



## Bedford County Limited English Proficiency Procedure

Bedford County does not discriminate against anyone with Limited English Proficiency (LEP), who participates in our programs and/or services. We have taken steps to ensure that all individuals will be able to communicate, either through written or oral language services, with all members of our staff. These steps are as follows:

1. Employees will have access to "I Speak" cards.
2. Once language proficiency is determined, employees will have the Title VI Coordinator's contact information available to assist the individual in determining his/her need.
3. If the need is not urgent or life threatening, employees will defer to their supervisors what steps need to be taken. The steps are, but not limited to, the following:
  - a) If the need is for a document to be translated, the supervisor will have the document translated as soon as possible, without jeopardizing his/her duties as a supervisor.
  - b) If the need is for oral language interpretive services, the supervisor will take appropriate actions to provide the assistance as soon as possible through the World-Lingo, without jeopardizing his/her duties as a supervisor.
  - c) The supervisor has the obligation to the safety of his/her employees as well as to the people of Rutherford County to assist the needs of all persons. This includes not leaving his/her work place unless it is an emergency.

**Any person who thinks there has been discrimination against him/her because of LEP should contact Anna Frazier, Title VI Coordinator at 931-684-7944.**