

City of Torrington Language Assistance Plan

Language Assistance Plan for non -speaking English and hearing impaired populations

The Spanish population of Torrington exceeds the safe harbor threshold.

Si necesita información en otro idioma, llame al 860-489-2210.

If information is needed in another language, contact 860-489-2210.

Assisted Transportation Program provides medical rides to our elderly population and some under 60 clients. We service Torrington, Harwinton, parts of Litchfield. We currently have a grant which allows us to provide medical rides out of town.

Many of these clients would not be able to get to their doctor's appointments without our transportation as many family members are working or live out of town.

We have not encountered any clients who have needed assistance to book their appointments. In the past we have had one client ask for assistance during a board meeting. The client was provided with assistance during the board meeting. If assistance is needed we would follow the protocol below:

We have two methods for our plan for nonspeaking population or for someone who is hearing impaired.

Our first method is to contact the agencies listed below:

- Language Link of Newington Ct. They are approved vendor for the State of Ct Agencies.
- Interpreters and translators Inc. of Glastonbury CT. This agency provides sign language as well.
- Connecticut Institute for Refugees and Immigrants in Bridgeport CT.

Our second method is to use google translations:

The app allows you to select the language and ask for a translation. It immediately repeats the question in the language you requested.

Staff is trained on LEP procedures:

- During the hiring process
- When new procedures are implemented
- Reviewed annually
- Updated every three years

The LEP individuals are notified of the availability of language assistance by the Title VI notice to the Public and on our Website.