



LANGUAGE SERVICES NETWORK

Language Access Plan & Protocol

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Office hours – Monday, Tuesday and Thursday

8: 30 a.m. to 3:00 p.m.

Find us on Facebook

Our Mission Statement:

“The Language Services Network is a network of nonprofit language service providers devoted to the enhancement of interpreting and translation services in the Fort Wayne area. Our mission is to help our members coordinate resources and collaborate to strengthen their services. We share information with the community and promote the development of standards and the recognition of interpreters and translators as professionals”.

Vision

The limited English proficient (LEP) populations in Fort Wayne will have meaningful access to high quality interpretation and translation services.

What is “meaningful access”? Meaningful access means that a person: Is
given adequate information; Can understand the service
available; Can receive the service
communicate the relevant circumstance of his or her situation.

Medical/ Legal/ Community interpretation will be means to achieving that end, and will be universally available to and utilized by all individuals in need of those services.

Raising cultural awareness and recognition of the importance of medical, legal, and community interpretation to the delivery of high quality care and services is a priority for the Language Services Network. As health care providers, social services agencies, advocacy organizations, and members of the Fort Wayne community, we recognize the critical nature of providing interpretation and translation services and are committed to supporting organizations in their efforts to improve their capacity to serve LEP populations.

Language Access Plan & Protocol

Any organization that interacts with limited English proficient (LEP) clients and populations should have a Language Access Plan & Protocol, especially if it receives federal funding (directly or indirectly). The purpose of a Language Access Plan & Protocol is to identify your organization's general plan for how it provides equal access to limited English proficient individuals and set in place procedures and protocol for staff to follow in order to implement the plan.

The language access plan will serve as a road map for the city/region as we work to make the healthcare, courts, social services and schools delivery system more culturally effective – increasing access to and the quality of services for LEP individuals.

The plan is a “living” document as we expect it to be modified as implementation of the recommendations begins and as national, regional, and state specific research and best practices emerge. The major purpose of this document is to identify and describe the components of an optimal interpreter services program for hospitals, schools, courts, etc.

There are a few key characteristics common to successful programs:

The program is structured rather than ad hoc, with comprehensive written policies and procedures;

The program includes regular, systematic assessment of the language needs of people in the service area;

The program uses the community needs assessment and an

assessment of its own resources in determining what types of oral language assistance to include in its delivery system;

The program establishes specific training and competency protocols for both interpreters and providers; and

The program has a monitoring and evaluation system in place.

Recommendations

The implementation of a Language Access Plan & Protocol is most likely to succeed where there is an organization-wide commitment to develop and staff competent interpreter services. Central to operationalizing this commitment is the development of comprehensive, written policies on language access, which can guide a coordinator of interpreter services in fulfilling her/his responsibilities.

For more information or consultation, please contact us.

Language Services Network

Our Services

Written Translation Services – Trained translators

Our highly trained and experienced translators will provide you with the accurate and superior translations you need.

Translation fees are based on a number of factors (length, complexity, source and target language, format, rush job, and other variables). Our aim is to always provide the best service at the best price.

We guarantee professional translations and all translations come with a free Statement of Accuracy. LSN offers a full range of in-house translation, proofreading, and editing services, cultural relevance consultations, as well as typesetting and layout of documents in the following languages: Arabic, Spanish, French, German, Chinese, Portuguese, Polish, Burmese, Thai, Japanese, and Vietnamese.

Interpretation Services - Trained medical interpreters

LSN works with a team of trained medical interpreters that truly know how to convey the meaning of the source language using specialized terminology, colloquialisms and idioms. We guarantee in-depth understanding, confidentiality, and reliability in the following languages: Arabic, Spanish, and Burmese.

Rate

\$35.00 per hour (discount rate for non-profit organizations)

Continuing Education Series for Interpreters and Translators

Continuing Education Series is a program collaboration of the St. Joseph Community Health Foundation and the Language Services Network. Our goal is to train, connect, and support emerging and experienced interpreters and translators in our local community through ongoing educational opportunities.

TRAIN

All Interpreters and Translators
Lectures
Webinars
Workshops

CONNECT

Database Directory
Get Connected

SUPPORT

Monthly meetings
Resources