



CITY OF MADISON
CIVIL RIGHTS



What is the Language Access Program?

It is a collection of resources for supporting community members who prefer a language other than English and individuals with disabilities. This includes interpretation apps, document translation, in-person interpreters, plain language consultation and more! It's important for you to know and use these tools to improve inclusion and accessibility for all. This Department of Civil Rights Language Access newsletter will highlight, review, and share available language access tools and other supports.

This edition includes information about:

1. NEW Ways to Serve d/Deaf and Hard of Hearing Community Members
2. NEW Bilingual Community Connector page
3. Requesting Language Access Services
4. Plain Language Training
5. Consecutive and Simultaneous Interpretation
6. Helpful Links

1. NEW Tools to Serve d/Deaf and Hard of Hearing Community Members

New "Interpreters" icon on your desktop

This video remote interpretation allows you to access American Sign Language (ASL) interpretation when an interpreter cannot be scheduled in advance. For all other on-demand spoken interpretation please continue to use the LanguageLine phone number.

Example of when to use this: When a community member comes into the office to pay a bill, request a service, or ask a question and needs ASL interpretation. With a few clicks you can connect to an interpreter immediately to provide service to the d/Deaf or hard of hearing individual.

Check out this [demo video](#) and [activation guide](#). The first time you use the app, it will require an authentication code and device name which are in the activation guide. **You can practice using the app today so that you are ready when you need to use it.**

If you work remotely you will need to manually install the desktop shortcut*:

1. Connect to VPN
2. Close out of your browser windows (Microsoft Edge) if you have them open
3. Go here: [\\sccm\packages\Language Line Solutions Instructions](#)
4. Double-click the "LanguageLine.vbs" script
5. The shortcut will appear on your desktop

*NOTE: The shortcut should appear without a prompt to install it. Check your desktop after running the script to verify that it is there. **If you do not see the shortcut on your desktop or need help installing the shortcut, please [submit a help desk ticket here](#).**

[Auto Captions available in all Zoom Meetings](#)

This is huge folks! This feature makes virtual spaces accessible to the d/Deaf and hard of hearing community and anyone who prefers captions.

2. Check out the new [Bilingual Community Connector page](#)

[How do Connectors work with City Staff?](#)

They work with you to design community engagement that involves diverse language communities.

Email:

communityconnector@cityofmadison.com

Photo: Bilingual Community Connectors Ze Yang, Enoch Melgarejo, and Holly Chen (left to right).

3. Requesting Language Access Services

[Save this language access request page](#) for future translation and interpretation requests! It has instructions on how to submit requests. We complete most translation projects within 12 business days. Let us know if your project is urgent so we can help meet your deadline.

Our team also provides consultation on [plain language and community engagement planning](#).

4. Plain Language Training

- [Plain Language and Effective Communication](#)

Tuesday, January 23rd from 10:30-12pm

[This session is ideal for anyone who interacts with the public in one-on-one conversations, text, meetings, or events. Learn how to increase understanding and](#)

engagement as well as how to disrupt power dynamics in language. Presented by Rebecca Hoyt, Disability Rights and Services Specialist.

5. Consecutive and Simultaneous Interpretation

You can request different kinds of interpretation – **Consecutive** and **Simultaneous**. The type of interpretation you use depends on how you are communicating.

Consecutive interpretation means the interpreter relays language a few sentences at a time. This is best for conversations where speakers are interacting with each other and there are natural pauses in dialog.

Simultaneous interpretation is best for presentations or when there is only one speaker. Simultaneous interpretation happens in real time and is accessed on a different audio channel in zoom or on a headset in person.

All sign language interpretation is simultaneous. Knowing what type of interpretation you will need will help you plan for language access at your meeting or event. Learn more about interpretation in [zoom meetings here](#).

6. Helpful Links

- A. [EmployeeNet Language Access Program](#)
 - B. [Language Access Program Manual](#)
 - C. [Request Language Access Services](#)
 - D. [Quick Reference Guide for LanguageLine phone interpretation](#)
 - E. [2 Digit Agency Code you will need when using LanguageLine phone interpretation](#)
 - F. [Activation guide for Video Remote Interpretation App](#)
 - G. [Demo video for LanguageLine's Video Remote Interpretation App](#)
 - H. [Training Video for LanguageLine spoken and sign language interpretation](#)
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7. Bonus if you made it this far...

Consider suggesting a topic for our next newsletter by emailing lap@cityofmadison.com. If you have a question, it's likely you are not the only one who wants to know. We're eager to include your topic in another edition of the LAP Newsletter!

Equity and Social Justice Division
Language Access Program

[Request Language Access Services](#)

Phone: (608) 266-4910

lap@cityofmadison.com

City-County Building

210 Martin Luther King Jr. Blvd., Room 523

Madison, WI 53703

