

## 11-13-2019 Town Council Meeting Responses to Council Questions

### **ITEM #10: Consider Approving the Language Access Plan**

**Council Question:**

What would be the plan for making these language assistance services widely known to the public and especially, to affected communities?

**Staff Response:**

*Town staff will work closely with immigrant and refugee residents, community partners who serve immigrants and refugees, members of the Building Integrated Communities (BIC) Implementation team, and Town departments to develop multilingual messaging/notices about language assistance services. These multilingual messages will be shared broadly in the community with a priority to focus on communication channels that serve and reach the most impacted communities. To review the variety of ways notices will be provided, refer to page 113 in the meeting packet.*

**Council Question:**

What would employee training entail in the LAP?

**Staff Response:**

*The Town-wide staff training would include, but not be limited to, providing an overview of the Language Access Plan (what it is, why it is important, etc.) and skill building on how to identify a need for language assistance services and obtain the appropriate services. Additional details on the staff training can be found on page 117 of the meeting packet.*