

Westville Fire District # 1

LANGUAGE ACCESS PLAN

1. IDENTIFYING LIMITED ENGLISH PROFICIENT (LEP) INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE.

- Westville Fire Department has conducted an assessment of the proportion of LEP individuals in our service area.
- The major language spoken by the LEP Population is Spanish.
- Our frequency of contact with LEP persons, is less than ten times per year on average.
- For other undetermined languages, language phone Apps, language identification cards or the Gloucester County Communications Language Line will be utilized to assist LEP persons to identify their language needs to staff.

2. LANGUAGE ASSISTANCE MEASURES AND AVAILABLE RESOURCES

- On-Site Oral Interpretation – Westville Fire Department has qualified bilingual staff that can respond to a need for an on-site interpreter or a contract interpreter can respond at the request of dispatch.
- Telephonic Interpretation – Westville Fire Department can request an interpreter by telephone as needed via the Gloucester County Communications Language Line.
- Translation Software – Westville Fire Department may utilize translation Apps, software and applications as needed to communicate with LEP individuals if an interpreter is unavailable.
- For patient care events, Westville Fire Department can request interpretation assistance to be coordinated through medical control or the transport destination hospital.
- Written forms are available in Spanish or will be translated by request
- Westville Fire Department has a Spanish instructor / Member on staff to ensure competency of staff and outside interpreters.

3. DISTRIBUTION OF PLAN AND TRAINING FOR STAFF.

- Westville Fire Department will distribute the LEP plan to all staff members. Any staff member that is expected to communicate directly with the public will be trained to ensure that they understand the LEP plan and procedures and they are able to effectively coordinate with telephonic and in-person interpreters. All new staff will receive training to ensure that the above requirements are met prior to being released to a role where communicating with the public is necessary. All staff will receive LEP training at the annual mandatory training in January each year.

4. PROVIDING NOTICE TO LEP PERSONS.

- Westville Fire Department will provide LEP persons a written statement advising them of the language assistance measures and resources that we utilize. The statement will include notice of our complaint procedures, including how to file complaints with our department and or the DHS Office for Civil Rights and Civil Liberties (CRCL) at crcl@hq.dhs.gov.

5. MONITORING, ASSESSING AND UPDATING THE LEP PLAN.

- Westville Fire Department staff will monitor each contact with LEP persons and will report any communication barriers to the Fire Administrator or designee. If contact is made with an LEP person that is not Spanish-speaking, the Fire Administrator or designee will take appropriate steps to determine if a new LEP population is emerging in the service territory and if so, will take steps to ensure that appropriate translation resources are available. Any additional resources added or other changes to the plan will be communicated to department staff.

6. ACTIONS WHEN ENCOUNTERING LEP PERSONS.

- Westville Fire Department staff will promptly identify the spoken language if it is not clearly identifiable by the present staff. The staff will utilize language identification cards if needed.
- Spanish interpreters are available on staff. Our interpreters are able to interpret in-person, over the telephone or they can translate written material.
- Contact the incident commander on duty to contact an interpreter. If other languages are needed, contact dispatch for non-medical emergencies or medical control or the destination hospital for medical emergencies.
- As an alternative, staff can utilize translation software or applications for non-emergent issues if a reasonable level of service is likely to be achieved.
- Keep the LEP person calm while the translation services are coordinated.
- Do not delay emergent patient care or other critical services while translation service is coordinated.