

SomerViva Office of
Immigrant Affairs

LANGUAGE ACCESS SERVICES

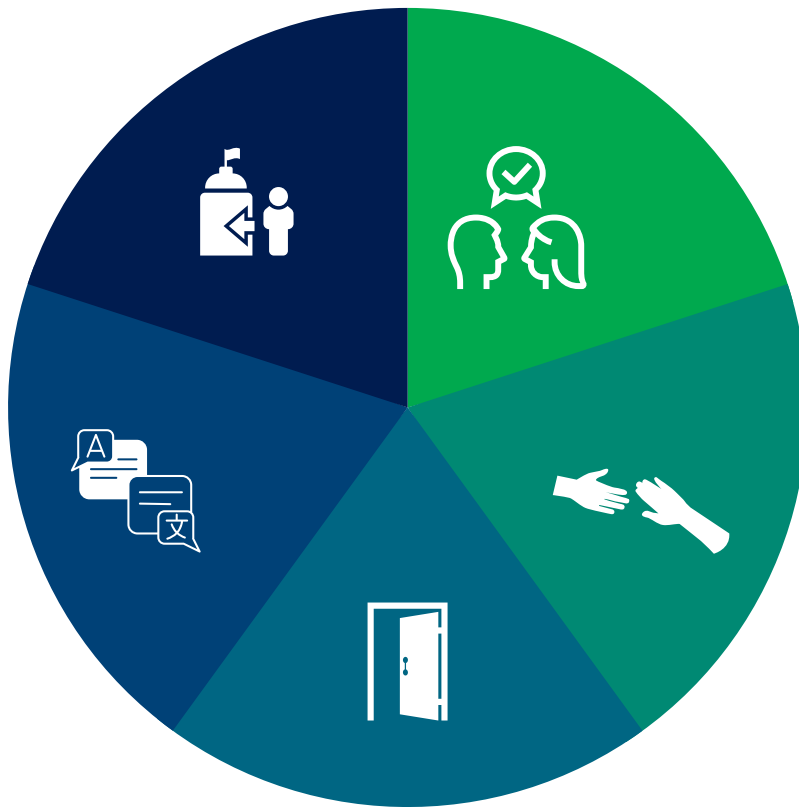


SOMER **VIVA**

OFFICE OF
IMMIGRANT
AFFAIRS

WE SPEAK YOUR LANGUAGE
HABLAMOS SU IDIOMA
FALAMOS A SUA LÍNGUA
NOU PALE LANG OU
हामी तपाईंको भाषा बोल्दछौ ।
我们会说您的语言

Elements of Language Justice



All elements are essential to ensuring language access.



Civic Engagement

Consistent engagement to increase knowledge of local government & civic involvement (long-range).



Plain Language

Accessible communication your audience understands the first time they read or hear it.



Outreach

Multilingual sharing of information and inviting residents to events and opportunities (mid to short range).



Welcoming Environment

Build in processes and methods for contact, communication, registration, and participation that fully include a multilingual public.



Translation & Interpretation

Translation and interpretation of written and oral communication, setting up systems for language access.

Goal

The goal of this process is to ensure that language access services are

Accessible

Equitable

Effective

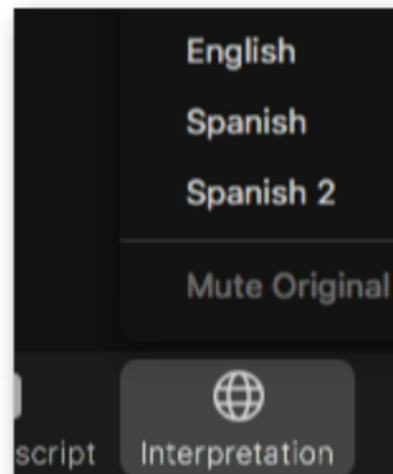
Do No Harm

so that language is not a barrier to participation in local government or access to information, resources, and opportunities.

Terms

Interpretation

The conversion of **oral language** into a target language.



Translation

The conversion of **written text** into a target language.



Select your language. Press "Done" in the top right corner.

Seleccione su lenguaje. Presione "Done" arriba en la esquina derecha de su pantalla.

Selecione o seu idioma. Aperte "Done" no canto superior direito.

Seleksyone lang ou. Pese "Done" anle adwat nan kwen an.

आपनो भाषा चयन गर्नुहोस्। शीर्ष दायाँ कुनामा "Done" थिच्नुहोस्।

选择您需要的语言。点击右上角的「Done」。

選擇您需要的語言。點擊右上角的「Done」。

How to Request Language Access Services

Contact Information

Please enter your contact information so the SOIA liaisons can follow up with your request.

Name *
First Name Last Name

Email *
example@example.com

Phone Number
Area Code -
Phone Number

Work Phone Extension

Your Department *

Request Type

Enter information about the document or event that needs translation or interpretation services. If you have more than one request, you must submit a separate form for each request.

What language(s) do you need support with? *

<input checked="" type="checkbox"/> Spanish	<input type="checkbox"/> Portuguese
<input type="checkbox"/> Haitian Creole	<input type="checkbox"/> Nepali
<input type="checkbox"/> Mandarin (Oral)	<input type="checkbox"/> Cantonese (Oral)
<input type="checkbox"/> Traditional Chinese (Written)	<input type="checkbox"/> Simplified Chinese (Written)
<input type="checkbox"/> Other <input type="text"/>	

What type of service is being requested? *

- ☒ Short Translation (1 page or shorter, social media post, flyer)
- ☐ Long Translation (longer than one page)
- ☐ Translation Review (SOIA reviews a document that has already been translated)
- ☐ Language Interpretation for an event (e.g. town hall, public meeting, tabling, other events)
- ☐ Language Interpretation for direct resident support (e.g. social service support, city services)
- ☐ Video Subtitles

Brief Project Title *
e.x. "Dept. Registration Form," "Town Hall Promo"

Language Access Request Form

1. Complete Contact Information

For "Your Department", select "City Council".

2. Select Language and Request Type

3. Provide Project Title

Translation Requests

Translation Request

We are requesting that all translation files are submitted through this form to centralize documents. Please use **one** of the options below for sharing your translated materials.

TIP: Copy the text into a copy of the [translation request template](#). Upload the template and original document (preferred). (Note: If you are translating a flyer, submit the request in this manner.)

- **Option 1.** Upload a file. Plain text, **editable** documents are required (such as Word docs, Google Docs, OneDrive Docs). Please do not send PDFs or other uneditable formats.
- **Option 2.** Link to a webpage, video, audio, or document to be translated.

Deadline for final document: *

mm-dd-yyyy
Date

! This field is required.

Option 1. Upload a file.

Browse Files

Acceptable file formats include Word (.doc, .docx) and Powerpoint (.ppt, .pptx). Do NOT upload PDFs and other non-editable file formats.

Please submit in an EDITABLE format, such as a Word file.

Option 2. Link to webpage, video, audio, or document to be translated.

Type here...

Examples of documents to link to: Canva, OneDrive, Google Docs.

Would you like assistance from SomerViva with distribution and outreach? *

- ☐ Yes – please contact mgamble@somervillema.gov
- ☐ No – I do not need assistance with distribution & outreach

Please provide any additional information you wish to provide.

Type here...

Submit

1. Provide a deadline with at least two weeks notice.

Every effort will be made to ensure language access is provided, however, it may not be possible to fulfill requests with less than two weeks notice.

2. Upload editable documents or links.

Ensure that sharing is enabled for cloud-based documents. Word files, Google docs, Canva links are acceptable. PDF, JPEG, PNG files are not accepted.

3. Submit.

The Language Access Coordinator will receive the request and contact the requester if further information is needed. Most requests will require some follow up to appropriately provide language access services.

Interpretation Requests

Interpretation Services

Provide details on the event, meeting, or activity that needs interpretation services.

Event Date * Date

Event Time : **Until** :

Event Type *

- ☐ Virtual meeting (e.g. town hall, info session)
- ☐ In person meeting or workshop
- ☐ Public event (e.g. tabling at event)
- ☐ Direct support for residents (e.g. support accessing city services)
- ☐ Other

Provide a brief event description or paste link to event information. *

Do you have a multilingual outreach plan in place? *

- ☐ Yes
- ☐ No - please contact mgamble@somervillema.gov

Do you want SOIA to help advertise or conduct outreach for your event?

- ☐ Yes, I need assistance. Please contact mgamble@somervillema.gov
- ☐ No, I do not need assistance with outreach

Is this your first time requesting interpretation from SomerViva? *

- ☐ Yes - please contact mgamble@somervillema.gov
- ☐ No

Please provide any additional information you wish to provide.

1. Provide a deadline with at least two weeks notice.

Every effort will be made to ensure language access is provided, however, it may not be possible to fulfill requests with less than two weeks notice.

2. Provide a description of the event type

3. Indicate whether you have a multilingual outreach plan.

A multilingual outreach plan is required for any interpretation event where there is not a confirmed need.

4. Submit.

The Language Access Coordinator will receive the request and contact the requester if further information is needed. Most requests will require some follow up to appropriately provide language access services.

New Request Flowchart

Preliminary Considerations

Who is the audience?
What are the language needs?

How does the audience prefer to receive communication?

How will the information be distributed?

What is the project timeline?

Submit Language Access Request

Two weeks before you need an interpreter or need to have translated materials.

Office of Immigrant Affairs Processes Request

Requests services from vendor.

Provides vendor with materials for translation.

Creates and provides interpreter with interpretation plan for event.

Delivers completed translations and interpretation plan to requestor.

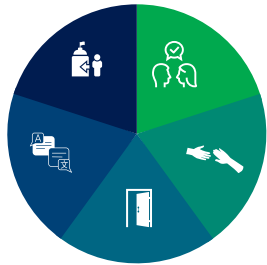
Requestor Implements Language Access Services

Implement interpretation plan for events.

Distribute translated materials.

Example: Green Light Request

Request is ready to fulfill



 **Civic Engagement**

 **Plain Language**

 **Outreach**

 **Welcoming Environment**

 **Translation & Interpretation**

Translation Request



Written in plain language



Clear rationale for the languages requested



Sufficient time to translate and share materials before date



Instructions for how to request interpretation

Interpretation Request



Outreach plan underway, or confirmed need



Event topic/content reflects the audience



Content is ready to share with interpreters before event



Event structure allows for interpretation services

Yellow Light Request

Request needs some adjustments



 **Civic Engagement**

 **Outreach**

 **Translation & Interpretation**

 **Plain Language**

 **Welcoming Environment**

Translation Request



Some jargon or acronyms



Clear rationale for the languages requested



Sufficient time to translate and share materials before date



Missing instructions to request interpretation

Interpretation Request



Outreach plan underway, or confirmed need



Event topic/content reflects the audience



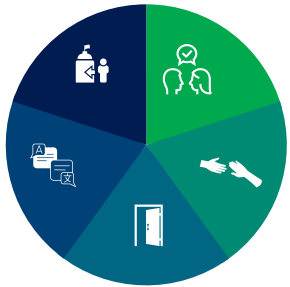
Content is ready to share with interpreters before event



Event structure allows for interpretation services

Red Light Request

Request needs to be reconsidered



Civic Engagement



Outreach



Translation & Interpretation



Plain Language



Welcoming Environment

Translation Request



Complex or unclear writing not written for audience and no time to revise



No rationale for why languages were requested



Insufficient time to translate and share information



No outreach plan to share translated materials

Interpretation Request



Advertising materials not translated



Event/topic is not created with audience in mind



Request is made without enough time to request and prepare interpreters



Event is on Zoom but with breakout rooms

What Happens Next?

"Green Light"

Process Request

The Language Access Coordinator will process the request as soon as possible.

"Yellow Light"

Workshop

The Language Access Coordinator will advise you if there are adjustments that you need to make to ensure language access.

"Red Light"

Plan for Next Time

If your request cannot be fulfilled, the Language Access Coordinator will advise you on how to plan for next time so language access can be integrated into your project.

Contact

Meredith Gamble

Deputy Director and Language Justice Coordinator

mgamble@somervillema.gov

Office Phone: 617-625-6600 x 2623

Cell: 781-808-6961

