

# Westminster College *Every Blue Jay* Language Access Plan

Effective Dates: August 2020 – July 2021

## Section 1: Overview and Context

### A. Connection to Mission

*Every Blue Jay's Coordinated Community Response Team consists of passionate community and campus partners working to confront gender-based violence in all of its forms at Westminster College. Taking a collaborative and trauma-informed approach, the CCRT strives to develop appropriate campus policies and procedures to prevent and respond to gender-based violence, to provide continuing education and skill-building in bystander intervention and violence prevention, and to increase access to support services for all Westminster students so that we may ensure that **Every Blue Jay** is equipped and dedicated to eliminating violence on our campus.*

### B. Language Access Needs:

*Westminster College has identified that English, Spanish, French, Mandarin, Japanese, Nepali, and Hindi are the primary languages spoken in our community. The analysis of the general population and international population at Westminster College revealed that we need to build immediate capacity to provide meaningful access in each of these languages.*

*Additional strategies for building relationships with and increasing our capacity to serve (D)deaf and hard-of-hearing community members will be outlined in this plan.*

## Section 2: Policies

### A. General Policy Statement:

- 1. Every Blue Jay will never turn anyone away because they do not speak English. Furthermore, Every Blue Jay will work to improve our capacity to provide access to students with limited English proficiency every year.*

2. *Every Blue Jay's primary focus is to provide support and safety to victims of domestic violence and sexual assault through providing access to victim services, developing victim-centered policies, and hosting and promoting meaningful educational and awareness-building opportunities. Therefore, Every Blue Jay will develop and secure sustainable language resources as needed in both oral and written form so that no victim will be denied access to information or services.*

**B. Purpose and Authority:**

1. *The purpose of this plan is to ensure that Every Blue Jay provides meaningful access to information and services to students limited in their English language proficiency. Every Blue Jay is committed to this plan as the appropriate response to meeting students' needs. This plan is consistent with federal requirements. All agencies that receive federal financial assistance from the U.S. Department of Justice, Office on Violence Against Women must take adequate steps to ensure that persons with limited English proficiency receive the language assistance necessary to allow them meaningful access to Every Blue Jay, free of charge.*
2. *The purpose of this plan is to establish effective guidelines, consistent with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, for Every Blue Jay to follow when providing services to, or interacting with, individuals who have limited English proficiency (LEP).*

**C. Language Access and the Every Blue Jay Project Coordinator**

*The Project Coordinator will lead the project's efforts to implement this policy.*

**Section 3: Definitions**

**Language access:** *the rights of individuals with Limited English Proficiency (LEP) to receive meaningful access to federally funded state and Federal programs.*

**Limited English Proficient (LEP):** refers to individuals who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English.

**Interpretation:** The process of rendering a spoken or signed communication from one language into another language accurately and completely (e.g. interpreting during an interview).

**Translation:** involves conveying information in writing from one language to another (e.g. translating documents).

**Interpreter:** individual with training and experience with interpretation, who is a neutral third party, is experienced in interpretation techniques, specialized content areas and technical terminology and adheres to a code of ethics and confidentiality.

**Vital documents** for Every Blue Jay’s services to survivors and Westminster students will be included in the LEP. The following are deemed vital documents:

1. Any and all sexual and domestic violence materials or related brochures generated by Every Blue Jay for use by survivors.
2. Information related to Westminster College’s sexual misconduct policy.
3. Selected community education materials generated by Coalition Against Rape and Domestic Violence for distribution.
4. Crisis information or referral information to Fulton resources.

#### Section 4: Procedures

Point of Contact	Expectations of Staff	Tools and Resources
Crisis Line – CARDV, DEAF Lead	Identify language spoken. Connect with bilingual staff, interpreter, etc.	Language Line, DEAF Lead.
One-on-one Every Blue Jay Meetings	Ensure that an interpreter is available if needed. Follow best practices for ensuring safety by securing the name of the interpreter in	In-Person Interpreting Agency Interpreter Confidentiality Agreement

	advance, requiring an interpreter confidentiality agreement, etc.	
Community-Based Services	Meet with other agencies and provide information about LEP plan and resources so that they may assist in informing LEP students of language assistance services available.	Flyers, I Speak Cards, brochures
Providing Referrals	Call the referral source and identify a point of contact with adequate language capacity. Connect the student with the point of contact.  Request and review the LEP Plan for the referral source (courts, medical offices, other DV services, etc.).	In-Person Interpreting Agency  Language Line  Language access cards
Community Events	Identify language spoken.  Connect with language line to assess safety concerns and requests.	I Speak Cards  Language line
Awareness Events/Trainings/Every Blue Jay events	Arrange for an interpreter to be present as needed.	In-Person Interpreting Agency

Written materials	Every Blue Jay documents are available in Spanish, French and Mandarin.	Additional translations can be arranged as needed.
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**A. Every Blue Jay Language Assistance**

*Every Blue Jay Project Coordinator will initiate an offer for language assistance to students who have difficulty communicating in English.*

*Every Blue Jay will inform students that language assistance services are available free of charge to persons with LEP.*

**B. Identifying Primary Language**

*The Every Blue Jay Project Coordinator will have "I speak" cards in the languages most prevalent in the Westminster community.*

**C. Procedures for Meaningful Language Access Provision**

*Westminster College, Every Blue Jay is committed to assuring clear, confidential, two-way communications with all survivors. As part of this commitment Every Blue Jay will provide trained and competent interpreters, whenever oral communication is needed. This service will be provided at no charge to the survivor.*

*Every Blue Jay will use the services of a local interpreter service, which uses trained and tested interpreters. To the extent possible, the interpretation will be conducted in person but, if necessary, it may be conducted by phone. If no local interpreter service is available, Every Blue Jay will use Language Line or a similar over-the-phone interpreter service.*

**D. Students/Staff/Faculty as Interpreters Policy**

- 1. Every Blue Jay will not use other Westminster students, staff, or faculty to interpret, in order to ensure confidentiality of information and accurate communication.*

2. *The use of family members, students, or other survivors to interpret is prohibited.*

## **Section 5: Notification of Language Assistance Services**

1. *Posters notifying students of language service will be developed and displayed and will be in English as well as the principle languages spoken at Westminster College. Flyers will also be developed and made available throughout the international student program and community.*

## **Section 6: Monitoring and Project Coordinator Monitoring Responsibilities**

### **Plan to Monitor Effectiveness:**

1. *Every Blue Jay will conduct an annual evaluation of its LEP plan to determine its overall effectiveness, review the progress of stated goals and identify new goals or strategies for serving students with LEP. The Project Coordinator will lead the evaluation with the assistance of the CCRT. The evaluation will include the following:*
  - a. *Assessment of the number of students with LEP at Westminster College.*
  - b. *Assessment of the number and types of language requests during the past year: how many were met and with which strategies, how many were not met and why.*
  - c. *Assessment of whether students with LEP are satisfied with existing language assistance services and that the services are meeting their needs.*
2. *Every Blue Jay will monitor changing population levels and the language needs of students with LEP at Westminster College. An annual review of this language access plan will coincide with the annual evaluation of Every Blue Jay. Evaluation results and recommended changes will be shared with the Every Blue Jay CCRT. The Project Coordinator will also keep a record of any*

*language access services provided and will make this information available during the annual review process. In connection with updates to this Language Access Plan, Every Blue Jay may use some of the following tools to conduct further assessment:*

- 1. Conduct surveys or focus groups.*
- 2. Develop an evaluation process to assess LEP.*

## **Section 7: Community Outreach and Collaboration**

- 1. Every Blue Jay will identify the primary ways through which students with LEP are engaging with programming. Every Blue Jay will utilize the collaborative relationships with CARDV and local law enforcement to ensure more seamless access to services, accountability to our own language access policies, and greater access to survivors with LEP.*
- 2. Every Blue Jay will share its LEP Policy and the documents and knowledge it develops regarding LEP resources with the other services organizations in our area, namely CARDV, Fulton Police Department, and Callaway County Sheriff's Office.*

## **Section 8: Training**

### Staff Training

- 1. The Project Coordinator will distribute the LEP plan to the CCRT and will have a current electronic copy available. The Project Coordinator will monitor implementation of the plan and conduct training as needed.*
- LEP plan information will be incorporated into the Every Blue Jay strategic plan.*
  - LEP training will include information on the following topics:*
    - Legal obligation to provide language assistance*
    - LEP plan and procedures*
    - Responding to LEP individuals*
    - Obtaining interpreters (in-person and over-the-phone)*

- *Using and working with interpreters (in-person and over-the-phone)*
  - *Translating procedures*
  - *Documenting language requests*
2. *Every Blue Jay will provide cultural responsiveness training, including training regarding this policy and the appropriate use of interpreters and translators. All new CCRT members will receive cultural competency training. After their initial training, all CCRT will receive refresher training in cultural responsiveness and language access annually.*