

**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. Designate an employee to be responsible for overseeing and managing Credit Union of the Rockies’ Language Assistance Program.
2. Identification of Language needs
  - a. Determine the language needs within the credit union’s service area.
3. Bilingual resources
  - a. Maintain a database of translated materials, such as forms, brochures, and key documents if it is determined that there is a need.
4. Interpretation Services
  - a. Establish relationships with professional interpreters or interpretation services for in-person and telephone assistance.
  - b. Ensure interpreters are available during regular business hours.
5. Translation Services
  - a. If it is determined that there is a need to translate essential documents and forms into the languages most spoken by members.
  - b. Prioritize translating essential materials such as account agreements, loan documents, and account statements.
6. Training
  - a. 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. Promote the availability of language assistance services to members through the credit union’s website, newsletters, and in branch signage.
  - b. Create website link to inform members of their language rights and the credit union’s commitment to serving diverse communities.
8. Member feedback and evaluation
  - a. Establish a mechanism for members to provide feedback on language assistance services.
  - b. Regularly evaluate the effectiveness of 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 any other relevant regulations.
10. Record Keeping
  - a. Maintain records of language assistance services provided, including the language used, date, and purpose of assistance.
  - b. Keep a record of complaints or feedback related to language assistance.
11. Reporting
  - a. Prepare an annual report on the credit unions language assistance program, summarizing activities, accomplishments, and improvements made throughout the year.