



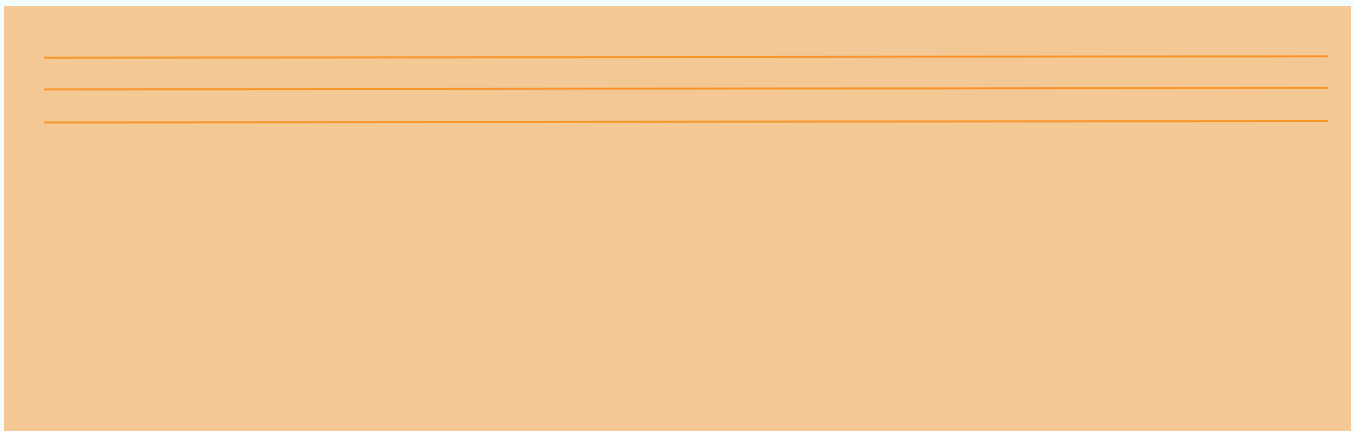
# Language Access Plan Template

**Date:** \_\_\_\_\_

**Name of Organization:** \_\_\_\_\_

The following document is our organization's Language Access Plan. It is intended to provide a sustainable, long-term solution to ensure services are accessible and equitable for Deaf people, and that they are provided with the accommodations they require when utilizing our services. This Language Access Plan is intended as an informational and instructional document to inform staff's decision-making when tasked with providing language access for Deaf individuals.

This language access plan is designed to provide staff, volunteers, and anyone who interacts with our organization with an understanding of our commitment to language access for Deaf people, and will help meet our organization's mission by:



## Budgeting

**The budget includes financial resources to support language access services specifically for Deaf individuals, including:**

This is where you list this current fiscal year's budget for sign language interpreters, outreach to the Deaf Community, CART and captioning services, etc. Be specific as possible, so that anyone who reads this plan can understand how much money is allocated for Deaf language access. Note: Lack of financial resources in the budget is not an acceptable reason for not providing accommodations.

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## Services and Protocol

**The following language access services are available to Deaf individuals who seek services at our organization:**

This is where you list what you currently have in place: in-person sign language interpreters, an interpreting agency you contract with, Deaf interpreters, Video Remote Interpreting (VRI) and the name of that service provider, captioning and CART services for trainings and presentations, etc.

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**The protocol staff follow to determine when an individual needs a sign language interpreter are as follows:**

This is where you list out your specific process for assessing if an individual needs a sign language interpreter and/or a Deaf Interpreter. Do you have communication cards, a sign that says interpreters are available that a Deaf person can point to, etc.?

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**The following information is how our organization secures trauma-informed sign language interpreters and dictates who in this organization is responsible for making interpreting requests:**

This is where you provide the names, phone numbers, and email addresses of the individual interpreters you contract with, or the agency you have an agreement with that's responsible for providing you with interpreters. You can list a step-by-step process that staff (or designated individual) use to secure interpreters. Be specific as possible so anyone can follow these instructions. You also explain how much advanced notice an interpreter needs to be requested depending on the agency's policies.

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# Staff and Training

**The following staff members will receive language access training specifically regarding working with Deaf individuals:**

This is where you list each staff role: frontline staff, administrative staff, managers, supervisors, volunteers, etc.

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**The types of training staff members will receive consist of:**

For example, “staff will attend a 2-hour, in-person training and receive an email reminding them of our language access policies and procedures. The staff training will occur...”

This is where you describe how often you will train staff regarding language access for Deaf individuals. Remember to include as much detail as possible, such as specific resources and information like Activating Change’s webinar and tip sheets, information on how to request interpreters, how to budget for interpreters, secure captioning, how to get materials interpreted, etc..

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## Next Steps

\_\_\_\_\_ (insert staffs' names/roles) will be responsible for reviewing and updating this language access plan. The plan will be reviewed \_\_\_\_\_ (insert how often you will review the plan). During the language access plan review, the following will be assessed:

This is where you list out how your plan to assess your language access plan, and the following factors: current Deaf populations in your service area, the frequency of encounters your organization has with Deaf individuals, availability of resources, whether staff know and understand the language access plan and how to implement it, whether identified sources for assistance are still available and viable, budgeting information such as how much was spent on language access, if there was a surplus or deficit, and budget planning that will occur. You want to assess the quality of language access services you are providing. You can also list what local Deaf community resources are available.



**Following the assessment, we will address our findings in this manner:**

This is where you list out how your organization will adapt and change what isn't working and make improvements upon what is working. This can and should include budget information as well.

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**The following information details what type of outreach our organization will do within the Deaf community:**

This is where you list your plan for outreach, which can include posting accessible information on your website including videos that are captioned and interpreted, making social media posts with visible interpreters, setting up booths at various Deaf events letting people know your services are accessible to the Deaf community, etc.

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