

**TOWN OF VIENNA, VIRGINIA
ADMINISTRATIVE REGULATIONS**

<u>Subject:</u> LANGUAGE TRANSLATION ASSISTANCE	<u>Regulation No:</u> 1.8	<u>Effective Date:</u> July 1, 2019
	Supersedes: February 10, 2011; January 27, 2012; September 1, 2018	

I. PURPOSE

It is the aim of the Town of Vienna to provide the highest level of services possible to all of our customers. To this end and to provide a means to verbally communicate with customers who require additional assistance while conducting Town business, language translation assistance is available, either through a Town employee or through the use of language line services during the Town's hours of operations.

II. GENERAL INFORMATION

- A. When a customer has difficulty communicating because of a spoken language barrier while conducting a day-to-day business transaction with Town staff, the staff member will attempt to locate and arrange for the needed translation assistance. This includes communication with police department personnel
- B. The first option for translating may be another Town employee who speaks the customer's language, as explained below.
- C. The second option is a translation service, such as Language Line Solutions.
- D. The Town's courtesy translation service is not intended to include meetings or hearings of Town bodies that a citizen may be required or wish to attend.

III. TYPES OF ASSISTANCE

- A. Employee Translator
 - 1. Several Town employees are fluent in other languages and have agreed to serve as translators. The Employee Language Translators list contains the names of employees, language(s) spoken, department and telephone extension number. This list will be updated by the Human Resources Department periodically.
 - 2. Departments requesting the assistance of any employee should contact the employee's supervisor to ask for that employee's help, when that is indicated.
 - 3. Whenever possible, advance notice should be provided, so that the translator is available.

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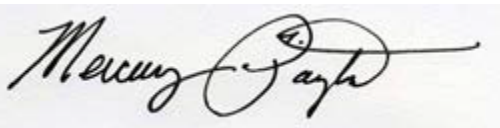
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B. Language Line Solutions

1. If the services of a Town employee or a specific language speaker is not available, staff may call the Language Line for a professional interpreter.
2. An account has been established with Language Line Solutions, and the Town will be directly billed for any translation services rendered.
3. The telephone number to access the service is 1-800-774-4344. The Town's client I.D. number is: 522024; the Town account number is 9020522024. Each user's personal access code is the same as his/her long distance code for the Town's landline phones.
4. A specific budget account line (43106) has been established for use of Language Line Solutions. Any call made should be assigned to this code against the user department budget.
5. A Quick Reference Guide is provided with this A.R. to aid in use of this program and other materials are available in the Human Resources Department.

IV. APPLICABLE DOCUMENTS

Employee Language Translators (HR 1.8-1)
Quick Reference Guide

Signature of Town Manager:	Date:
	July 1, 2019

EMPLOYEE LANGUAGE TRANSLATORS

<i>NAME</i>	<i>DEPARTMENT</i>	<i>LANGUAGE(S)</i>	<i>EXTENSION NO.</i>
Ahmed Billel	IT	Swahili Arabic	5737
Luis Blandon	DPW/Engineering	Spanish	5723
Elbachir Bourharas	Sewer Operations	Arabic	8600
Sara Cath	Finance	Spanish	6329
Tu Farhan	Police	French Arabic Spanish	6366 (Dispatch)
Maggie Kain	Human Resources	Spanish	6351
Parvez Khan	General Maintenance	Hindi	571-274-2195
Tanvir Khan	Meter Service	Pashto	571-274-2205
Munir Khan	Sewer Operations	Punjabi	8600
Edgar Marmolejos	IT	Urdu	6344
Nicole Ngo	Town Manager	Spanish	6370
Ming Peng	Finance	Vietnamese	6325
Juan Vazquez	Police	Chinese	7845

Town of Vienna

TO ACCESS AN INTERPRETER:

1. DIAL: **1-800-774-4344**
2. PROVIDE: **Client ID 522024**
3. INDICATE: **Language**
4. PROVIDE: **Numeric Access Code**

Document the name and ID # of the Interpreter for reference. Brief the interpreter and give any special instructions.

IMPORTANT INFORMATION:

WORKING WITH AN INTERPRETER - At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter & pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

3-WAY CALLS - Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual; if you are receiving a call, tell the caller to "Please Hold" and then conference in the interpreter.

IF YOU HAVE A LANGUAGELINE DUAL HANDSET PHONE - Lift handset and press interpreter button, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

CUSTOMER SERVICE - To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.language.com, click on the "Customer Service" tab, then select Voice of the Customer and complete the form.