

# LANGUAGE ACCESS



It is the policy of the Office of the City Commissioners to ensure that Limited English Proficient individuals can gain equal access to our services. This policy will be followed when providing services to, or interacting with, limited English proficient individuals.

Language Identification Guides are posted in all public facing locations. Limited English Proficient Individuals requiring language assistance should be shown the “Language Line” Language Identification Guide and asked to point to a language.

Staff will dial the phone number located on the laminated Language Identification Guide, enter the access code located below the phone number, and inform the service representative that interpretation services are needed in the language indicated by the Limited English Proficient individual.

**Election Day:** Interpretation services are provided at every polling place in the City on Election Day. This includes 300+ in-person interpreters.

Limited English Proficient Individuals requiring language assistance should be shown the “Language Line” Language Identification Guide and asked to point to a language.

If an in-person bilingual interpreter is not available in the language needed, the Election Board Official will dial the phone number on the Language Identification Guide and contact an interpreter using the cell phone provided to the Election Board.

**Voter Assistance:** In addition to the interpretation services provided by the Office of the City Commissioners, voters who cannot read or write in English are allowed assistance to vote by a person of the voter's choice other than the Judge of Election, the voter's employer or agent of the employer, or officer or agent of the voter's union.

The Office of the City Commissioners has staff members who speak Spanish and can deliver services directly or as an interpreter for other staff members. When bilingual staff is not available, a staff member will contact an interpreter telephonically through “Language Line” (1-855-446-1257).

If you believe you've been wrongly denied services, you may file a formal Language Access grievance with the Office of Immigrant Affairs (215-686-0876) or with the Philadelphia Commission on Human Relations (215-686-4670).