



LANGUAGE ACCESS GUIDANCE & 2022 PLAN

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Introduction & Definitions

This document offers best practices and resources to MECASA and member centers to ensure people with Limited English and Deaf/hard-of-hearing community members receive meaningful access to all the programs, information, and resources we provide.

Meaningful language access is critical to ensure:

- safety and security for all survivors of sexual violence
- all community members can get the information they need to prevent sexual violence
- equal access to training, technical assistance, and policy advocacy for staff at member centers and statewide partners
- the opportunity for all survivors to inform survivor-centered public policy

American Sign Language (ASL)

ASL is a visual language used by people who are Deaf or hard-of-hearing. In ASL, the shape, placement, and movement of the hands, as well as facial expressions and body movements, all play important parts in conveying information. ASL is used in the United States and in many parts of Canada. People who are Deaf or hard-of-hearing people who acquired language in countries other than the US or Canada may use other visual languages to express themselves.

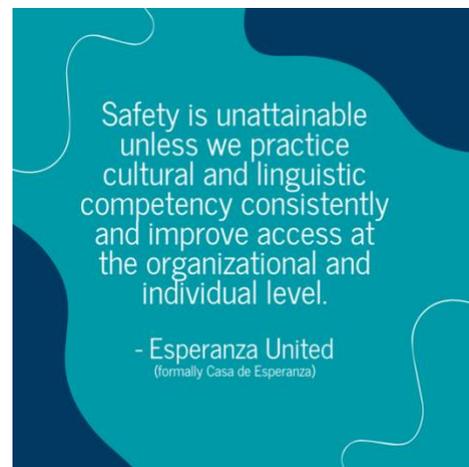
Back Translation

The process of verifying the accuracy of a translation previously translated into

another language by translating it back to the original language, by a translator not involved in the original translation.

D/deaf

The term deaf (with a lowercase “d”) generally applies to people with very little or no functional hearing. A person who is deaf may or may not use ASL to communicate. The term Deaf (with an uppercase “D”) is used to refer to a particular group of deaf people who share a language – ASL – and a culture. An individual has an audiological condition of deafness; that person may/may not see themselves as belonging to a broader Deaf community.



Effective Communication

Someone with limited English or who is Deaf or hard-of-hearing can receive information about and understand the services available to them. Further, the individual must be able to communicate their situation to the agency they are reaching out to.

Hard-of-hearing

Hard-of-hearing (HOH) can either be used to describe a person who has mild-to moderate hearing loss or a person who doesn't have or doesn't want cultural connections with the Deaf community. In some instances, a person may refer to themselves as both D/deaf and HOH. As always, it is important to be aware of how a person identifies and to respectfully use the terminology they use to describe or identify themselves.

Interpretation

The oral or spoken transfer of a message from one language into another. Interpretation is the act of listening to something in one language and verbally translating it into another language. In the case of American Sign Language (ASL), interpretation is the act of viewing language in sign language and verbally translating it into another language. In the case of certain hearing or speech disabilities, interpreters or facilitators can assist a person with effective communication.

Language Access¹

A legal framework that seeks to promote effective communication for individuals who are considered to have Limited English Proficiency (LEP)*, and Deaf and Hard of Hearing (Title VI of the 1964 Civil Rights Act, the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973).

As a mandate, requires agencies receiving federal funds to implement meaningful language access policies and practices to ensure access to all programs and services.

Language Justice²

The right every person has to speak, understand, and be understood in the language in which they prefer and in which they feel more articulate and powerful.

Language Justice recognizes language as a tool of oppression and affirms language as a tool for healing and promoting social and racial justice.

It is an ever-evolving framework that intentionally seeks to create multilingual spaces in a consistent, inviting, and democratic way that is inclusive of all voices and no one language dominates. Language Justice honors language and culture as fundamental human rights.

Limited English Proficient (LEP)

A person who is not able to speak, read, write, or understand the English language well enough to allow them to interact effectively with the information and programs an agency offers.

¹ The Center for Innovation and Resources, Inc., on its [From Language Access to Language Justice](#) brochure

² Ibid

Meaningful Access

The standard of access required of federally funded entities to comply with Title VI's language access requirements which includes the availability of free language assistance that results in accurate and effective communication.

Office for Civil Rights (OCR)

The civil rights enforcement agency of the U.S. Department of Health and Human Services.

Primary Language

An individual's primary language is the language in which an individual most effectively communicates.

Title VI

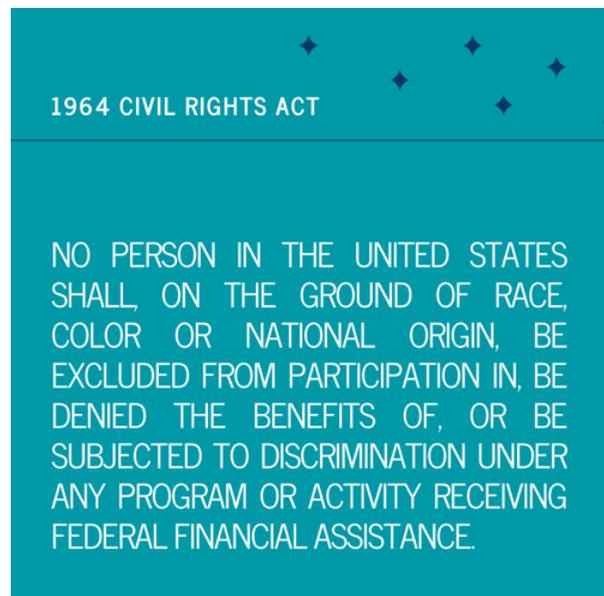
Title VI of the Civil Rights Act of 1964 ensures language access for individuals with limited English proficiency. Victims of domestic and sexual violence primarily receive services through programs funded by the Department of Health and Human Services (DHHS) and the Department of Justice (DOJ). Programs receiving federal funds – directly or indirectly, through grants, contracts or subcontracts which are dispersed by federal, state, county, or city authorities – are required to develop and implement policies that ensure meaningful access for limited English proficient persons.

Translation

The written transfer of a message from one language into another language.

Vital Documents

Vital documents or information are those that are necessary for accessing federally funded services or benefits or are documents required by law. Examples of vital documents at a sexual assault support center would include release forms, confidentiality forms, and the like.



Identification

To provide meaningful access to Limited English and Deaf/hard-of-hearing persons, we must first identify those who need language assistance and let them know free interpretation programs in their primary language are available to them. How do we do that?



In the Office

Hang “I Speak” posters notifying community partners and community members of their language service rights. Department of Homeland Security has [“I Speak” posters available in 60 languages](#) available for downloading and printing, as well as [Esperanza United](#) (TA provider for language access to DV and SA centers).

As needed, you can direct people to the “I Speak” poster when it is apparent that they are having difficulty speaking or understanding English. Then utilize the language services described in this document.

In Writing

If a staff person receives a written communication in a non-English language,

the staff person will contact their supervisor or the Executive Director to determine the best way to proceed.

Website Access

On your website post and maintain clear and readable information in the languages most prevalent in our community notifying survivors that free translation and interpretation services are available to them while accessing our programs or using a center service like the helpline.

[See Appendix D for current translated versions.]

Registration for Training

Access includes community members and allied providers, so training participants should be offered free interpretation services at the time of registration. If a participant indicates they need an interpreter, the training coordinator is responsible for ensuring an interpreter in the language requested is available at the training.

Telephone

If a staff person receives a telephone call from a person who speaks a language other than English or ASL, or has a speech or language disability, and is having difficulty communicating in English, the staff person will use a telephone interpreting service described below.

By a Staff Person

If a staff person is embarking on a project that includes partners who have Limited English or are D/deaf or hard of hearing, they should work with a supervisor to develop a budget and plan for interpreters for those partners for the life of the project.

Interpretation

Staff will offer an interpreter (either by telephone, in-person, or via video) as soon as:

1. it is apparent that a person has a limited ability to read, write, speak, or understand English. LE/Deaf/hard-of-hearing persons should be informed that interpreters are provided at no cost to them and/or,
2. a person accessing our programs requests an interpreter.

Choosing an Interpreter

For a trauma-informed practice, it is important that the individual is comfortable with the person who is providing interpretation services. In all situations, the following are the steps the staff member must take to ensure that comfort:

1. The staff member should ask the person if they have an interpreter preference and if they prefer an interpreter who is not from their home country or a member of a particular ethnic group. It is important to understand and communicate that you may not be able to honor this request, but they can still make the request.
2. Once the interpreter is known or available, the staff member should bring that name to see if the person is comfortable with that interpreter. If not, the staff member should try to secure a different interpreter.

Prep & Debrief for the Interpreter

Include prep and debrief time for the interpreter when scheduling. The more context interpreters have, the better they will be able to fulfill their role. Any conversation you have with the interpreter prior to the scheduled meeting should include a Release of Information and permission from the person requesting an interpreter.

Additionally, after they have been a conduit for narrative trauma, supporting the interpreter with paid time with you to debrief is best practice.

Competency Standards for Interpreters

Use interpreters who meet the following competency standards:

- Are proficient (and in the case of ASL interpreters, properly licensed) in communicating information accurately in both English and in the intended language. Interpreters will also be proficient in using the appropriate mode of interpreting (i.e. consecutive, simultaneous, and sight translation);
- Have knowledge in both languages of any specialized terms used in connection with your programs, services, and activities;
- Understand and comply with your agency's confidentiality requirements – and agree to sign a confidentiality agreement;
- Have sensitivity to the individual's culture;
- Conduct themselves impartially; and

- Understand and adhere to their role as interpreter without deviating into the role of counselor, legal advisor, or another role.

Tools for Measuring Competency

If your agency does not have multilingual staff prepared to measure competency through observation and conversation, you can request other credentials including:

- Certification within a different setting, like court or medical,
- Assessment by another reputable agency or partner,
- Assessment by a reputable interpreting agency that they work for or have worked for, or
- Having passed a national test used by other interpreting agencies.

Telephone Interpreter Services

Spoken Language

Staff will use telephone or video interpreting services (as opposed to in-person interpreting services):

- When it is not possible to communicate effectively with a person on the telephone or when the caller requests an interpreter;
- To identify the language being spoken by an individual if you are not able to do so in another fashion;
- If staff interpreters or multilingual staff are not present and face-to-face interpreters are not available (but not for ASL, when video remote interpreting may be used); and
- In order to communicate that an appointment will be set up and an interpreter provided.

MECASA has a contract with the telephone service Certified Languages and local centers are subcontractors. This means we manage the contract, but each center pays for their own use of the service and should be billed directly by Certified Languages.

This service offers “over-the-phone” interpretation, 24 hours per day, seven days per week, in more than 230 languages. There is a per-minute charge for use of the line.

Keep a copy of the Certified Languages Quick Reference Guide near your phone and utilize it when using telephone interpreting. Staff will need to use a speaker phone for in-person contacts and one with conference call capabilities for phone calls. Staff should be familiar with the speaker and conference call feature of their phones. You can request reference guides directly from Certified Languages or reach out to the Equity and Access Coordinator to get some for you – **each center has their own customer code**

Instruction Card: Telephone Interpreting Services

200+ Languages
Available 24/7/365
Direct Dial: 503-484-2425

NEED AN INTERPRETER?

1. Dial 1-800-CALL-CLI (1-800-225-5254)
2. When the operator answers, tell them:
 - If you need a third-party dial-out
 - Your customer code is **73181**
 - You are calling from **Maine Coalition Against SA**
 - The language you need
 - Your **Name**
3. The operator will connect you promptly

Recommendations for Using a Telephone Interpreter

For Outbound Calls:

- If you need to reach a limited English proficient (LEP) individual at home or need a third-party dial-out, please first inform the CLI operator before the interpreter is connected.
- Once the interpreter is connected, you can tell the interpreter who to ask for (the LEP's name).
- At this time, you can also tell the interpreter how to proceed if the call goes to voicemail and what message to leave, if desired.

For Inbound Calls:

- Explain to the LEP individual that all information is confidential and encourage questions.
- Speak clearly.
- Smile and be kind; this helps the LEP individual feel more comfortable.
- If face-to-face and multiple people are in the room, speak one at a time.
- Speak freely; all CLI interpreters are sworn to confidentiality, neutrality, and the Interpreter Code of Professional Ethics.
- Encourage the interpreter to clarify terms with you if necessary.

CERTIFIED LANGUAGES INTERNATIONAL

Deaf/hard-of-hearing

All Mainers can call 711 to access free Video Relay Services (VRS) and call out to any number (including our helpline). VRS provides persons with hearing or speech disabilities with access to communication supports or ASL interpreters.

Because of this access, standalone TTY phone numbers are no longer necessary.

A hearing staff person can call an ASL user at their home and if that Deaf person has VRS equipment, the call will automatically go through an interpreting call center with a live interpreter. No special equipment is needed by the sexual assault center. The cost is covered by the Federal Communications Commission (FCC) as an accommodation for access to the telephone.

In-Person Interpreter Services

For in-person needs, it may be possible to use video remote interpreting (“VRI”) rather

than an in-person interpreter. No special equipment is needed as MECASA and center staff would use their secure Zoom platform and then proceed to find and prep with an interpreter following the “In-person Interpreters” guidance.

In-person interpreters - both spoken language, and ASL - average \$40 - \$80/hour.

If an in-person interpreter is arranged, allow at least 15 minutes on either end of the session to prepare and debrief with the interpreter. That should be considered billable time.

Events that are over two hours will require multiple interpreters so they can take turns and have breaks.

If staff will be discussing documents with a person with LEP, they will give the interpreter adequate opportunity to review the documents prior to the discussion, and any questions about the documents will be addressed.

At MECASA we use House of Languages for spoken language interpretation - to request an interpreter, fill out and send the [Interpreter Services Request Form](#) to int@houseoflanguages.com.

For ASL interpreting we use Jenn McCann, jmccann211@gmail.com; Elaine Williams, elaineawilliams@gmail.com; or Meryl Troop, meryltroop@gmail.com. All of those interpreters have experience interpreting for MECASA and/or a local center and survivors of sexual violence.

Confidentiality & Mandated Reporting

Interpreters have some level of statutory privilege similar to sexual assault advocates but are not CPS/APS mandated reporters in Maine. Their roles are that of a conduits, and therefore, they are they to relay information and have no responsibility to report suspected abuse or neglect to DHHS. It is the responsibility of the provider to make a report if one is required by law.

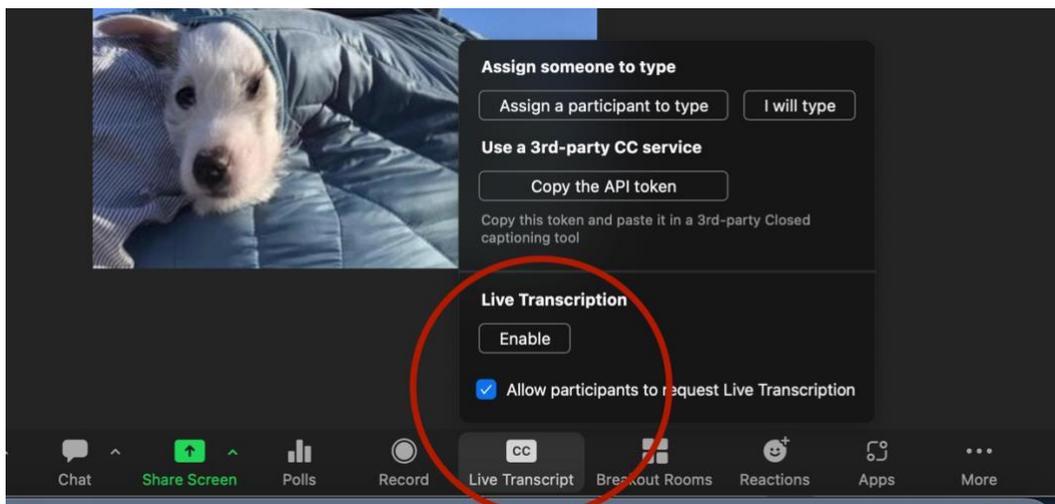
The ethics and practice of interpreting includes strict commitment to confidentiality. It is recommended that advocates review confidentiality expectations and, when possible, have interpreters sign a confidentiality agreement.

Closed Captioning

Automated Closed Captioning is now offered as a free, automated service on most video meeting platforms. Because of confidentiality settings, some platforms require extra steps to turn it on.

To turn on the Zoom live transcription feature:

1. Log on to your account in a web browser
2. Go to My Account (top right)
3. Settings/In Meeting (Advanced)
4. Turn on: Closed captioning - Enable live transcription service to show transcript on the side panel in-meeting
5. Then when you start a new meeting, there will be the option to enable closed captioning on in the meeting. Like so:



At MECASA we have used Caption Associates for **live, transcription Closed Captioning** - captionassociates@gmail.com. They provide English captioning services only at \$140.00/hour, one-hour minimum charge, and in 15-minute increments thereafter.

Their staff need at least a couple of days' notice and prefer to get materials like PowerPoints, presenter names, and topics ahead of time. Their staff join the training or Zoom call like any other participant and then are assigned by the host as the 3rd party captioner.

Staff or Family as Interpreters

Multilingual Staff or Volunteers as Interpreters

If your agency has multilingual staff, they can be given the opportunity to volunteer their language skills for use as interpreters. Multilingual staff **are not** required to serve as interpreters. All multilingual staff agreeing to use their language skills in interpreting will be assessed for level of competency and will receive training on interpreting skills and ethics.

Additionally, if they are in the role of interpreter they are no longer in the role of advocate and if advocacy services are needed, another staff will fulfill that role.

Family and/or Friends as Interpreters

Family members or friends of the person will not be used as interpreters unless specifically requested by the person. Only use family and/or friends as interpreters after the individual understands that they have the right to an interpreter at no cost to them.

If the staff member has any sense the family or friend providing interpretation is interfering with information, they should wrap up the conversation and use the language line.

It is never appropriate to ask minor children to serve as interpreters.

A note about Google Translate

Technological advances may also help in a pinch but should only be used to coordinate access to an interpreter. Google Translate, for example, is an app for smartphones and an online service (cell or internet service is needed) that may help you with basic communication to assess interpreter needs with someone. Once interpreter needs have been identified, discontinue the use of Google Translate.

Working with an Interpreter – Best Practice & Tips

It can be tempting to use the interpreter as a resource beyond their specific role, and while many have multicultural experiences or skills as cultural brokers, the person with limited spoken English is your primary source of information and attention.

In dominant American culture, it may feel awkward to speak directly to the LEP person and not the interpreter, but it is important to continue your conversation directly with the person with limited English and not say things like “will you tell so-and-so X, Y, and Z” or “do you think they understood?”.

Some quick tips for both in person and telephone interpretation

- Begin with the purpose of your conversation;
- Assume this will take twice as long as a typical conversation on the same topic;
- Enunciate and avoid contractions;

- Speak in short sentences;
- Speak slowly and pause frequently;
- Avoid use of double negatives;
- Speak in first person;
- Avoid colloquialisms and acronyms;
- Briefly explain technical terms;
- Check in with interpreter regarding their understanding, your rate and pattern of speech;
- Check in with caller to ensure their understanding;
- Be Patient.

Translation

Translation is the act of converting written text in one language (source language) into the equivalent written text in another language (target language). MECASA and member centers should be prepared to translate documents upon request by any person with LEP at no cost to the person with LEP.

Whenever possible, MECASA will have translations of vital documents that are frequently used when working with center staff and community partners, like releases of information and confidentiality forms. All those forms can be found on the [MECASA toolkit under the language access section](#).

All centers should post the following on in a prominent place on their website: “If you are having difficulty reading the contents of this website and would like a document interpreted from English to another language (including American Sign Language) or provided in an accessible format, or to request interpreting, translation, or accommodations, please contact us at 207-626-0034.” MECASA will provide this notice in Spanish, French, and Somali, which are the languages centers are most likely to encounter. (See Appendix E for translations)



In selecting translators, bear in mind that the skill of translating is different than the skill of interpreting. Nevertheless, like interpreters, translators must be competent. Competency does not necessarily mean formal certification as a translator, but certification is preferable. For example, the American Translators Association is a national translator certifying organization. To ensure quality, you can request back translations.

Whenever possible, a focus group of 3 to 5 native speakers from the linguistic community will review the translated document for readability, accuracy, and use of jargon.

MECASA commits to printing all statewide outreach materials in four languages other than English, per the requests of the centers.

Accessibility of Materials

Beyond written language, access for print and electronic resources involves many design considerations, such as font choice and size (14 point+), color choice and contrast, and the type of graphic elements and how they are used. Additional access considerations for electronic materials entails captioning for audio and video media, including alternative text for photos, and providing website accessibility certification.

Another important feature of accessible materials is writing in plain language. Some tips to write in plain language include:

- Use common words;
- Define any words that may be unfamiliar to readers;
- Avoid or explain acronyms, jargon, and idioms; and
- Write in short sentences that convey one idea.

MECASA worked with literacy experts a couple of years ago and we still use their expertise to guide our readability work. You can find a summary of it in this [Making Outreach More Accessible](#) PowerPoint and reach out to the MECASA Communications Coordinator for more information or a training.

Record keeping

At MECASA, when staff works with someone who requires interpretation, the person's preferred language and type of interpreters used will be passed along to the Equity & Access Coordinator at MECASA for tracking and budget planning.

Each agency should determine their own record keeping system, for both programmatic and budgetary reasons. Use of interpreters as well as the languages spoken should be recorded in the client's EmpowerDB profile.

Staff Training

In order to support MECASA and center staff in their efforts to work with individuals with limited English and/or D/deaf/hard-of-hearing, MECASA will offer annual Language Access Training.

Annual (live or recorded) training for all staff will include:

- Foundational principles of Language Access under Title VI of the Civil Rights Act
- How to access interpretation services over the phone, through video, and in-person
- The role of the interpreter and strategies for successfully working with interpreters
- The importance of Language Access in sexual violence work and identifying examples of what culturally affirming programs looks like

Annual Plan

Each year, review your program to ensure language access practices are being implemented. MECASA's annual plan includes (see Appendix F for our FY22 plan):

- Review of LEP languages spoken in Maine
- Review of Deaf/hard-of-hearing prevalence in Maine
- Review of service stats for LEP clients
- Review of service stats for Deaf clients
- Review of toolkit content, including translated vital documents
- Review who is responsible for each piece of language access (see Appendix I)
- Review check list of language access practice (see Appendix H)

Authorities & Complaint Process

1. A complaint regarding the denial of language accessible services by MECASA or MECASA member center staff, or regarding the quality of language accessible services for MECASA or member center activities, information, or programs, including interpreters or translated materials, may be made in person, or in writing.
2. The complaint should specify the date, individuals involved, and the nature of the complaint (i.e. the interpreter was summarizing, or an LEP individual or Deaf/deaf individual was denied services because they did not bring their own interpreter).
3. All complaints will be directed to an identified Language Access Coordinator and Executive Director.
4. The Executive Director will notify the parties within 30 days upon receipt of the complaint of the outcome.
5. The complaint process will be included in the posted notification of the right to an interpreter.

Federal Authorities

Title VI of Civil Rights Act of 1964, 42 U.S.C. §2000 et seq.: 45 CFR §80, Nondiscrimination Under Programs Receiving Federal Financial Assistance through the U.S. Department of Health and Human Services Effectuation of Title VI of the Civil Rights Act of 1964

Office for Civil Rights Policy Guidance, Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English proficient Persons, 68 FR 47311 (2003). https://ojp.gov/about/ocr/pdfs/OCR_TitleVI.pdf

Department of Justice regulation, 28 CFR §42.405(d)(1), Department of Justice, Coordination of enforcement of Non-discrimination in Federally Assisted Programs, Requirements for Translation

Appendix A - Non-English Language Interpreter Services

Telephone

Certified Languages: 800-CALL-CLI (800-225-5254)

Provide the following items:

- Customer Code: _ _ _ _ _
- YOUR name
- If you need a 3rd-party dial-out

In Person

Association of Maine Interpreters & Translators

For a directory of member interpreters:
www.mainetranslators.org

Catholic Charities of Maine Language Partners

207-523-2700
risinterpret@ccmaine.org

House of Languages

207-423-9962
questions@houseoflanguages.com

Maine State Interpreter

207- 221-0740
mainestateinterpreters@hotmail.com

American Sign Language Interpreters

Pine Tree Society
Mara Noland, Program Director
885-0536 | pinetreesociety.org

Certified Interpreting
798-7995 | certifiedinterpreting.com

Mary Jane Grant Interpreting
651-3146 | maryjanegrant.com

Kewl ASL
Danielle Perfetto
207-240-1390 | kewlasl@gmail.com

Professional Interpreting Inc (Portland based): 774-3068

Sign Language Interpreting Plus
Mary McKay | 615-1448

Sorenson Community Interpreting: 1-800-659-4783

Appendix B - Interpreter/Translation Request Form

LANGUAGE

- Somali Arabic Spanish French Chinese – Mandarin Chinese Cantonese
 Lingala Kirundi Portuguese
 Other (specify) _____

TYPE OF SERVICES NEEDED

- Telephone Interpreter Services In Person Interpreter Services American Sign Language Services
 Relay Services (for deaf and hard-of-hearing) Translation Services
 Other (specify) _____

EVENT

- 1-to-1 Meeting Multi-provider Meeting Accompaniment (type of accomp: _____)
 Committee Meeting Training Other (specify) _____

Staff Person: _____

Date of Event: _____ Time: _____ to _____
(Begin) (End – estimate)

REQUEST MADE BY _____

METHOD OF REQUEST: SPOKEN IN WRITING (incl. Fax and E-Mail)

DATE OF REQUEST: _____

TIME: _____

NAME OF INDIVIDUAL: _____

INDIVIDUAL'S Contact # _____

AGENCY/INTERPRETER CONTACTED: _____

DATE: _____ TIME: _____

ARRANGEMENTS MADE:

OFFER OF PROFESSIONAL INTERPRETER AND INDIVIDUAL REFUSED OFFER OF PROFESSIONAL INTERPRETER AND REQUESTED USE OF _____ AS INTERPRETER.

FAMILY FRIEND OTHER (please specify _____)

Appendix C – National Resources

This document and our model policy were adapted from multiple sources, all relying heavily on our national experts. Many of those sources overlapped in content, so identifying original sources is tricky.

This project is made up of expertise from: Immigrant Resource Center of Maine; Esperanza United, Asian Pacific Institute on Gender-Based Violence; Sexual Assault Support Services of Midcoast Maine; Kansas Coalition Against Sexual and Domestic Violence; and Colorado Coalition Against Sexual Assault.

Resources

- [Asian Pacific Institute on Gender-Based Violence - Language Access Hub](#)
- [Esperanza United – Language Access Toolkit](#)
- PowerPoint – [Ensuring Meaningful Access for Survivors with Limited English Proficiency](#)
– Esperanza United & API GBV
- Resource Sharing Project
 - o [Newsletter on Language Access](#)
 - o [Supporting Multilingual & Bicultural Advocates](#)

Appendix D - Translated language for websites

Confidential free help is available from Maine's Sexual Assault Support Centers any day, any time.

Say your phone number and language for a free interpreter and wait for a call back.

ARABIC

المساعدة السرية المجانية متاحة من مراكز دعم ضحايا الاعتداء الجنسي في ولاية ماين في أي يوم وفي أي وقت.
قل رقم هاتفك ولغتك للحصول على مترجم مجاني وانتظر معاودة الاتصال.

FRENCH

Les centres de soutien aux victimes d'agression sexuelle du Maine offrent une aide gratuite et confidentielle, tous les jours, à toute heure.

Indiquez votre numéro de téléphone et votre langue pour recevoir gratuitement les services d'un interprète et attendez que l'on vous rappelle.

PORTUGUESE

A ajuda confidencial gratuita está disponível nos Centros de Apoio às Vítimas de Agressão Sexual de Maine todos os dias, a qualquer hora.

Forneça o seu telefone e idioma para acessar um intérprete gratuito e aguarde uma chamada.

SOMALI

Kaalmada qarsoodiga ee lacag la'aanta ah waxaa maalin kasta, iyo waqti kasta, laga heli karaa Xarumaha Taageerada Dhibaneyaasha Dagaalka Jinsiga ee Maine.

Sheeg nambarka telefoonkaada iyo luqaddaada si aad u heshid turjubaan lacag la'aan ah kaddibna sug ilaa lagaa soo waco.

SPANISH

La ayuda confidencial gratuita está disponible en los Centros de Apoyo a Víctimas de Agresión Sexual de Maine cualquier día y a cualquier hora.

Di tu número de teléfono y tu idioma para acceder a un intérprete gratis y espera que te llamen.

Appendix E – MECASA Training Accessibility Guidelines

MECASA strives to provide trainings where everyone can participate fully. We also practice trauma-informed training (Appendix C), we see trauma-informed training as one piece of our accessibility practices.

[These guidelines](#) are to be used for **all** MECASA trainings, including trainings for center staff (MECASACon, webinars, Peer Support calls, Welcome Calls, and foundational trainings), training for community partners and MDTs members, and statewide trainings for professionals.

Appendix F – FY22 MECASA Language Access Plan

Current Stats*	
Number of persons with LEP in Maine	6%
Number of Deaf/hard-of-hearing persons in Maine	17%
Number of LEP survivors and concerned others who received services in 2021	92 // 2%
Number of Deaf/hard-of-hearing survivors and concerned others who received services in 2021	9 // under 1%

*see the most recent [population services assessment](#) for more comprehensive data

MECASA online toolkit content

1. **Translated Vital documents** – all available in Arabic, English, French, Portuguese, Somali, and Spanish
 - Release form
 - Survivor ACQES Survey
 - Website language
 - Workplace Sexual Harassment 1-pager (also available in Kmher)
2. **Outreach materials**
 - a. Multilanguage 1-pager
 - b. Posters in Arabic, English, French, Portuguese, Somali, and Spanish
3. **Training tools**
 - a. 2021 MECASA *recorded* Language Access training
 - b. Recorded training from the Colorado Coalition & others
4. **Maine In-person and video Interpreter directory**
5. **Language Access Guidance**
6. **National resources on**
 - a. Using interpreters
 - b. Creating Language Access Plans
 - c. Supporting multilingual/multicultural advocates
7. **Certified Languages info**

APPENDIX G – MECASA Language Access Policy

It is the policy of MECASA to provide timely and meaningful access for persons with Limited English or who are D/deaf/hard-of-hearing to all agency programs and activities as needed. All programs that include center staff, statewide partners and/or community member participation shall offer free language assistance services. This includes training, technical assistance, coalition meetings, policy advocacy, outreach and awareness materials, and statewide services coordinated with MECASA.

[Find the agency policy here.](#)

APPENDIX H – Foundational Language Access Check List

Language access is not simply a check list, it is an on-going practice of reflection and prioritization. It is a framework of values that result in all community members being able to access the support, information, and resources they need to prevent and heal from sexual violence.

That said, this document is dense, and we can all use tools to help organize our work. This checklist is meant as a foundational walk through of the best practices and recommendations for language access at sexual assault support centers.

	Done	Frequency
Office signage – “I Speak” posters		
Notice of free interpreters on the website – 4 languages		
Certified Languages Instruction telephone card		
Identify in-person interpreter service(s) your agency will work with		
Attend annual training		
Update & distribute language access plan (below) to staff		
Budget for interpreters & Language Line		
Budget for translation		
Review service area data, re: languages spoken at home		
Review service area data, re: Empower – languages spoken and interpreter access		

APPENDIX I – Foundational Language Access Plan – EXAMPLE

This is a template for an annual review of your language access practices.

Point of Contact	Expectations of Staff	Tools and Resources
Helpline	Identify language spoken. Connect with Certified Languages	Quick reference card Certified Languages Staff Back-up
One-on-one Participant Meetings	Ensure that an interpreter is available. Follow best practices for ensuring safety for participant by securing the name of the interpreter in advance, requiring an interpreter confidentiality agreement, etc.	In-Person Interpreting Confidentiality Agreement
Community-Based Services	Meet with other agencies and provide information about LEP plan and resources so that they may assist in informing LEP individuals of language assistance services available.	Multi language Vital documents Multi language flyer I Speak Cards
Providing Referrals	Call the referral source and identify a point of contact with adequate language capacity or understanding of the referral process. Connect the participant with the point of contact.	In-Person Interpreter Certified Languages
Community Events	Identify language spoken. Connect with language line to assess safety concerns and requests. Depending on the community – bring an interpreter with you.	Non-English posters Multi language flyer I Speak Cards In-Person Interpreter
Support Groups	Arrange for an interpreter to be present at every support group during the survivor’s stay.	In-Person Interpreter
Written Materials	Vital documents are available in Spanish, Arabic, French, Somali, and Portuguese. Vital documents are to be reviewed with the support of an interpreter during initial meeting.	Additional translations can be arranged through selected translation agency.