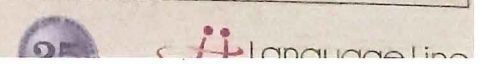




# Interpretation Service Available

**English Translation:** Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

<b>Arabic</b> عربي أشر إلى لغتك. وسوف يتم جلب مترجم فوري لك. سيتم تأمين المترجم الفوري مجاناً.	<b>Korean</b> 한국어 귀하께서 사용하는 언어를 지적하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
<b>Armenian</b> Հայերեն Ցույց տու՛ւք ո՛ր մէկ լեզուն կը խօսիք՝ Թարգմանիչ մը կանչել կը տանք. Թարգմանիչը կը տրամադրուի անվճար.	<b>Laotian</b> ພາສາລາວ ຊີ້ບອກພາສາທີ່ເຈົ້າເວົ້າໄດ້. ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້ທ່ານບໍ່ຕ້ອງເສຍເງິນຄ່າແປໃຫ້ແກ່ນາຍແປພາສາ.
<b>Cantonese</b> 廣東話 請指認您的語言，以便為您提供免費的傳譯服務。	<b>Mandarin</b> 國語 請指認您的語言，以便為您提供免費的口譯服務。
<b>French</b> Français Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.	<b>Polish</b> Polski Proszę wskazać swój język i wezwiemy tłumacza. Tłumacza zapewnimy bezpłatnie.
<b>German</b> Deutsch Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird gerufen. Der Dolmetscher ist für Sie kostenlos.	<b>Portuguese</b> Português Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
<b>Hindi</b> हिंदी अपनी भाषा पर इंगित करें और एक दुभाषिया बुलाया जाएगा। दुभाषिये का प्रबन्ध आप पर बिना किसी खर्च के किया जाता है।	<b>Russian</b> Русский Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
<b>Hmong</b> Hmoob Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.	<b>Spanish</b> Español Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
<b>Italian</b> Italiano Puntare sulla propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	<b>Tagalog</b> Tagalog Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.
<b>Japanese</b> 日本語 あなたの話す言語を指して下さい。無料で通訳を提供します。	<b>Thai</b> ไทย ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาสามให้ท่าน การใช้สามไม่ต้องเสียค่าใช้จ่าย
<b>Khmer (Cambodian)</b> ខ្មែរ (កម្ពុជា) សូមចុះសញ្ជាតិអ្នក។ យើងនឹងហៅអ្នកបកប្រែភាសាមកជូន។ អ្នកបកប្រែភាសានឹងជួយអ្នកដោយមិនគិតថ្លៃ។	<b>Vietnamese</b> Tiếng Việt Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.



# Long Beach Language Access Coalition



## LB Language Access Coalition Recommendation for October 6, 2015 City Council Compliance Hearing

We are now entering the third year of implementation of the City's Language Access Policy (LAP), which was adopted on August 13, 2013, and the second year of partial funding for the Policy. While the City has taken noticeable steps towards the Policy's implementation, there is still work to be done for Long Beach to be a truly language accessible city. The Language Access Coalition has identified the following key priorities as the City continues to move forward with the implementation of the Policy:

1. **Language Access in first points of contact for Limited English Proficient (LEP) residents:**
  - a. Public displays and signage in LAP languages (Spanish, Khmer, Tagalog); for example, a multilingual sign saying "assistance available in your language"
  - b. Completion of translated phone lines and voicemails in LAP languages
  - c. Use of Language Line for walk-ins and callers, in **ALL languages**, not just LAP languages
  - d. That the City's single phone line is accessible in all LAP languages.
  - e. Adequate front desk staffing in LAP languages
2. **Training for ALL staff regarding how to work with LEP residents and interpreters.** Partial training has been conducted for bilingual staff. **Non-bilingual staff also need training** regarding how to work with interpreters and LEP individuals.
3. **Ensure that all staff trainings include training regarding the new restrictions on the use of children, family members and friends as interpreters**
4. **For FY 2017, ensure that all City Departments structurally fund language access as a line item in their budgets so that the Policy can be fully implemented.**
5. **Completion of vital document translation and key City web page translation, not just Google translation of web pages.**

Language Access is an ongoing issue, and one that can continually be improved. Our vision is of a city that is both fully language accessible and welcoming to all historically disenfranchised community members, so that they can both receive necessary services and actively participate in their government.