

**City of Winter Haven
Limited English Proficiency Plan
Effective February 2, 2015
(Updated August 30, 2022)**

Introduction:

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, and its implementing regulations, provide that no person shall be subjected to discrimination on the basis of race, color or national origin.

Likewise, Executive Order 13166 entitled "Improving Access to Services for Persons with Limited English Proficiency," which was endorsed August 11, 2000, establishes that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination and federal agencies, as well as their benefactors, are obligated to take steps to ensure such discrimination does not occur.

As a recipient of federal funds the City of Winter Haven (City) is expected to and will take reasonable steps to ensure persons with Limited English Proficiency (LEP) skills have meaningful access and an equal opportunity to participate in City provided services, activities, and programs.

Policy Statement:

It is the City's policy that,

- No person shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity because of race, color, national origin, sex, age, disability, marital or religious status or any other status protected by law.
- Regardless of race, color, religion, sex, national origin, marital or religious status, or disability, all persons will be afforded equal opportunity to access and use City programs and services, as well as participate in City activities and events.
- LEP persons will be afforded meaningful communication, oral or written, regarding public provided services, programs and activities, so program, activity, as well as service access and participation, is not hindered and the potential for national origin discrimination is minimized or eliminated in its entirety. Moreover, where and when required, communication aids will be provided without cost to the LEP person(s) being served.

LEP Persons Who May Be Served:

The U.S. Census Bureau American Fact Finder 2019 American Community Survey 5-year estimates reveal that of 31,872 persons in the City (82.9%) speak only English, whereas 17.1% of the population (6,552 people) speak a language other than English and 6.1% (2,360 people) speak English less than "very well." The non-English languages spoken include:

- Spanish – 12.2% or 4,674 people
 - 38.4% or 1,797 speak English less than “very well”
- Other Indo-European Languages – 3.7% or 1,438 people
 - 34.9% or 502 people speak English less than “very well”
- Asian and Pacific Island Languages – 0.7% or 281 people
 - 9.6%, 27 people speak English less than “very well”
- Other Languages – 0.4% or 159 people
 - 21.4% or 34 people speak English less than “very well”

This data suggests 33.2% of the people residing in the City’s service area are LEP and could seek to encounter or participate in a City program, activity, or service.

Frequency of LEP Persons Contact:

Because of the diverseness of City programs, activities, and services, it is difficult to establish with certainty the frequency of LEP person contact; the frequency of contact could be never, sporadic, or daily. It is reasonable to glean from the area statistics, however, that the frequency of contact could be 33.2% of the time City programs, activities, and services are available to the public.

A polling of City departments confirms LEP person contacts in the majority of City areas of operation have been sporadic and dealt with via the use of bilingual or multilingual staff to interpret. There is no record of one or more LEP persons requesting more extensive interpretation services or translation services; however, it is understood there is always the potential this could occur, which is the purpose for establishing this LEP Plan.

Language Assistance:

Oral Communications

The City will endeavor to promptly identify language and communication needs of LEP persons. If necessary, language posters or identification cards, i.e. “I speak cards,” available online at www.lep.gov, will be used to determine the language (Refer to Exhibit 1).

Once the language is identified, assistance will then be provided LEP persons through use of competent bilingual or multilingual staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephonic interpretation services.

The City will maintain an accurate and current list of bilingual or multilingual staff, their name, language spoken, and hours of availability (Refer to Exhibit 2). If or when an interpreter is needed, an employee who speaks the relevant language and is qualified to interpret will be called upon to do so.

If a staff member is unable or unavailable to interpret, upon receiving notice to this effect from the staff member, the LEP Plan Maintainer will arrange for an external interpreter to render aid

either in person or via telephone. The LEP Plan Maintainer will maintain a list of external qualified interpretation service providers.

The City acknowledges that some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP will not be used as interpreters unless specifically requested by that individual and only after the City has offered the LEP person an interpreter at no charge.

To ensure confidentiality of information and the accuracy of communications, children or other customers will not be used to interpret.

Written Translations

When translation of vital City documents is needed, an approved copy of the document in final form is to be submitted to the LEP Plan Maintainer who will contact a qualified translation service and arrange for the document translation as soon as practical. There will be no charge to LEP persons for any City document translation that may be requested or required.

Additionally, over a period of time, the City will endeavor to provide vital City documents in one or more alternative languages, and ensure the translated documents are readily accessible in varied City facilities and posted on the City's website, if and where appropriate.

Documentation

City staff who encounter and aid LEP persons are instructed to document the experience using the form attached hereto and labeled Exhibit 3. On a quarterly basis, the completed form is to be remitted to the LEP Plan Maintainer for use in identifying customer needs and accommodations, as well as updating this LEP Plan when necessary.

Notice of Language Assistance:

The City will inform LEP persons of the availability of language assistance by posting a notice in intake areas and other points of entry to City facilities, and a link to Title VI of the Civil Rights Act of 1964, Executive Order 13166, and this LEP Plan will be included on the City's website, www.mywinterhaven.com.

Notification will also be provided through one or more of the following: outreach documents, telephone voice mail menus, local media outlets, and/or community-based organizations.

When an update of the City's website is undertaken, the City will consider adding a feature that would allow LEP persons to contact staff via email to indicate their native language and the type of assistance needed. Consideration will also be given to adding an online translation service to this site.

Staff Training:

A copy of this LEP Plan will be presented to all City employees. Thereafter, those who have direct contact with LEP individuals will be trained in

- Understanding Title VI of the Civil Rights Act of 1964
- Application of the City's LEP Policy Statement and Plan

- Language assistance expectations and use of "I Speak Cards"
- Documentation and reporting of language assistance requests
- Handling a potential Title VI or LEP complaint

Updating the LEP Plan:

The City will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, means of delivery of language assistance, feedback from others and complaints filed by LEP persons. When changes in demographics, services or other needs are evident, the LEP Plan will be updated.

At a minimum, the LEP Plan will be reviewed and updated when new U.S. Census data is available, or when it is clear that a higher concentration of LEP individuals are present in the City service area. Updates to the Plan may include the number of documented LEP encounters per year; service area current LEP population and demographics; language assistance changes, and the number of complaints received and resolved.

LEP Plan Maintainer:

For questions or comments regarding this LEP Plan; requests for language assistance, or to file a complaint alleging an LEP need has not be met, contact:

Shawn Dykes, HR Director
 EEO/Non-Discrimination Officer
 500 Third Street NW, Winter Haven, FL 33881
 P.O. Box 2277, Winter Haven, FL 33883-2277
 sdykes@mwwinterhaven.com
 (863) 291-5651 (Office)
 (863) 291-5617 (Fax)
 Hearing Impaired: 711 Relay or 1-800-955-8770

LEP Plan Preparer:



 Shawn Dykes, HR Director

Aug 30, 2022

 Date

LEP Plan Approved By:



 Mike Herr, City Manager

8/31/2022

 Date

Exhibit 1

Sample "I Speak" Cards

One World



Many Voices

"I speak Spanish.

I cannot communicate well in English. Please provide me with a qualified interpreter."

By law, the institutions that receive federal funds (i.e. Medicaid, Medicare, Food Stamps) must provide the services of a qualified interpreter to patients/clients who are not fluent in English. This law is meant to provide all people with equal access to public services (i.e. at hospitals and doctors' offices, schools, and government entities). The interpreter's services must be provided at no cost to the patient/client. We recommend that you note this person's spoken language in his/her file.

To learn more about language assistance, or the law, please call:

Culture Connect, Inc.  culture connect
(404) 627-4793

Office of Civil Rights (OCR)
(404) 562-7886

One World



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Un Mundo



Muchas Voces

"Yo hablo español.

No puedo comunicarme bien en inglés. Por favor, proporcióneme los servicios de un intérprete capacitado."

Por ley, las instituciones que reciben fondos federales (por ejemplo: Medicaid o Medicare), tienen que ofrecer los servicios de un intérprete capacitado para los pacientes que no pueden comunicarse bien en Inglés. Esta ley es para ayudar a que todas las personas tengan igual acceso a los servicios de salud (i.e. a hospitales, consultorios médicos, escuelas y entidades gubernamentales). Los servicios del intérprete se prestan sin costo al paciente. Le recomendamos que anote el idioma que habla este paciente en su expediente.

Para más información sobre esta ley, así como la asistencia disponible para los pacientes que necesitan intérpretes, llame al:

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“Se kreyòl ayisyen m’pale.

M’pa ka pale anglè byen.
Silvoupilè banm yon ben entèpwèt.”

Dapre la lwa, tout enstitisyon, (tankoy Medikèd, Medikè, Foudestep) ki resevwa fon ou byen layan nan men gouvènman federal oblije bay bon entèpwèt a tout pasyan ak kliyan ki pa pale anglè byen. Rezon-k fè yo etabli law sa-a se pou yo pa fè akenn diskriminasyon nan sèvis piblik yo (tankou nan lopital ak klinik, lekòl ak tout biro gouvènman yo). Epi sèvis entèpwèt la dwe gratis. Pasyan-an, oubyen kliyan-an pa gen yon peni pou-l peye. Nou ekzije yo pwan nòt lang moun nan pale-a non dosye-l.

*Si yon mounvle konnen plis sou afè antè--
pwèt la osinon lwa sa-a li ka rele:*

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(404) 627-4793



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(404) 562-7886



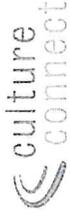
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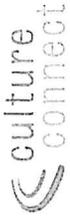
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City of Winter Haven Multi-lingual Staff List (August 2022)

Department	EE Name	Language(s) Spoken	Information	Hours of Availability
Administration				
City Clerk's Office	Vanessa Castillo	Spanish	291-5600, ext. 224	M-F, 8 a.m. to 5 p.m.
Executive Services				
Human Resources	Arelis Mora	Spanish	291-5650	M-F, 8 a.m. to 5 p.m.
Growth Management				
Engineering	Amin Hanhan Willie Nabong	Arabic Cebuano; Pilipino; Tagalog	291-5855 291-5855	M-F, 8 a.m. to 5 p.m. M-F, 8 a.m. to 5 p.m.
Parks, Rec, & Culture				
Nora Mayo Hall	Chadasha Pamee	Thai	291-5656	Hours Vary
Parks & Grounds	Carlos De Jesus	Spanish	291-5745	M-F, 7 a.m. to 3:30 p.m.
WHRCC	Neremie Phillis	Creole; French	291-5656	M-F, 8 a.m. to 5 p.m.
Police				
	Artemio Avalos Fernando Ayala	Spanish Spanish	291-5858 291-5858	M-F, 8 a.m. to 5 p.m. M-F, 8 a.m. to 4 p.m.
	Jill Dentel	American Sign Language	291-5858	M-F, 8 a.m. to 5 p.m. At PSC Police Academy
	Emily Lozado	Spanish	291-5858	M-F, 8 a.m. to 5 p.m.
	Awilda Maldonado	Spanish	291-5858	M-F, 8 a.m. to 5 p.m.
	Anagloria Quintanta	Spanish	291-5724	M-F, 7 a.m. to 4 p.m.
Public Works				
Streets & Drainage	Jose Vega	Spanish	291-5852	M-F, 7 a.m. to 3:30 p.m.
Utility Services				
Administration	Pedro Cintrón-Berrios Armando Ortiz	Spanish Spanish	291-6172, ext. 3194 291-5853, ext. 3131	M-F, 7 a.m. to 3:30 p.m. M-F, 7 a.m. to 4 p.m.
Customer Service	Maribel Crespo Karen Francois	Spanish Creole	291-5678, ext. 3326 291-5688, ext. 3316	M-F, 8:30 a.m. to 5:30 p.m. M-F, 8:30 a.m. to 5:30 p.m.

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Department	EE Name	Language(s) Spoken	Information	Hours of Availability
	Doraida Perez	Spanish	291-5678, ext 3325	M-F, 8:30 a.m. to 5:30 p.m.
	Yenitza Soto-Velez	Spanish	291-5688, ext. 3335	M-F, 7:30 a.m. to 4:30 p.m.
Field Services	Jose Marin	Spanish	291-5853	M-F, 8 a.m. to 5 p.m.
Utility Maintenance	Pedro Lizalde	Spanish	287-1775	M-F, 7 a.m. to 3:30 p.m.
	Freidrich "Freddy" Francois	Creole	662-0053	M-F, 7 a.m. to 3:30 p.m.
WWTP#2	Miguel Thilus	Creole; French	201-5766	Rotating Shifts
WWTP#3	Jean Charles	Creole; French	291-5763	Rotating Shifts

