



Town of Bradley
Language Access Plan
For Persons with Limited English Proficiency



POLICY/PLAN

The Town of Bradley will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs, and other benefits. The Town of Bradley's policy ensures meaningful communication with LEP customers, citizens, and their authorized representatives to conduct Town business. The policy also provides for communicating information in town documents applicable to the Town of Bradley's operations. All interpreters, translators, and other aids needed to comply with this policy shall be provided without cost to the persons being served, and such persons and their families will be informed of the availability of such assistance free of charge.

Language assistance will be provided through competent bilingual staff, staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephonic interpretation services. All staff will be notified of this policy and procedure, and staff that may have direct contact with LEP individuals will be trained in effective communication techniques, including using an interpreter.

The Town of Bradley will regularly review the language access needs of its service population and update and monitor the implementation of this policy and these procedures, as necessary.

PROCEDURES

Identifying LEP Persons and their Language

The Town of Bradley will promptly identify the language and communication needs of the LEP person. If necessary, staff will use a language identification card to determine language.

Obtaining a Qualified Interpreter

When an interpreter is needed, in person or on the telephone, staff will determine what language is required. Town staff can currently provide only informal verbal interpretation. If the required language is unavailable or a formal interpretation is needed, staff shall use a telephone interpreter service. Staff may be able to assist with written communications and Google translate.

Providing Notice to LEP Persons

The Town of Bradley will post the LEP plan on our website, townofbradley.net, the municipal office, and the fire station. Anyone who needs language services should contact Town Manager Melissa Doane.

Monitoring Language Needs and Implementation

On an ongoing basis, the Town of Bradley will assess changes in demographics. Current demographics in the area served by the Town of Bradley include:

- 92.2% speak English only
- 7.8 % of the Town of Bradley population speaks a language other than English
- 4.6% speak Asian and Pacific languages
- 2.5 % speak other languages
- .7 % speak other Indo-European languages
- 0% speak Spanish

Contact Information

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