



## Language Assistance Program for Tucoemas

*Compliance Review: June 2024*

*Management Review: June 2024*

**Objective:** To provide adequate language assistance services to our members with limited English proficiency, ensuring they have equal access to our financial services and information.

### **Program Components:**

1. Language Assistance Program
  - a. Elizabeth Legaspi, Assistant Vice President of HR, will oversee and implement the Language Assistance Program at Tucoemas.
2. Identification of Language needs
  - a. People and Culture, in collaboration with Operations leadership, will explore and determine the language needs within the credit union's service area.
3. Bilingual resources
  - a. Tucoemas will maintain a database of translated materials, such as forms, brochures, and key documents if it is determined that there is a need. These forms will be kept on the G:\Department Manuals\Policies and Procedures\Language Assistance Plan
4. Interpretation Services
  - a. Ensure that each team and branch have a minimum of one team member who is fluent in Spanish, the predominant second language in Tulare County.
  - b. Establish relationships with professional interpreters or interpretation services for in-person and telephone assistance.
  - c. Ensure interpreters are available during regular business hours.
5. Translation Services
  - a. Tucoemas has translated membership, account and loan documents in Spanish.
  - b. If additional language translations are needed, we will prioritize translating essential materials such as membership, account and loan documents.
6. Training
  - a. Tucoemas will train staff on cultural sensitivity, effective communication with members with limited English proficiency, and the proper use of interpretation and translation services.
7. Communication and Outreach
  - a. We promote the availability of language assistance services to members through the credit union's website, newsletters, and in the branches.
8. Member feedback and evaluation
  - a. Regularly evaluate the program and make improvements as needed.
9. Compliance
  - a. Ensure the language assistance program complies with all applicable federal and state laws, including Title VI of the Civil Rights Act and all relevant regulations.
10. Record Keeping
  - a. We will maintain a record of complaints or feedback related to language assistance.