

Language Access Plan Policy



6065 Grand Pointe Blvd.
Grand Blanc, MI 48439
Ph (810) 715-3542 • TF (800) 882-6457
Fx (810) 600-2590
www.ELGACU.com

1. Purpose

The purpose of this Language Access Plan (LAP) Policy is to ensure effective communication with individuals who have limited English proficiency (LEP) and/or who are non-English speakers. This policy outlines our commitment to providing language access and assistance services to ensure clear communication and meaningful access to our products, programs, and services for all individuals, regardless of language proficiency.

2. Scope

This policy is a result of a LAP needs assessment that was conducted for each branch as well as the Support Center; and it applies to all employees, contractors, and volunteers involved in providing services or interacting with individuals who may require access to language assistance.

3. Policy Statement

a. **Language Access Services:** We are committed to providing language access services, including oral interpretation, to individuals with limited English proficiency in order to facilitate and guarantee effective communication and ensure meaningful access to our programs and services.

b. **Interpretation Services:** Microsoft Teams Live Translation and Google Translate will be utilized to facilitate communication with individuals who have limited English proficiency throughout our branches. The Microsoft Teams Live Translation should be employed for meetings and opportunities to connect virtually with LEP members. Live Translation has the ability to translate conversations in over 20 different languages. The Google tool has served as an effective approach to oral English translation for branch associates who interact with members that have limited English proficiency; the tool will continue to be utilized as needed for in-person conversations with LEP members.

For Support Center interactions with LEP members, we will continue to utilize the 3rd party company, LSI, to assist with language access needs.

c. **Training and Awareness:** Employees, contractors, and volunteers involved in providing services or interacting with individuals who may require language access assistance will receive training on the LAP policy, including cultural competency and effective communication strategies.

d. **Accessibility and Accommodation:** Language access services will be provided free of charge and in a timely manner. Reasonable accommodations will be made to ensure effective communication with individuals with disabilities who also have limited English proficiency.

4. Implementation

The implementation of this policy will be overseen by Taney Turner--Community Impact Department Coordinator, who will ensure compliance with relevant legal requirements and monitor the effectiveness of language assistance services.

5. Review and Evaluation

This LAP policy will be reviewed annually by the Compliance Officer and Community Impact Coordinator to assess its effectiveness and identify areas for improvement. Feedback and additional needs assessments from staff, clients, and stakeholders will be considered in the evaluation process.

6. Compliance

All employees, contractors, and volunteers are expected to comply with this policy. Failure to comply may result in disciplinary action, up to and including termination of employment or contract.

7. Contact Information

For questions or concerns regarding language access services or this policy, please contact:

Taney Turner

Community Impact Department Coordinator

Taney.Turner@elgacu.com

(810) 600-4850