



TITLE VI COMPLIANCE PROGRAM

LIMITED ENGLISH PROFICIENCY (LEP) POLICY

The Heritage Alliance of NETN & SWVA will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits. The policy of *The Heritage Alliance* is to ensure meaningful communication with persons that experience LEP and their authorized representatives.

To the greatest extent possible, Heritage Staff and volunteers will provide tours and exhibit information to all visitors in the most meaningful way possible. Where applicable, we will strive to work with family members and other guests who may be more proficient in the dominant language of any visitor.

We encourage both staff and visitors to make use of such free online translation services as Goggle Translate.

On an ongoing basis, *the Heritage Alliance* will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, *the Heritage Alliance* will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, equipment used for the delivery of language assistance, complaints filed by LEP persons, and feedback from the public and community organizations.

Adopted by HA Board of Trustees 08 February 2018 and reviewed on 02/20/23

Signed , HA B of T President