

## **Wesley Housing and Wesley Property Management Company Policy for Communication with Persons with Limited English Proficiency (LEP)**

**Effective: 8/1/24**

**Last Revised: 8/1/24**

### **Policy Owner: External Relations & Operations**

**Purpose:** Wesley Housing and Wesley Property Management (WPMC) staff will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in all services, activities, programs and other benefits. The policy of Wesley Housing and Wesley Property Management is to ensure meaningful communication with residents and prospective residents with LEP and their authorized representatives involving their residency. The policy also provides for communication of information contained in vital documents. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served and residents/prospective residents and their families will be informed of the availability of such assistance free of charge.

**Requirements & Procedures:** Language assistance will be provided through use of competent bilingual staff, staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephonic interpretation services. Wesley Housing and WPMC will utilize a partner language line service that offers on-demand assistance in over 240 languages. Resources include established partnerships with organizations specializing in working with individuals with LEP to further support and assist our residents including Literacy Council of Northern Virginia, Hogar Immigrant Services, and Ethiopian Community Development Council (ECDC). Wesley Housing and WPMC partnerships with translation services enable provision of in-person, video, and telephone translation on demand, 24/7, as needed for all individuals. This ensures the ability to effectively address the language needs of Wesley and WPMC residents/prospective residents at any time.

All staff will be provided with notice of this policy and procedure, and staff that may have direct contact with individuals with LEP will be trained in effective communication techniques, including the effective use of an interpreter.

Wesley Housing and Wesley Property Management will conduct a regular review of the language access needs of our resident population and prospective residents, as well as update and monitor the implementation of this policy and these procedures, as necessary.