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|  | Office of Emergency Management POLICY | Policy Number: DIR-202 |
| | Approved By: Andrew J. Phelps, Director | Effective Date: 08/26/2021 |
| Version: 001 | Language Access and Alternate Formats Policy | |

I. PURPOSE:

A. The Office of Emergency Management (OEM) is committed to providing services for non-English speaking persons, limited English proficient (LEP) persons, blind, deaf, deaf-blind and hard of hearing persons.

1. OEM will facilitate communication with the following services:

- a. Interpreting services
- b. Translation of documents
- c. Alternate formats of communication such as large print, Braille, Communication Access Real Time Translation (CART), infographics and any other assistance required to assist people who are deaf, deaf-blind, hard of hearing, or visually impaired.

II. SCOPE:

A. This policy and its associated procedures and guidelines provide specific steps and definitions for staff and agency programs to include in their respective plans that fully implement OEM language access and alternate formats initiatives.

1. All agency employees have a responsibility to comply with state and agency policies, administrative rule and state and federal law. The agency takes this responsibility seriously and failure to fulfill this responsibility is not treated lightly.

III. AUTHORITIES/REFERENCES:

A. This policy applies to all OEM employees, contractors, volunteers and interns.

- 1. [Title VI of the Civil Rights Act](#)
- 2. [Title II of the Americans with Disabilities Act of 1990](#)
- 3. [The Stafford Act](#)
- 4. [Section 504 of the Rehabilitation Act of 1973](#)
- 5. [ORS 659A.103 Prohibiting Discrimination Against Individuals with Disabilities](#)

6. [ORS 411.970](#) When Bilingual Services Required

IV. ASSOCIATED STANDARD OPERATING GUIDELINES:

A. [LEP Policy Guidance for HHS Recipients](#)

V. POLICY BODY:

- A. The Office of Emergency Management (OEM) shall identify actions to remove language and communication barriers to accessing services the agency provides.
- B. Each OEM program shall include in their delivery of services where appropriate, access to:
 - 1. Translations
 - 2. Oral and sign language interpreters
 - 3. Other alternate methods of communication for non-English speaking persons, limited English proficiency persons, the blind, deaf, deaf-blind and hard of hearing persons in our communities.

VI. REVISION HISTORY:

Initial release: 8/26/2021

VII. ATTACHMENTS:

- A. OEM, Language Access, and Alternate Formats Policy Implementation Plan.



Andrew J. Phelps
Director