



BUTLER COUNTY ENGINEER'S OFFICE  
LIMITED ENGLISH PROFICIENCY (LEP) CLIENTS POLICY

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**PURPOSE**

To establish a process for the provision of services to limited English proficient (LEP) persons.

**SCOPE**

This policy applies to all Butler County Engineer's Office employees, visitors, citizens, contractors, and subcontractors.

**POLICY**

All persons shall enjoy equal access to all of the Butler County Engineer's Office services. Such access will be provided through bilingual staffing. When that is not possible, the Butler County Engineer's Office shall provide a certified interpreter to a client who requests the service at no cost.

**PROCEDURES**

1. Employees will have access to "I Speak" cards.
2. Once language proficiency is determined, employees will have resources available to help the individual determine his/her need.
3. If the need is not urgent or life-threatening, employees will defer to their supervisors what steps need to be taken. The steps are, but not limited to, the following:
  - a.) For document translation, the supervisor will have the document translated as soon as possible without jeopardizing his/her duties.
  - b.) For oral language services, the supervisor will take appropriate actions to assist as soon as possible through a translation service, without jeopardizing his/her duties.

- c.) The supervisor has an obligation to the safety of his/her employees and Butler County citizens to assist all persons' needs. The supervisor should not leave his/her workplace unless it is an emergency.
4. If the need is urgent or life-threatening, employees will use any resource available to accommodate the individual to the best of their ability.
  5. Clients must be informed about and provided with free interpreter services as necessary to ensure equal access. Notification of this service should be included on all announcements for meetings to which clients, their parents, or the public is invited to participate.
  6. When interpreter services are requested, only certified interpreters or qualified interpreters shall be used.
  7. Contractors and subcontractors shall be made aware of and follow this policy.
  8. Each Butler County Engineer employee shall have a procedure in place to enforce this policy within sixty (60) days from the issue date of this policy. The procedure must include a method for notifying vendors and contractors.

## **DEFINITIONS**

**"Limited English Proficient (LEP)"** persons have difficulty communicating with an English-speaking employee, either understanding or being understood by that employee.

**"Certified Interpreter"** is a person who is an employee or contractor of the Butler County Engineer's Office who holds accreditation from a professional association or a federal or state-certified court interpreter program such as the National Center for State Courts.

**"Qualified Translator"** is a person who has versatile knowledge and can render a text from one language into another, thereby maintaining its tone and style, observing the cultural nuances, and remaining impartial to the content.