milwaukee, WI 53202

- Staff members will act as liaison between the client and the language service provider.
- Staff members will provide telephone access or video conference capability.

#### **4. Translation of Vital Documents**

- WINLF will make available vital forms and materials in the most frequently encountered languages.
- For other languages, staff should use an interpreter to sight translate the document into the individual's primary language.

#### **5. Notice of Language Services**

- Signage will be placed in visible locations notifying individuals of the right to request an interpreter at no cost.
- Staff at the initial point of contact will notify individuals of their right to an interpreter at no cost.

#### **6. Prohibition against Using Children as Interpreters**

- Staff are prohibited from using minor children to interpret, absent emergency circumstances.

#### **7. Staff Compliance**

- Staff will receive training on the content of the language access policy and related topics no less than annually. All staff members are expected to adhere to this policy.

#### **8. Internal Language Access Contacts**

Cheryl Cloud  
Chief Executive Officer (CEO)  
WINLF  
Ph 715-588-1600  
cheryl.cloud@winlf.org

#### **9. Monitoring and Assessment**

- Management Staff shall be responsible for monitoring compliance with the organization's language access policy.
- WINLF shall collect information on language use and need.

#### **10. Complaint Process**

- A complaint regarding language accessible services may be made in person or in writing.
- The CEO of WINLF will handle complaints and notify the parties of the outcome.

## **Interpreter and Translator Code of Ethics**

### **1. Accuracy**

- Source-language speech should be faithfully rendered into the target language by conserving all elements of the original message.
- Guessing should be avoided, and errors corrected promptly.

### **2. Impartiality and Conflicts of Interest**

- Interpreters and translators are to remain impartial and neutral in proceedings where they serve.

### **3. Confidentiality**

- Privileged or confidential information acquired while interpreting or preparing a translation shall not be disclosed without authorization.

### **4. Limitations of Practice**

- Interpreters and translators shall limit their participation to interpreting and translating.

### **5. Protocol and Demeanor**

- Interpreters shall conduct themselves in a manner consistent with standards and protocol.

### **6. Maintenance and Improvement of Skills and Knowledge**

- Interpreters and translators shall strive to maintain and improve their skills and knowledge.

### **7. Accurate Representation of Credentials**

- Interpreters and translators shall accurately represent their certifications, accreditations, training, and pertinent experience.

### **8. Impediments to Compliance**

- Interpreters and translators shall bring any circumstance or condition that impedes compliance to attention.