



Runyan Acres Fire Department

1809 Batesville Pike, Sherwood, AR 72120

(501) 835-8183

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Supplemental Policy

SUBJECT: Limited English Proficiency (LEP) Procedures & Resources

Purpose: This policy is intended to communicate to all personnel the process for ensuring compliance with Federal regulations surrounding discrimination.

LEP refers to individuals who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English and, therefore, are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit or encounter.

Title VI of the Civil Rights Act of 1964 (Title VI) states that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Executive Order (EO) 13166 - Improving Access to Services for Persons with LEP set forth the compliance standards that recipients must follow to ensure that the program and activities they normally provide in English are accessible to LEP persons and thus do not discriminate on the basis of national origin in violation of Title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations. Recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

Number of people 5 years and over speaking English less than "very well" by language in the RAVFD service area, 2019

Geography	Total	Spanish or Spanish Creole	Chinese (incl. Mandarin, Cantonese)	Vietnamese	Tagalog (incl. Filipino)	Other Asian and Pacific Island languages
Pulaski County, Arkansas	12,468	8,682	867	310	232	469

Policy:

Members of the Runyan Acres Volunteer Fire Department are prohibited from discriminating against persons based on national origin, including limited English proficiency. Any member of the department who encounters persons with Limited English Proficiency will make every attempt to utilize the available resources to communicate and assist said person(s).



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The department does not have the available means to provide interpretation services on its own, but may have access to county or state resources should the need arise.

The following procedures will be followed:

- 1) Attempt to identify the person's spoken language.
- 2) Attempt to contact a member of the department who speaks the language to assist.
- 3) Attempt to communicate through a smartphone translation application.
- 4) In emergency situations, request for additional resources through the 911 communications center.

For written communications, members should contact a Chief officer who will work to translate written communications from LEP persons or provide a translated copy of a written department form in the event it is needed for LEP persons.

Members should utilize the AR Spanish Interpreters and Translators (ASIT) for oral language assistance in the absence of other resources.

Department Procedures

The department will ensure that LEP persons are notified of the availability of free language services by posting them publicly on the department's bulletin board in the common meeting area and posting resources on the department's website.

- 1) The department will maintain a list of individuals who speak languages other than English proficiently.
- 2) The department will provide training to all members of the department on these procedures and how to identify LEP persons.
- 3) The department will ensure the "I Speak" card is readily accessible at the station.
- 4) The department will review and maintain this LEP plan/policy.

Other Resources:

Federal LEP Website: <http://www.lep.gov/>

"I Speak" Card: <http://www.lep.gov/ISpeakCards2004.pdf>

Reference RAVFD Supplemental Policy on Nondiscrimination for further information.

William Dalton Shannon
Fire Chief