



### **BGCAP Limited English Proficiency (LEP) Policy**

Blue Grass Community Action Partnership will take reasonable steps to ensure the persons with an LEP have meaningful access and an equal opportunity to participate in all services, activities, programs, and benefits by BGCAP. All interpreters, translators, and other aides needed to comply with this policy shall be provided at no cost to the persons being serviced. Clients and/or their families will be informed of the availability of such assistance.

Family members or friends of the LEP person will not be used as interpreters unless specifically requested by the LEP individual, and after the LEP person has been made aware that an interpreter can be provided.

Procedure for using LEP Interpreter:

BGCAP uses Language Service Associates as our language interpreting service.

If you have a client who speaks any language other than English and does not have someone accompanying them to interpret, please have the client point to their language using the language link sheet "I Speak Cards", or other standardized and reliable forms of language identification tools available.

Step 1: Contact a staff person to get the access code for interpreting services.

Step 2: Dial 1-800-305-9673

Step 3: Tell the operator what language you need and you will be connected with an interpreter. You can also connect a third party to the phone call if needed.