

# **CBB Water System, Inc.**

## **Language Access Plan**

### **Policy**

It is the policy of CBB Water System, Inc. to provide an effective Language Access Plan (LAP) to any member of the System (CBB), prospective member of CBB or to the general public as deemed necessary and practical and as required by Federal, State or Local laws or regulations. It is our desire to minimize barriers to excellent customer service due to interactions with a person or persons having Limited English Proficiency (LEP).

### **LEP Individuals Who Need Language Assistance:**

Demographic research has revealed that there may be as many as 20 members or potential members in our service area who speak Spanish and as many as 50 who speak Thai that do not speak English "very well". These LEP persons will be provided assistance when they are desiring to obtain water service or have interaction(s) with CBB's contractors making use of procedures outlined in this plan.

### **Provisions for Language Assistance Measures**

CBB will have immediately available a USDA "I Speak" poster or handout that LEP persons will either be directed to or given a copy of. Once they point to the language they speak on the chart CBB contractors will access translation technology that will enable the parties to effectively communicate. For example a smart phone or small tablet (or similar device) will be paired with an appropriate app to facilitate the translation session.

### **Staff Training**

Any staff that may be on duty in the CBB's office shall be made familiar with this procedure and how to use the translation technology. Contact information will be available to allow contact with the contract System Manager if assistance is needed.

### **Notice to LEP persons**

An USDA "I Speak" poster will be posted in lobby of CBB's office.

### **Vital Document Translations**

It has been determined that due to the small populations of people in the two language groups identified above it would not be cost effective or practical to have documents printed in languages other than English. Additionally such translated documents are not required due to the small percentage of persons in our service area population that speak Spanish or Thai.

**Means to Monitor and Update the Plan**

The contract Billing/Office Manager shall be responsible for notifying the contract System Manager if there is a noticeable increase in LEP persons coming in for services. At that time the contract System Manager will work through the implementation process as documented in the "LAP Implementation Process" document to update the LAP.