

EBRSO Language Access Policy and Plan

1. Policy statement, purpose, and authority

Pursuant to Executive Order 13166, 65 Fed. Reg. 50,121 (August 16, 2000), it is the policy of the East Baton Rouge Sheriff's Office (EBRSO) to take reasonable steps to provide meaningful access for limited English proficient (LEP) persons to all of its federally conducted programs and activities. The purpose of the EBRSO language access policy and plan is to improve access by LEP persons to its programs. This policy and plan applies not only to the EBRSO but also to all programs and activities that the EBRSO conducts.

2. Definitions

- **Bilingual.** A person who has demonstrated proficiency in speaking two languages fluently and in communicating directly and accurately in both English and another language
- **Interpretation.** The act of listening to a communication in one language and orally converting it into another language.
- **Limited English Proficient (LEP) individual.** An individual whose primary language is not English and who has a limited ability to read, write, speak, or understand English.
- **Primary language.** The language in which an individual is most effectively able to communicate.
- **Translation.** The replacement of written text from one language (source language) into an equivalent written text in another language (target language).
- **Vital document.** A document containing information that is critical for accessing the EBRSO's programs or activities.

3. Federally conducted programs and activities

Four-factor analysis. An agency's obligation to provide language-assisted services is determined on a case-by-case basis based on an assessment that balances the following four factors:

1. The number or proportion of LEP persons served or encountered in the eligible service population
2. The frequency with which LEP persons come in contact with the program
3. The nature and importance of the service or benefit provided by the program
4. The resources available to the agency and the costs of those resources

In developing its language access plan, the EBRSO surveyed its operations based on the four factors referenced here and determined that as a general matter the EBRSO does not provide federally funded program or activities to LEP persons. The EBRSO will conduct annual assessments of the implementation of the language access policy and plan and update any language assistance provisions as needed based on results.

If the EBRSO determines that a program or activity requires language assistance based on the four-factor analysis, the following types of services may be offered:

Any program beneficiary, program participant, or member of the public who believes that he or she has not received adequate oral or written language assistance from the EBRSO may file a written complaint. A person may submit such a complaint in writing to the following address:

Internal Affairs Division
East Baton Rouge Sheriff's Office
8900 Jimmy Wedell Ave
Baton Rouge, LA 70807

- **Provision of oral and written language services.** When applicable, the EBRSO will provide free language assistance services to LEP persons in connection with its federally conducted

programs and activities. When applicable, the EBRSO will rely on bilingual personnel who are qualified to provide language assistance services to LEP persons. Bilingual personnel who will use direct communication with LEP persons in a language other than English will be required to demonstrate proficiency in the target language and have knowledge in both languages of any specialized terms or concepts unique to the pertinent program or activity and of any particularized vocabulary and phraseology used by the LEP person. The EBRSO will also be prepared to use a commercially available service to obtain interpreter services when required. *Responding to correspondence and electronic communications.* When applicable, the EBRSO will translate correspondence and electronic communications received from an LEP person.

Translating vital documents. The EBRSO is committed to ongoing reviews and assessments of EBRSO programs to identify any vital documents that would need to be translated.

When applicable, if a document is not translated and must be presented to an LEP person, the EBRSO will translate it for the LEP person or, if that is not practical, orally interpret the document for the individual. The EBRSO will also be prepared to use a commercially available service to obtain translations when required.

The EBRSO will be prepared to use a commercially available service to translate vital web content needed to be translated for LEP persons.

- Oral language services.
- Written language services.
- Web language services.

- **Complaints.** The EBRSO seeks to provide meaningful access for LEP persons to all of its federally conducted programs and activities.
- **Staff compliance.** All EBRSO staff will be responsible for ensuring that the EBRSO takes reasonable steps to provide meaningful access for LEP persons to all federally conducted programs and activities.

5. Availability of language access policy and plan

The EBRSO language access policy and plan will be available to the public and EBRSO staff on the EBRSO's website.