

Limited English Proficiency – LEP Procedures

In compliance with Title VI of the Civil Rights Act of 1964, City of Rocky Top has established the following Language Access Plan (LAP) to ensure that individuals with LEP may access the resources and services provided by City of Rocky Top.

LEP individuals are those for whom English is not their primary language and who have a limited ability to speak, read, write, or understand English. This limitation affects their ability to effectively interact with City services and programs. Any person who self-identifies as an LEP individual will be given access to the language assistance protocols outlined in this plan.

The City of Rocky Top will take reasonable steps to ensure that LEP individuals have meaningful access to and an equal opportunity to participate in services, activities, programs, and other benefits. This includes communication with LEP individuals and their authorized representatives.

All interpretation and translation services required under this policy will be provided at no cost to the individual.

Language Assistance Measures

- **Language Identification Tools:**
Employees will have access to "I Speak" language identification flashcards to help determine an individual's primary language.
- **Assessment of Needs:**
Once language proficiency is identified, staff will have access to resources to assess the individual's needs and provide the appropriate support.
- **Language Services:**
Language assistance may be provided through:
 - Formal agreements with telephonic interpretation services
 - Document translation services
 - Technology-assisted interpretation tools

At all times, staff are expected to maintain a courteous and welcoming attitude to ensure that LEP individuals feel comfortable and supported.

Any person who believes they have been subjected to discrimination based on their LEP status should contact the City's Title VI Coordinator:

Rocky Top City Hall
Title VI Coordinator
Phone: (865) 426-2838