

**Tennessee Civil War Preservation Association**  
**Limited English Proficiency**

The Tennessee Civil War Preservation Association (hereinafter "TCWPA") will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in TDEC services, programs and activities. The policy of TCWPA is to ensure meaningful communication with LEP persons and their authorized representatives. All interpreters, translators and other aids needed to comply with this policy shall be supplied at no cost to the person being served.

Language assistance will be provided through use of formal arrangements with an organization providing interpretation and translation services and telephonic interpretation services. All staff will be provided notice of this policy and procedure, and staff that may have direct contact with LEP individuals will be trained in effective communication techniques, including the effective use of an interpreter.

TCWPA will conduct a regular review of the language access needs of our service population, as well as update and monitor the implementation of this policy and these procedures, as necessary.

## PROCEDURES 1. IDENTIFYING LEP PERSONS AND THEIR LANGUAGE

TDEC will promptly identify the language and communication needs of the LEP person. If necessary, staff will use a language identification card (or “I speak” card) or poster to determine the language. In addition, when records are kept of past interactions with individuals or their family members, the language used to communicate with the LEP person will be included as part of the record.

## 2. OBTAINING A QUALIFIED INTERPRETER

James Adkins (SWM) 615-532-0880 Andy Binford (REM) 615-532-0911 Pat Brooks (ISD) 615-532-0261 Loretta J. Buchanan (SWM) 615-532-0804  
Ella Buntin (RES) 615-532-0752 Reba Butler (SWM) 615-532-0219  
Kelley Clemons (COMM) 615-532-0111 Brenda Sue Collins (SWM) 615-741-9251 Sheila Colston (Col. EFO) 931-840-4142 Daisy Crary (SWM) 615-532-0346 Sharon Escue (Nash. EFO) 615-687-7088 Carol Farragher (HR) 615-532-0200 Debbie Fisher (JEFO) 731-512-1340 Steve Goins (REM) 615-532-8599 Dana Harris (SWM) 615-532-2756 Judy Jarrett (JCEFO) 423-854-5404  
Andra Kelley (Chat. EFO) 423-634-5731 Rhonda Key (UST) 615-532-0972  
Melissa Carrier (FTC) 615-898-6501 Cynthia Mabe-Johnson (KEFO) 865-594-5450 Jabari Martin (APC) 615-532-0582 Cheryl Montoya (GWP) 615-532-0762  
Craig Morgan (SWM) 615-532-0866 Donovin Mulvaney (TOX. SUB.) 615-532-0819  
Julius Nwaokolo (TOX. SUB.) 615-532-0871 John Owsley (DOEO) 865-481-0995 Lauranda Redmond (MEFO) 901-371-3002 Michelle Pruett (UST) 615-532-0973 Mary B. Crawford (F. SVCS) 615-532-0328 Sandy Rittenhouse (DWR) 615-532-0191 Kristy A. Satterfield (FR) 615-532-0851  
Carolyn Sekoral (RAD. HEALTH) 615-532-0417 Craig Sergeant (OGC) 615-532-0146 Winston Shurtleff (DIA) 615-741-8007 Kathy Glapa (OSP) 615-253-8780 Irene Tidwell (SWM) 615-532-0780 Carol Thompson (RES) 615-532-0208 Jan Tollett (Cook. EFO) 931-432-4015  
Linda T. Wynn (THC) 615-532-1550 Ron Zurawski (GEOL) 615-532-1502

are responsible for:

- (a) Obtaining an outside interpreter to provide language assistance in the language for which assistance is needed, and
- (b) Maintaining a written log to include:
  - 1.) language assistance services used
  - 2.) date of usage, and
  - 3.) language encountered as a result of on-site or telephonic encounter with LEP person.

**AVAZA Language Services Corp.** has agreed to provide qualified interpreter services. The agency's telephone numbers are **615-534-3400** and **1-800-482-8292** and interpreter services are available twenty-four hours a day, seven days a week.

Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual and **after** the LEP person has understood that an offer of an interpreter at no charge to the person has been made by the TDEC employee. Such an offer and the response will be documented by TDEC staff. If the LEP person opts to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided to the LEP person.

Children under the age of 18 will **not** be used to interpret, in order to ensure confidentiality of information and accurate communication.

### **3. PROVIDING WRITTEN TRANSLATIONS**

(a) When translation of vital documents is needed, each division or unit in TDEC will submit documents for translation into frequently-encountered languages to identify the appropriate TDEC division/program LEP contact. Original documents being submitted for translation must be in final approved form.

(b) TDEC will maintain an inventory of translated documents for future program use and translate relevant documents into additional languages as the need arises.

### **4. MONITORING LANGUAGE NEEDS AND IMPLEMENTATION**

On an ongoing basis, TDEC will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, TDEC will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services.