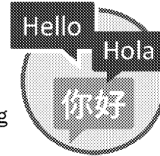




Language Access TOOLKIT



This document and the materials referenced or attached herein are intended to serve as a summary of some U.S. Immigration and Customs and Enforcement, Enforcement and Removal Operations (ERO) language access obligations and available resources. The toolkit also serves as a go-by for field offices providing guidance/training to facility partners on language access requirements, training needs, and necessary/suggested aids. Please be sure to forward this information to your field office and the facility staff in your Area of Responsibility (AOR).

Note: materials referenced in this document can be accessed through the [ERO Language Access Resource Center](#) on Insight, unless otherwise specified. Insight webpages are internal to ICE and are not accessible to most facility partners; hence, you can download materials and forward to facility partners in your AOR.

AUTHORITY AND GUIDANCE

- Executive Order (EO) 13166, Improving Access to Services for Persons with Limited English Proficiency (Aug. 16, 2000)- requires federal agencies to provide limited English proficient (LEP) individuals with meaningful access to agency programs and activities.
- Various ICE detention standards- require facility partners to provide LEP individuals information in a language or manner they can understand throughout the detention process.
- The ERO Updated Language Access Plan (2020)- details ERO's ongoing language access programs and initiatives and provides a guideline for how ERO intends to continue providing language access services to encountered LEP individuals.

IDENTIFYING LEP INDIVIDUALS

- ISpeak Language Identification- assists literate LEP individuals identify their primary or preferred language.
- Protocol for Identifying LEP Persons and Providing Language Services- tips on how to determine an individual's LEP status and primary language.

LANGUAGE SERVICES

- Bilingual staff- can be used only at the level of importance and complexity of the employee's foreign language skills. For more complex interactions, such as medical care and legal processes, staff should recognize the limitations of using employees with foreign language skills and instead use professional interpretation and translation services.
 - *Bilingual staff should not be used to translate (in writing) documents or vital records.*
- Professional Services- ERO uses professional language line(s), providing ERO with access to more than 200 languages, including rare or indigenous languages.
 - *Language line contact information, hours of operation, and applicable PINs can be found on the [ERO Language Services Resource Flyer](#)- a user-friendly tool cataloging interpretation and translation resources.*
 - *Note: facility staff should use their facility language line as needed to communicate with LEP individuals in detention. In instances where a facility partner does not have its own language line, or there is an issue finding an interpreter for a certain language via the facility's language line, staff may utilize ERO language line(s) to fulfill the specific need.*
- Quick Reference Guide for Working with Telephone Interpreters- provides considerations and best practices for working with over-the-phone interpreters.
- Other detained noncitizens- generally should not be used as interpreters. In case of unforeseen circumstances or emergency, use of such nonprofessional interpreter assistance in the course of ERO or facility operations will be for the shortest duration necessary.

DEFINITIONS

- Limited English Proficient (LEP) individual: A person who does not speak English as their primary language and may have limited ability to read, speak, write, or understand English.
 - *Note: an individual who may be competent in English for certain types of communication (e.g., speaking or understanding, or for basic yes/no questions), may still be considered LEP for other purposes (e.g., reading or writing, or for open ended questions and more complicated/technical topics).*
- Meaningful Access: Language assistance that results in accurate, timely, and effective communication and that is available at no cost to the LEP individual.
- Interpretation: Oral communication from one language into another.
- Translation: Written communication, transferring text from one language into another.



BEST PRACTICES AND JOB AIDS

- ERO Language Access Compliance Checklist- a tool for compliance monitoring containing a summary of some language access requirements under ICE Standards.
- ICE ERO Language Access Best Practices- a one-pager of tips to aid field office and facility staff with providing language assistance to LEP individuals in detention.
- Notice of Language Services (for Noncitizens)- notifies LEP noncitizens that ERO and facility staff can provide language services free of charge when communicating with them about medical and ICE or detention-related matters. *Note: This notice should be posted in view of noncitizens at field offices, facilities, and hold rooms, including intake, medical, and in housing units near the grievance box(es).*
- ERO National Detainee Handbook (2023)- available in English and 13 other languages (Arabic, Bengali, Chinese, French, Haitian Creole, Hindi, Portuguese, Punjabi, Romanian, Russian, Spanish, Turkish, and Vietnamese). The various translations can be accessed through Insight on the ERO Custody Management webpages. PDFs should be downloaded and forwarded by the field office to facility partners in your AOR.
- COVID-19 Flyer for Detainees- outlines steps ICE has taken related to COVID-19, what detained noncitizens can do to remain safe, and temporary changes to ICE's visitation policies. The flyer is available in:
 - English and Spanish (268 KB)
 - Portuguese and Russian (295 KB)
 - Haitian-Creole and French (299 KB)
 - Punjabi and Chinese (Mandarin) (591 KB)

INDIGENOUS SPEAKERS – Central/South America and Mexico

- ERO continues to encounter individuals from Central/South America and Mexico who are not proficient in English. All too often these individuals are presumed to be proficient in Spanish when they primarily speak and understand an indigenous language. Similar to obligations for common languages, ERO and facility staff must provide language assistance, when necessary and available, to LEP individuals who speak rare and indigenous languages.

Identifying Indigenous Language Speakers:

- Intake tool for identifying indigenous languages- an audio/visual PowerPoint presentation that assists indigenous language speakers identify their preferred language. This tool should be downloaded and forwarded by the field office to facility partners in your AOR.
- ISpeak Indigenous Language Identification- assists literate indigenous speakers identify their preferred language.
- Tip Sheet for Identifying Indigenous Language Speakers- a one-pager of tips to aid field office and facility staff with identifying and providing language assistance to indigenous speaking individuals.

Language Services (for Indigenous languages):

- ERO continues to work closely with its 24-hour language line vendor (Lionbridge), to better ensure availability of over-the-phone interpretation services for several indigenous languages, including Kické (Quiché), Ixil, Kekchi, Mam, Quechua, and others.
- Due to the rarity of these languages and limited number of ICE cleared linguists, you may have to make a future appointment for over-the-phone interpretation through the language line operator.
 - *Note: In instances where a facility partner encounters an issue finding an interpreter for a certain language via the facility's language line, facility staff may utilize ERO language line(s) to fulfill the specific need.*

Other Resources for Indigenous speakers:

- COVID-19 Informational Videos- repurposed by ICE from an Indigenous-led organization and available in multiple indigenous languages including Chuj, Mixtec, K'iche, Me'Phha, Q'eqchi, and Zapotec. The videos and corresponding Spanish and English script can be accessed through the ERO Language Access Resource Center. Further, DVDs of these videos can be distributed to field offices by the ICE Office of Diversity and Civil Rights. To request a DVD, please contact: (b)(7)(E)@ice.dhs.gov.

LANGUAGE ACCESS TRAINING

- Language Access Training (v03.01.2023)- ICE-wide training is available via the ICE Training System and is mandatory for all law enforcement officers (1801s and 1811s), managers, and supervisors.
- ERO Supplemental Language Access Training Resource- A supplemental training deck for ERO personnel highlighting language access terms, authority, policy, and available resources and general tips.
- Upon request, ERO Custody Programs Division provides language access training that covers language access responsibilities and related ICE detention standards, available aids and resources, and best practices.



APPENDICES:



IDENTIFYING LEP INDIVIDUALS

- [ISpeak Language Identification](#)
- [ISpeak Indigenous Language Identification](#)
- [Protocol for Identifying LEP Persons and Providing Language Services](#)
- [Tip Sheet for Identifying Indigenous Language Speakers](#)

LANGUAGE SERVICES

- [ERO Language Services Resource Flyer](#)
- [Quick Reference Guide for Working with Telephone Interpreters](#)

BEST PRACTICES AND JOB AIDS

- [ICE ERO Language Access Best Practices](#)
- [Notice of Language Services \(for Noncitizens\)](#)

LANGUAGE ACCESS TRAINING

- [ERO Supplemental Language Access Training Resource](#)

For additional information or questions related to language access, please contact the ERO Language Access Coordinator at (b)(7)(E). Facility partners who have questions or need to request materials can contact their ERO field office point of contact.

I Speak...

Language Identification Guide

A

Amharic
አኔ አማራጅ ነው ምናገረው.
Arabic
أنا أتحدث اللغة العربية
Armenian
Ես խոսում եմ հայերեն

B

Bengali
আমি বাংলা ক্বা বলতে পারী
Bosnian
Ja govorim bosanski
Bulgarian
Аз розговарям български
Burmese
ကျွန်ုပ်တို့သည် မြန်မာလို ချဉ်းအော် တွေ့ပါသည်

C

Cambodian
ខ្ញុំនិយាយភាសាខ្មែរ

Cantonese
我講廣東話 (Traditional)
我讲广东话 (Simplified)

Catalan
Parlo català
Croatian
Govorim hrvatski
Czech
Mluvím Česky

D

Danish
Jeg taler dansk
Dari
من دری حرف می زنم
Dutch
Ik spreek het Nederlands

E

Estonian
Ma räägin eesti keelt

F

Finnish
Puhun suomea
French
Je parle français

G

German
Ich spreche Deutsch
Greek
Αἰτέώ ἡ ἀγγλιστικὴ
Gujarati
હું ગુજરાતી બોલું છું

H

Haitian Creole
M pale kreyòl ayisyen
Hebrew
אני מדבר עברית
Hindi
मैं हिंदी बोलता हूँ।
Hmong
Kuv has lug Moob
Hungarian
Beszélék magyarul

I

Icelandic
Ég tala íslensku
Ilocano
Agsaonak ti Ilokano
Indonesian
saya bisa berbahasa Indonesia
Italian
Parlo italiano

J

Japanese
私は日本語を話す

K

Kachchiquel
Quin cha guic 'ka chí bal 'ruin 'á
Korean
한국어 합니다
Kurdish
man Kurdiî zaniim
Kurmanci
man Kurmanjî zaniim

L

Laotian
ຂ້ອຍປາກົວລາວ
Latvian
Es runāju latviski
Lithuanian
Aš kalbu lietuviškai

M

Mam
Bán chiyola tuj kiyoi mam
Mandarin
我講國語 (Traditional)
我讲国语/普通话 (Simplified)
Mon
ဒဲးဝုဉ်အဂုဏ်ယုဉ်

N

Norwegian
Jeg snakker norsk

P

Persian
من فارسی صحبت می کنم.
Polish
Mówię po polsku
Portuguese
Eu falo português do Brasil (for Brazil)
Eu falo português de Portugal (for Portugal)
Punjabi
ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।

Q

Qanjobal
Ayin ti chí wal q' anjob' al
Quiche
In k'inch'aw k'uin ch'e quiche

R

Romanian
Vorbesc romana
Russian
Я говорю по-русски

S

Serbian
Ja govorim српски
Sign Language



Slovak

Hovorim po slovensky
Slovenian
Govorim slovensko

Somali
Waxaan ku hadlaa af-Soomaalii
Spanish
Yo hablo español
Swahili
Ninaoonea Kiswahili
Swedish
Jag talar svenska

T

Tagalog
Marunong akong mag-Tagalog
Tamil
நான் தமிழ் பேசுவேன்
Thai
พูดภาษาไทย
Turkish
Türkçe konuyorum

U

Ukrainian
я розмовляю українською мовою
Urdu
میں اردو بولتا ہوں

V

Vietnamese
Tôi nói tiếng Việt

W

Welsh
Dwi'n siarad

X

Xhosa
Ndithetha isiXhosa

Y

Yiddish
אני רעד יידיש
Yonuba
Mo nso Yooba

Z

Zulu
Ngoyisikidutuma isiZulu

Executive Order 13166 requires OHS to take reasonable steps to provide meaningful access to its programs and activities for persons with limited English proficiency and - as also required by Title VI of the Civil Rights Act of 1964 - to ensure that recipients of federal financial assistance do the same.

I Speak is provided by the Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL). Other resources at www.lep.gov

Contact the DHS Office for Civil Rights and Civil Liberties' CRCL Institute at [\[\(b\)\(7\)\(E\)@dhs.gov \]](mailto:(b)(7)(E)@dhs.gov) for digital copies of this poster or a "I Speak" booklet.

Download copies of the DHS IEP plan and guidance to recipients of financial assistance at www.dhs.gov/crcl





¿Habla?

- ¿Habla K'iche? (Guatemala)
- ¿Habla Mam? (Guatemala)
- ¿Habla Awateko? (Guatemala)
- ¿Habla Q'eqchi? (Guatemala)
- ¿Habla Kakchikel? (Guatemala)
- ¿Habla PocoMam? (Guatemala)
- ¿Habla Q'anjob'al? (Guatemala)
- ¿Habla Achi? (Guatemala)
- ¿Habla Ixil? (Guatemala)
- ¿Habla Pocomchi? (Guatemala)
- ¿Habla Jakalteko (Popti)? (Guatemala)
- ¿Habla Chuj? (Guatemala)
- ¿Habla Akateko (Acateko)? (Guatemala)
- ¿Habla Garifuna?
(Honduras, Guatemala, Other)
- ¿Habla Cora? (Mexico)
- ¿Habla Zapotec? (Mexico)
- ¿Habla Chatino? (Mexico)
- ¿Habla Tepehuan? (Mexico)
- ¿Habla Quechua? (Peru, Ecuador, Others)

This poster assists DHS personnel in identifying the primary language of an individual from Central or South America who is not proficient in English or Spanish. This poster is intended to be used with or in addition to Component protocols for identifying indigenous language speakers.

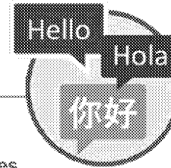


**Homeland
Security**

I Speak materials are provided by the U.S. Department of Homeland Security,
Office for Civil Rights and Civil Liberties. www.dhs.gov/crci



Protocol for Identifying LEP Persons and Providing Language Services



ERO LANGUAGE ACCESS PLAN

To fulfill ERO's commitment to **Executive Order 13166** (*Improving Access to Services for Persons with Limited English Proficiency*), ERO has issued an updated **Language Access Plan (2020)**. The Plan assesses current language access activities; reiterates procedures and steps for identifying LEP persons and obtaining language services; identifies challenges; and lists some of the future priorities for improving meaningful access to ERO programs and activities.

STEP 1.

Determine if the person is limited English proficient (LEP).¹

A person should be treated as LEP if:

- a) Person self-identifies or is identified as LEP by a companion;
- b) Person requests an interpreter;
- c) Available documentation or aids indicate the person's lack of proficiency; and/or
- d) LEP status is verified by a professional interpreter or bilingual staff. For example, during the interaction, it becomes evident the person does not speak and understand English well enough to effectively participate or fully understand questions and answer them without difficulty.

STEP 2.

Determine the language spoken by the LEP person.

- a) Person self-identifies their primary language;
- b) Person's companion or available documentation indicates primary language;
- c) Use professional interpreter or bilingual staff; and/or
- d) Use of job aids that assist in identifying primary language, for example: the "I Speak" poster, the "Habla?" poster for indigenous language, and the "Tool to Determine Indigenous Languages" found on the [ERO Language Access Resource Center](#).

STEP 3.

Identify a resource to provide language assistance.

- a) Recognizing limitations, use bilingual personnel at the level of importance and complexity of their foreign language skills only.
- b) Utilize professional language services (interpretation and translation) providers when needed. Contact information for ERO language services vendors can be found on the [ERO Language Services Resources Flyer](#) or on the [ERO Language Access Resource Center](#).

KEY TIPS



- Do not assume an individual's primary language based on country of origin.
- Avoid using family members, minors, friends, bystanders, or other detained noncitizens as interpreters except in emergency situations or unless interpreters are unavailable and for the shortest duration needed.
- Use bilingual staff where possible; however, for complex interactions, use professional interpretation and translation language services.
- Use an interpreter when doubtful of an LEP person's general comprehension of what is being said/asked.
- When using an interpreter, be sure to look at the noncitizen, not the interpreter and pause after one or two sentences to allow for interpretation.

¹ Persons who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English. LEP persons may be competent in English for certain types of communication (e.g., speaking or understanding), but still be LEP for other purposes (e.g., reading or writing).



TIP SHEET:

Identifying Indigenous Language Speakers



You must provide interpretation (oral) and translation (written) assistance, when necessary and available, to limited English proficient noncitizens, including those who speak or understand rare or indigenous languages.

U.S. Immigration and Customs Enforcement (ICE) Enforcement and Removal Operations (ERO) continues to encounter noncitizens (especially from Mexico and Guatemala) who are not proficient in English and are presumed to be proficient in Spanish when in fact they are not; they speak and understand an indigenous language. Obstacles to communication with these noncitizens may be exacerbated by the fact that they tend to have limited formal education and ability to read/write in their indigenous language and, because of past persecution and discrimination, may not be forthcoming with their need for language assistance apart from Spanish.

Identifying Indigenous Language Speakers

To help you better identify and communicate with indigenous language speakers, ERO is providing the following best practices:

- 1) Ensure Field Office and facility staff are familiar with how to identify limited English and Spanish proficient noncitizens, as well as available language line(s).
- 2) Confirm accuracy of any language designation, including Spanish, already recorded for the noncitizen in data systems or otherwise by another agency such as U.S. Customs and Border Protection.
- 3) Assume any noncitizen from Guatemala or Mexico does not speak Spanish proficiently and conduct a proactive assessment of their language needs. For example, ask (in Spanish): "Is there another language you speak more often with family in your home?" and "Are you more comfortable speaking in that language?"
- 4) Ask the noncitizen from Guatemala or Mexico (or otherwise) if they specifically speak an indigenous language.
 - a. Use the ERO [Language \(and Indigenous\) ID Card](#) to phonetically read aloud common indigenous languages.
 - i. Recommend printing/laminating ID card or uploading/saving to your computer/government iPhone.
 - b. Use the audio/visual (PowerPoint) [Intake tool for identifying indigenous languages](#), allowing the noncitizen to hear and see a phrase recorded in several indigenous languages.
 - c. Use the [I Speak Indigenous Language Identification](#) flyer, allowing the noncitizen to select a phrase written in several indigenous languages. Please be mindful that some noncitizens may be illiterate.
 - d. Ask for assistance from an ERO language line operator. It's helpful if you know what part of the country the noncitizen is from.
- 5) To further assess Spanish proficiency, listen to the noncitizen's responses to open-ended questions (not just "yes" or "no" questions) and/or periodically ask the noncitizen to repeat a question back to you in their own words in Spanish. If they are having trouble accomplishing either, they are likely not proficient in Spanish.
 - a. Remember that some noncitizens may be able to convey basic information in Spanish but may need language assistance for more technical matters.
- 6) Be aware of the noncitizen's body language or facial expressions, which may indicate confusion and lack of understanding.
- 7) Once identified, record the noncitizen's preferred language in applicable data systems (via the "primary language" field and/or in notes/comments) and in the detention file.
- 8) As needed, notify facility partners, local agency components (e.g., Office of Chief Council), and/or government agencies such as U.S. Citizenship and Immigration Services and the Executive Office for Immigration Review about the noncitizen's primary language.

Available Language Services

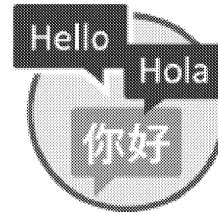
ERO continues to work closely with its 24-hour language line vendor to better ensure availability of over-the-phone interpretation services for several indigenous languages.

- To secure over-the-phone interpretation for an indigenous language, please call the ERO 24/7 language line as identified on the [ERO Language Services Resource Flyer](#).
 - Due to the rarity of these languages and limited number of ICE cleared linguists, you may have to make a future appointment for over-the-phone interpretation through the language line operator.

i For additional information or questions related to language access, or to provide feedback related to the language line, please contact the ERO Language Access Coordinator at (b)(7)(E) @ice.dhs.gov. Facility partners can contact their ERO Field Office Point of Contact.



ERO Language Services RESOURCE FLYER



Language Access Resource Center:

(b)(7)(E)

NOTE:
Facility staff should use their facility language line as needed to communicate with limited English proficient noncitizens. Where a facility does not have its own language line or there is an issue finding an interpreter for a certain language via the facility's language line staff may utilize the ERO language line below.

DEFINITIONS:
• Translation [written]: the rendering of text from one language to another
• Interpretation [oral]: the rendering of speech from one language to another

1) ERO 24-hour Language Line (Lionbridge)

To Request Translation or Transcription:

- Complete and submit a [Translation/Transcription Request Form](#) to [\(b\)\(7\)\(E\)@lionbridge.com](mailto:(b)(7)(E)@lionbridge.com). This form can also be found on the [ERO Language Access Resource Center](#).

Interpretation: 844-717-(b)(7)(E) 24/7 (M-Sun)

- Ask the operator about scheduling a future appointment for telephone interpretation when a linguist is not immediately available. If a language is generally not covered by this language line, see instructions below on other available resources.

AOR Pin:

Atlanta		Detroit		New Orleans		San Antonio	
Baltimore		El Paso		New York		San Diego	
Boston		Harlingen		Philadelphia		St. Paul	(b)(7)(E)
Buffalo	(b)(7)(E)	Houston	(b)(7)(E)	Phoenix	(b)(7)(E)	Washington	
Chicago		Los Angeles		Seattle		ERO HQ	
Dallas		Miami		San Francisco			
Denver		Newark		Salt Lake City			

2) DHS Blanket Purchase Agreement (BPA)

To Request Interpretation, Translation, or Transcription:

- Follow instructions in the [DHS BPA How to Guide](#) to secure needed services. These instructions can also be found on the [ERO Language Access Resource Center](#).

Please note: The DHS BPA should be used when a particular language is not covered by the ERO 24-hour Language Line and services should be paid for using the Field Office's government purchase card (p-card).

Additional Information and Contacts

For assistance in finding vendors, placing bulk orders, or general language access questions, please contact [\(b\)\(7\)\(E\)@ice.dhs.gov](mailto:(b)(7)(E)@ice.dhs.gov).



QUICK REFERENCE FOR GUIDE FOR WORKING WITH INTERPRETERS



BEFORE YOU START:

- Know the target language (and preferably the dialect) for interpretation ahead of time
- Listen to a demonstration:
- Explore the vendor's website:
- Know how to use your conference call or three-way calling features
- If your meeting is longer than 30 minutes, try to schedule an in-person interpreter

If you have line quality problems before reaching an interpreter, press to be transferred. Ask the representative to stay on the line to check for sound quality.

If you have problems connecting to an interpreter, call Customer Service:

PLACING THE CALL:

Call: []
(Client ID/Access Code:)
 The number and Client ID should not be shared with outside entities.

AN INTERPRETATION MAY NOT BE GOING SMOOTHLY IF:

- The interpretation is too long or too short compared to the length of the material being interpreted;
- The interpreter repeatedly asks for clarification;
- It sounds like the interpreter is having a side conversation with the LEP individual;
- The LEP caller corrects or appears to disagree with the interpreter;
- The LEP caller begins to speak in halting and incorrect English;
- The interpreter or the LEP caller is becoming increasingly impatient;
- It sounds like the interpreter is using many English terms to convey the meaning of your conversation; or
- The interpreter does not conduct himself or herself in a professional manner.

AT THE START OF THE CALL:

Record the interpreter's ID number, introduce yourself and the interpreter, and define the role of the interpreter in the conversation. Be sure to let all parties know that they may be asked to stop, rephrase, or clarify throughout the call.

- ✓ **Talk directly to the LEP individual,** not the interpreter. For example, "What is your name?" and not "Please ask the caller for their name."
- ✓ If the LEP individual is willing to share, **obtain the caller's phone number** in case of accidental disconnection.
- ✓ **Pause after one or two sentences** to allow for interpretation
- ✓ **Ask one question at a time.**
- ✓ **Speak clearly** at a normal pace and refrain from technical language.

If you think something is wrong with the interpretation, feel free to ask the LEP individual:

"Would you mind repeating back to me what I said, so that I can make sure I am communicating clearly?"

If you believe that your communication with the LEP individual has been compromised by the quality of interpretation, END THE CALL.

Call the telephone interpretation service to obtain a new interpreter. Once you have successfully completed your call with a new interpreter, please provide feedback as noted.

Say **"END OF CALL"** to the interpreter when the call is completed.

PROVIDING FEEDBACK: If you encounter technical problems or have questions, contact your section's Language Access Point of Contact:



Best Practices for Language Assistance

To aid staff with providing language assistance to limited English proficient (LEP)* noncitizens in ICE custody, ERO has identified several best practices for consideration. While not all are required by ICE Standards, these tips help ensure better identification of, and effective communication with, LEP noncitizens.

Utilize and Promote Language Assistance Resources

- Draft policy/standard operating procedures for providing language assistance and train staff on how and when to access language services via available language line(s).
- Post notices or issue language pocket cards for staff promoting available language line(s), including contact information, any required PIN/ID, and hours of operation.
- Ensure housing unit officers have access to telephone(s) (analog, portable, cellular, or otherwise) in the unit that can be readily used to contact available language line(s).
- Ensure any electronic machine translation device (handheld or otherwise) operates in line with all privacy and confidentiality rules and is only used by staff during informal communication (i.e., not legal or medical).
- Document language assistance provided (including via language line or bilingual staff) in noncitizen's detention file or separate log, including date, A number, and language requested.
- Post/distribute multi-lingual signage or orientation materials informing noncitizens about availability of free language services for medical and detention/ICE related matters and how to request assistance.
- Employ bilingual staff who speak Spanish and other frequently encountered languages.
- Limit use of noncitizens for interpretation, other than in true emergencies, and even then, only for that period before language services can be secured.

Identify, Record, and Track Primary Languages

- Post and utilize language identification tools, such as *I Speak* posters/booklets, to determine noncitizen's primary language. When necessary, use language line to assist with determining noncitizen's primary language.
- Record noncitizen's primary language in facility electronic data system and/or on facility noncitizen identification cards/tags.
- Regularly analyze noncitizen primary language or Country of Citizenship data, to track languages spoken by significant segments of the detained population at the facility.

Identify and Translate Vital Documents*

- Regularly translate vital documents (e.g., local handbook) into Spanish and other languages spoken by significant segments of the detained population at the facility. Be sure to review the [ICE Forms Library](#) (on inSight) for available translations of ICE/ERO forms signed by noncitizens.
- If tablets and/or videos are used to communicate information to noncitizens, ensure instructions and/or video scripts are translated into Spanish and other languages spoken by significant segments of the detained population at the facility.
- Provide oral interpretation where written material is not translated into noncitizen's primary language or noncitizen is illiterate. Document language assistance in noncitizen's detention file or separate log, including date, A number, and language requested.

*Definitions

Limited English Proficiency

LEP: A person who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

- *May be competent in English for certain types or levels of communication (e.g., basic questions), but still be LEP for other purposes (e.g., medical matters).*

Vital Documents: Contain information that is critical for obtaining federal services and benefits or is required by law.

- *Include: forms; notices of rights and disciplinary actions; handbooks; grievance procedures; forms, and responses; protocol or procedures for emergency response; medical/mental health treatment information; and letters or notices that require a response or signature from LEP persons.*

Responsibility

- *Provide LEP noncitizens with meaningful access to programs and activities via language assistance through bilingual staff or professional interpretation and translation services.*
- *Translate written materials into languages spoken by significant segments of the detained population at the facility.*
- *Provide professional oral interpretation to any LEP noncitizen who speaks a language in which written material has not been translated or who is illiterate.*

For additional information or questions, please contact the ERO Headquarters language access team at (b)(7)(E) ICE.DHS.GOV. Facility staff should first reach out to their local ERO Field Office Point of Contact.



If you don't understand, please ask for assistance.



If you don't speak or understand English, or cannot read or write English, an interpreter will be provided to you for free for medical and ICE or detention-related matters.

Spanish	Si no entiende, por favor pida ayuda. Si usted no habla o entiende inglés, o no puede leer o escribir inglés, se le proporcionará un intérprete sin costo alguno para cuestiones médicas y del ICE o relacionadas con la detención.
Chinese	如果你听不懂, 请寻求帮助。如果你不会说或听不懂英语, 或者, 无法阅读或书写英语, 则将免费为你提供口译服务, 以解决医疗及ICE (移民及海关执法部), 或拘留方面的问题。
Russian	Если Вы не понимаете, обратитесь за помощью. Если вы не говорите и не читаете по-английски, в ситуациях, касающихся медицинского обслуживания или Вашего содержания в учреждениях иммиграционной службы ICE, вам будут предоставлены бесплатные переводческие услуги.
Portuguese	Caso não compreenda, por favor, peça ajuda. Caso não fale ou compreenda inglês, ou não saiba ler ou escrever em inglês, receberá gratuitamente a assistência de um intérprete para assuntos relacionados à Polícia de Imigração e Alfândega dos Estados Unidos da América (ICE), detenção ou médicos.
Arabic	دعسمللا بلطجبري ميفتكت مل اذليين يتريلجلايك وأوقتكت مل وأ يتريلجلايهت وأنت لا نك اذا زلجلا وأ كرامجالو فرجهلا ييق نفاكوك تظيرملاكت وأجلا رومال اناجم كل مجرم نيمات.
Punjabi	ਜੇ ਤੁਸੀਂ ਨਹੀਂ ਸਮਝਦੇ, ਕਿਰਪਾ ਕਰਕੇ ਮੇਰੀ ਸਹਾਇਤਾ ਦੀ ਮੰਗ ਕਰੋ। ਜੇ ਤੁਸੀਂ ਅੰਗਰੇਜ਼ੀ ਨਹੀਂ ਬੋਲਦੇ ਜਾਂ ਨਹੀਂ ਸਮਝਦੇ, ਜਾਂ ਅੰਗਰੇਜ਼ੀ ਨਹੀਂ ਪੜ੍ਹ ਸਿੱਖਦੇ ਜਾਂ ਨਹੀਂ ਲਿਖ ਸਕਦੇ, ਤਾਂ ਤੁਹਾਨੂੰ ਦੁਬਾਰੀਏ, ਡਾਕਟਰ ਅਤੇ ਆਈਸੀਈ ਜਾਂ ਨਜਰਬੰਦੀ-ਸੰਬੰਧੀ ਮਾਮਲਿਆਂ ਲਈ ਮੁਫਤ ਪਾਰਟੀ ਲਿਪੀ ਨਿਰਦੇਸ਼ ਦਿੱਤਾ ਜਾਵੇਗਾ।
Creole	Si ou pa konprann, silvoupè mande pou yo ede w. Si ou pa pale oswa ou pa konprann anglè, oswa ou pa ka li oswa ekri nan lang anglè, yo pral ba w yon entèprèt, san ou pa peye, pou zafè ki gen relasyon ak koze medikal epi ak ICE.
French	Si vous ne comprenez pas, demandez de l'aide. Si vous ne ni parlez ni comprenez l'anglais, ou si vous ne pouvez ni lire ni écrire anglais, pour des questions médicales ou des questions liées à ICE ou à la détention, un interprète vous sera fourni.
Hindi	यदि आपको समझ में नहीं आता है, तो कृपया सहायता के लिए पूछें। यदि आप अंग्रेजी नहीं बोलते या समझते हैं, या अंग्रेजी पढ़ या लिख नहीं सकते हैं, तो एक मुफ्त अंग्रेजी-हिंदी या हिंदी-अंग्रेजी व्याख्या आपको मुफ्त में चिकित्सा और आईसीई या नजरबंदी से संबंधित मामलों के लिए प्रदान करवा जाएगा।
Bengali	যদি আপদি কোনো কিছু বুঝতে পারেন না, তবে বাংলায় সাহায্য চাইবেন। যদি আপদি ইংরেজী বলতে পারেন না অথবা বুঝতে পারেন না, অথবা ইংরেজী পড়তে বা লিখতে পারেন না, তবে একটি মুফত ইংরেজী-বাংলা বা বাংলা-ইংরেজী ব্যাখ্যা আপনাকে মুফত মতে চিকিৎসা এবং আইসিই বা নজরবন্দী সংক্রান্ত বিষয়গুলির জন্য প্রদান করা হবে।
Vietnamese	Nếu quý vị không hiểu, xin vui lòng yêu cầu trợ giúp. Nếu quý vị không nói hay hiểu tiếng Anh, hay không thể đọc hay viết tiếng Anh, một thông dịch viên sẽ được cung cấp cho quý vị miễn phí cho y tế và Sở Di Trú hay các vấn đề liên quan đến giam giữ.
Tamil	உங்களுக்கு புரியவில்லை என்றால், தயவுசெய்து உதவி ககட்கவும். உங்களாை ஆங்கிலம் கேட்கவா அல்லது புரிந்து சகாளகவா இல்லைசயன்றால், ஆங்கிலத்தலதப் ேடிக்ககவா எழுதகவா முடியாவிட்டால், மருத்துவம் மற்றும் ICE அல்்து தடுப்புக்காவல்-சதாடர்புலடய விஷயங்களுக்கு ஒரு சமாழிசேயர்ப்போளர் உங்களுக்கு இவ்வமக வழங்கப்படுவார்
Romanian	Dacă nu înțelegeți, cereți ajutor. Dacă nu vorbiți sau nu înțelegeți limba engleză, sau nu puteți să citiți sau să scrieți în limba engleză, vi se va oferi un translator/interpret pe gratis care să vă ajute pentru problemele medicale, cele în legătură cu ICE (imigrația) sau cu centrul de detenție.
Serbo-Croatian	Ako ne razumijete, molimo da zahtijevate pomoć. Ako ne govorite ili ne razumijete engleski ili ne možete čitati ili pisati na engleskom, besplatne usluge prevodioca će Vam biti osigurane za medicinska i imigracijska pitanja kao i pitanja koja se tiču Vašeg pritvaranja
Korean	이해하는 데에 어려움이 있으시다면 도움을 요청하십시오. 영어를 구사하거나 이해하지 못하신다면, 혹은 읽고 쓰기가 불가 하실 경우, 의뢰와 이민 세관 단속국 혹은 구류 격리 문제에 관련된 통역이 무료로 제공됩니다.



U.S. Immigration
and Customs
Enforcement

Language Access Principles, Services and Resources: A Tool Kit

**Supplemental Training Resource
for ERO**



Table of Contents

- Key Language Access Plan Terms & Dates
- Authorities
- ICE Language Access Policy
- Essential Language Access Information
- General Tips
- Agency Resources



Key Terms

Limited English Proficient (LEP) Individuals: A person who does not speak English as his or her primary language and who has a limited ability to read, speak, write, or understand English. LEP individuals may be competent in English for certain types of communication (e.g., speaking or understanding), but still be LEP for other purposes (e.g., reading or writing).

Meaningful Access: Language assistance that results in accurate, timely, and effective communication, and that is available at no cost to the LEP individual. For LEP individuals, meaningful access denotes access that is not significantly restricted, delayed, or inferior as compared to program or activity access provided to individuals who are not LEP.

Effective Communication: Communication sufficient to provide the LEP individual with substantially the same level of access to services received by individuals who are not LEP.



Language Access Statute and Other Mandates

Title VI of the Civil Rights Act of 1964: Prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving Federal financial assistance.

Executive Order 13166 (August 2000): Requires Federal agencies to examine the services they provide, identify any need for services to those individuals who are LEP, and develop and implement a system to provide those services so LEP individuals have meaningful access to the information. EO 13166 underscores that providers and offices receiving Federal financial assistance must ensure that the programs and activities they normally provide in English are accessible to LEP persons and thus do not discriminate on the basis of national origin in violation of Title VI of the Civil Rights Act of 1964.

U.S. Attorney General's February 2011 Memorandum: Established the Federal government's renewed commitment to language access obligations under EO 13166.



Department and ICE Language Access Plans (LAP)

DHS Language Access Plan (2012): Establishes DHS language access policy to set standards, operating principles, and guidelines to govern the delivery of language services to ensure meaningful access to programs and activities by LEP individuals. Department of Homeland Security (DHS)

ICE LAP (2015): Sets forth the standards, principles, and guidelines through which ICE will provide and improve meaningful access to Agency programs and activities to external LEP stakeholders. Language Access Plan (ice.gov)

ICE Supplement to the LAP (2020): The ICE Supplement provides an overview of the Agency's accomplishments in providing language services in FY19 and FY20 and a list of priorities being worked on to continue to improve the provision of language access services across the Agency. The ICE Language Access Plan - Supplemental Update FY2019 and FY2020 (sharepoint.com)



ERO Language Access Plans (LAP)

ERO LAP (2017): Gives an overview of the means in which ERO provides language services to its stakeholders and an overview of the overall priorities to continue to augment the services provided. [eroLanguageAccessPlan.pdf \(sharepoint.com\)](#)

ERO Update to the LAP (2020): The first biennial assessment and update to ERO's LAP gives an overview of ERO's ongoing language access programs and initiatives in FY19 and FY20 and a list of priorities being worked on to continue to improve the provision of language access services across the Agency. [The ERO language Access Plan- Assessment and Update \(2020\) \(sharepoint.com\)](#)

NOTE: Unlike the DHS and ICE LAPs, the ERO LAPs are internal documents and not posted publicly.



ICE Language Access Policy

It is ICE policy to ensure that external LEP stakeholders have meaningful access to its programs and activities by providing quality language assistance services in a timely manner, and at no cost to the LEP individual. This includes providing timely and effective communication to members of the public who are seeking access to ICE's programs and activities, as well as LEP individuals subject to ICE enforcement actions and LEP individuals in ICE custody. This also includes identifying and translating vital documents into the most frequently encountered languages, providing interpretive services where appropriate, and educating personnel about language access responsibilities and how to utilize available language access resources.





Four Factor Analysis

As each ICE Directorate and Program Office determines when interpretation and translation are appropriate, the Four Factor Analysis should be considered to prioritize resources:

As outlined in the DHS LAP, these four factors are:

1. Number or proportion of LEP individuals encountered or likely to be encountered;
2. Frequency of contact with LEP individuals (and what languages they speak);
3. Nature and importance of the program, activity or service provided; and
4. Resources available and costs to provide the meaningful access.



Identifying LEP Individuals

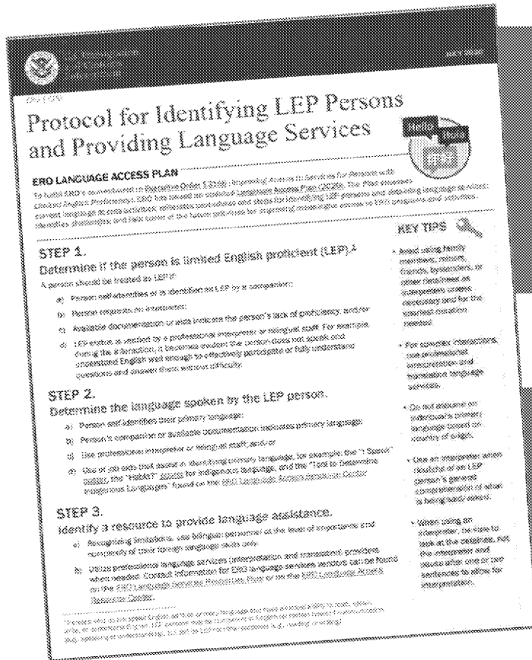
1. Determine if the individual is LEP:

- Person or companion(s) self-identify as LEP;
- Person requests an interpreter;
- Inquiring if it appears the person is having difficulty understanding the communication in English;

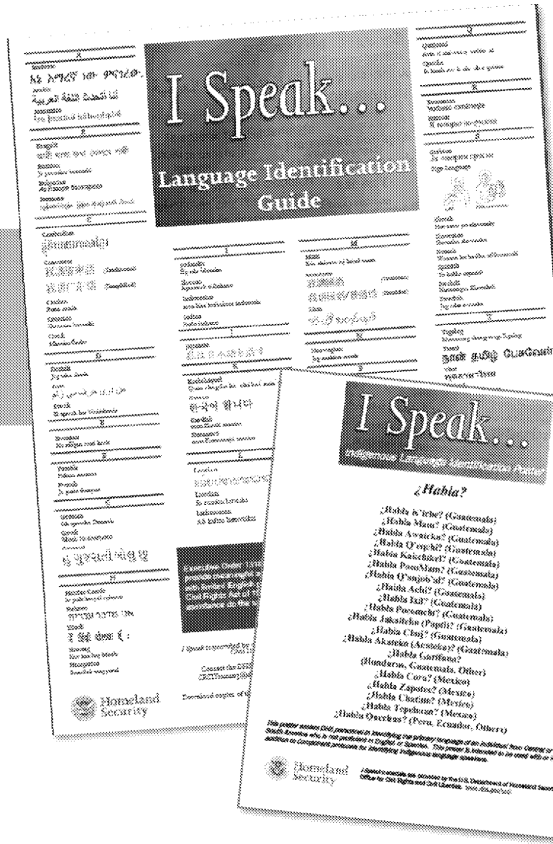
2. Determine the language spoken:

- Person or companion(s) self-identify language;
- Use a language identification guide or other aid;
- Use bilingual staff or a professional interpreter to verify the person's primary language

3. Request an interpreter or bilingual staff assistance



ERO Language Access Tool Kit Training



Language Identification Guides

- For example: “I Speak” poster used to determine a person’s language need.
 - The posters are generally visible throughout detention facilities.
 - The information is now also available in a small booklet.
- Intake Office Tools to Determine Indigenous Languages, an audio/visual presentation in over 10 Indigenous dialects.
- Materials can be requested through ERO Filed Office (and Custody Programs **(b)(7)(E)** @ice.dhs.gov) on an as-needed basis.



Types of language assistance services:

Interpretation is **ORAL**

Render speech from one language to another

Translation is **WRITTEN**

Render text from one language to another



Language Services may be provided in several ways, including:

- Contracts for professional interpretation and translation;
- Agreements with other agencies; and
- Use of qualified bilingual staff

**In situations involving suspects, witnesses, or victims, staff should use professional language services.*



Key Things to Know

- Responsibilities to asylum seekers
 - When interviewing or interacting with an asylum seeker, correspondence (written and oral) should be provided in a language the asylum seeker can understand. U.S. Citizenship and Immigration Services (USCIS) may already have the forms or information translated.
- How is proficiency determined for many government agencies?
 - The Interagency Language Roundtable (ILR) standards are the primary standards against which many government agencies, including DHS and ICE, benchmark their language assessment tests. Individuals are ranked on a scale of 0 (No Performance or ability to transfer information) to 5 (Master Professional Performance).
- Quality assurance and consistency for translations
 - For ICE's Lionbridge 24/7 Language Line, the vendor monitors between 1-2% of the call volume to rate an interpreter's performance which may include accuracy or professionalism.
- Examples of Other ICE services utilizing language line services
 - HSI Tip Line
 - Detention Reporting and Information Line (DRIL)
 - Joint Intake Center (JIC)



This reference guide serves as a quick tool to use when securing telephonic interpretation

QUICK REFERENCE GUIDE FOR WORKING WITH TELEPHONE INTERPRETERS

SETTING UP THE CALL

- Identify the target language for interpretation ahead of time
- Familiarize yourself with telephone features, including volume, speakerphone, and conferencing
- Ensure the interview location is private.
- Be sure to provide the interpreter pertinent documents ahead of time, and that any documents provided to the interviewee have been translated.

INITIATING THE CALL

- Brief the interpreter in advance.
 - Provide general background on interviewee.
 - Provide specific instruction on information that needs to be obtained.
 - Verify the interpreter is familiar with any specialized terminology.
- Direct the interpreter to avoid paraphrasing, and to let you know if you need to repeat or slow down.

CONDUCTING THE CALL

- Introduce yourself and the interviewee, and explain the interpreter's role.
- Speak directly to the interviewee in first person, e.g. "What is your name?" instead of "Ask the individual his/her name."
- Speak clearly; ask one question at a time, and be brief and basic.
- Allow enough time for the interpreter to interpret the information.
- Periodically verify the interviewee understands you through the interpreter.
- Do not ask the interpreter for his/her opinion.
- Interrupt any side conversations occurring between the interpreter and interviewee, or if they appear confused
- Announce "End of Call" to the interpreter upon completion of the call.

An INTERPRETER listens to communication in one language and orally converts to another language.

- The reference guide is divided into 3 stages:

- 1) *Setting up the Call*
- 2) *Initiating the Call*
- 3) *Conducting the Call*



Additional Tips for Working with an Interpreter

It is the responsibility of ICE employees and contract staff to provide LEP individuals with meaningful access to ICE programs and activities, including detention-related services. An interpreter may be required to ensure effective communication occurs with an LEP individual. Below are best practice suggestions to consider when working with interpreters.

1. Talk directly to the LEP individual, not to the interpreter.
 - Correct: "What is your name?"
 - Incorrect: "Please ask the noncitizen/witness for his/her name."
2. Speak clearly, but not too fast, and pause after one or two sentences to allow for interpretation.
3. Ask one question at a time and refrain from using technical language. This includes use of idiomatic expressions or acronyms (e.g., "You seem down in the dumps" or "Has the AFOD [Assistant Field Office Director] spoken with you yet?").



General Language Access Tips

Below is a summary of important tips regarding language access:

1. When doubtful of an LEP individual's general comprehension of what is being said, request an interpreter. An interpreter must be utilized to communicate with LEP individuals if they request one (when staff inquire about communication preference), or if determined to be necessary.
2. An individual's primary language should never be assumed.
3. Absent exigent circumstances, ICE staff will avoid using family members (including children), friends, acquaintances, or bystanders to provide interpretation to stakeholders, including noncitizens in detention, witnesses, and victims.
4. Should clarification be needed regarding ERO language access resources and/or responsibilities, contact **(b)(7)(E)** @ice.dhs.gov. Facility partners, please contact your field office POC.
5. If there are vital documents or forms frequently requested in languages other than English, check with your management/field office to determine if the document has already been translated or needs to be.



Other Resources

There are a wide array of resources available to keep ICE apprised of LEP initiatives by DHS and other agencies. These resources can be found at:

1. www.lep.gov
 - This site contains abundant information regarding language access initiatives across the Federal government and [video training](#) for employees who interact with LEP individuals.
2. [ICE Language Access Program](#) (b)(7)(E)
 - This site links to the ICE Office of Diversity and Civil Rights' Language Access Resource Center and provides information and resources to support ICE's responsibilities under the Language Access Mission.
3. [ERO Language Access Resource Center](#) (b)(7)(E)
 - This site links to the ERO Language Access Resource Center and provides guidance, job aids, and other information to support ERO's responsibilities under the Language Access Mission.
4. <http://www.dhs.gov/language-access>
 - This site contains DHS guidance on language access information and resources.