



The Town's Language Access Plan makes Town programs and services accessible for residents who speak languages other than English.



Language access is achieved when residents can communicate with the Town in the language they prefer.

Why language access?



Our community wants it

Responds to the highest priority issue of our immigrant and refugee residents



Aligns with Town values & federal requirements

Meets federal requirements and advances the Town's mission to create a place where everyone is welcomed



Reduce barriers & improve communication

Residents will be able to communicate with the Town in their preferred language, reducing barriers to access and participation

Chapel Hill Facts

6%

of residents have limited ability to speak, understand, read, or write in English



1 in 5

residents speak a language other than English at home

16%

residents are born outside of the US

Source: 2019 ACS 5-Year Estimates

Key Definitions



Translation:

Converts written text from one language to another



Interpretation:

Converts oral messages from one language to another

There are two types:

Consecutive interpretation:

Speaker pauses after each sentence for interpreter to communicate statement.

Simultaneous interpretation:

Speaker does not pause. Interpreter uses equipment to share messages.





What is the Town doing?

Chapel Hill Town Council unanimously approved a Town-wide Language Access Plan on November 13, 2019. Since 2020, the Town has been implementing the following:



Providing free interpretation and translation for Town services and programs



Translating emergency communications and vital documents in the Town's primary languages

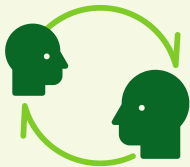


Educating staff on how to best serve residents who speak languages others than English

Chapel Hill's Primary Languages

- English
- Burmese
- Mandarin Chinese
- Karen
- Spanish

Resources Available to Staff



Language Assistance Services

- Coordination of Interpretation/Translation
- Interpretation Equipment
- Language Line



Communication Tools

- Language Assistance Services Notice
- Language Identification Guide
- 'I Speak' Pins



Additional Support

- Plain Language Team
- Staff Training

