

WAR MEMORIAL LANGUAGE ACCESS POLICY

I. Introduction

This Language Access Policy is to be used as a resource for War Memorial staff on how to serve Limited English Proficient (LEP) individuals who come into contact with the office. Policies and procedures are defined below in order to facilitate meaningful access to War Memorial programs and services for LEP individuals.

II. Purpose

The purpose of this policy is to ensure that LEP clients of the War Memorial are able to access, understand, and participate in War Memorial programs and services. LEP refers to those people who have a limited ability to read, speak, write or understand English. All LEP individuals conducting business with or receiving services from the War Memorial will be provided free interpretive services by bilingual staff or through our translation consultants.

Our Language Access policy is consistent with the federal and state guidelines and in compliance with San Francisco Administrative Code, Chapter 91, Language Access Ordinance (LAO).

III. Department Description

The mission of the War Memorial is to manage, operate and maintain the War Memorial Opera House, War Memorial Veterans Building, Louise M. Davies Symphony Hall, Harold L. Zellerbach Rehearsal Hall, the Memorial Court, and all adjacent grounds. The Department works to provide safe, first-class facilities to promote cultural, educational, and entertainment opportunities in a cost-effective manner for maximum use and enjoyment by the public, while best serving the purposes and beneficiaries of the War Memorial Trust.

The San Francisco War Memorial and Performing Arts Center is one of the largest performing arts centers in the United States and one of the busiest in the world. The Center includes 791,000 square feet of space in four buildings situated on three city blocks. On an annual basis, the Center's performance facilities host over 750 performances and events, attracting an estimated one million patrons and guests.

CORE VALUES

- ❖ Stewardship and preservation of historic and physical assets.
- ❖ Safety and security of licensees, patrons, visitors and staff.
- ❖ Accountability to our constituents, customers, employees and the public.
- ❖ Maximized use of the Performing Arts Center buildings and facilities.
- ❖ Partnerships and collaborations with Performing Arts Center occupants.
- ❖ Diversity of presentations and activities reaching all residents and visitors.
- ❖ Outstanding customer service for all patrons of the Performing Arts Center.
- ❖ Sustainability to meet the needs of today without compromising the future.

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Providing Language Access to all licensees is essential to our ability to maximize use of our venues, create partnerships and collaborations with Center occupants, host a diversity of presentations and provide outstanding customer service.

Key staff:

a. Language Access Liaisons

Jennifer Norris, Primary Liaison

Jennifer.norris@sfgov.org

415-554-6308

Sharon Walton, Secondary Liaison

Sharon.Walton@sfgov.org

415-554-6321

Address for both liaisons

401 Van Ness Avenue, Rm 110

San Francisco, CA 94110

b. Multilingual Employees

The War Memorial is proud to have a very diverse staff who have language skills in a wide range of languages and dialects. The security staff who greets the public in our lobbies and at our stagedoor security entrances are particularly skilled of 34 staff members, approximately 50% are proficient in a language other than English, some speaking three or four additional languages. Our Language Access policies and procedures specify all bi-lingual staff to provide language interpretation or translation for their colleagues and the Center licensees whenever it is safe and practical to do so.

IV. Language Access Protocols

This section describes procedures to follow when an LEP individual comes into contact with the Department.

a. Walk-in

1. When a walk-in client enters the office, the employee at the front desk will determine the language that the client needs help in and provide assistance using the following steps: Identify the language required using a "Language Services Public Sign," or by asking the client what language they speak.
2. If the client speaks any language that is available in the Department (Appendix A: Roster of Multilingual Employees), the employee at the front desk can contact a stage member to provide language assistance.
3. If no one is available with proficiency in the language required, then the office must identify other methods to be able to communicate with the client. *For instance:*
 - i. Call Language Line Solutions for interpretation services:
dial **1-866-874-3972** and provide representative with **client ID 598104**
 - ii. Press 1 for Spanish or Press 2 for all other languages, at the prompt say the name of the language you need. If you need help identifying a language Press 0 or stay on the line for assistance.

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- iii. When the interpreter is connected, tell the interpreter what you need to accomplish on the call and provide any specific instructions. Use Language Line two hand-set phone located adjacent to the Reception Desk (above the postage meter), so that both the employee and the client can hear the interpreter.

b. Telephone

1. When an LEP calls the main phone line, 415-621-6600, employees should identify the caller's preferred language by using simple questions that may help to ask about the language spoken by the LEP.
2. If and once the preferred language is identified, the LEP caller can be transferred to the appropriate bilingual staff.
3. If there are no available staff who speak the appropriate language, the employee should contact Language Line Solutions
 - i. dial **1-866-874-3972** and provide representative with **client ID 598104**
 - ii. Press 1 for Spanish or Press 2 for all other languages, at the prompt say the name of the language you need. If you need help identifying a language Press 0 or stay on the line for assistance.
 - iii. When the interpreter is connected, tell the interpreter what you need to accomplish on the call and provide any specific instructions. Then add the LEP to the call.
 - iv. When placing a call to an LEP begin at Step 2 and if you need assistance to all a LEP, Press) to transfer to a representative at the beginning of the call.

c. Email

1. The office may receive emails in languages other than English. Employees who check the general office email account can verify the language of such messages by asking a bilingual colleague for assistance or by copying and pasting some text into Google. Once the language is identified, the message can be sent to the appropriate bilingual employee for translation.
2. If the language is not available in-house, employees should send the message to the Language Access Liaison for further support.

d. Informing the Public of the Availability of Language Services

1. At the front desk there is a "Languages Service Public Sign" that LEPs can use to indicate their preferred language.
2. War Memorial Board of Trustees Agendas include "Right to Request Services in Language" in all the threshold languages.

e. Written Translation

1. The War Memorial provides venue rental brochures for all our venues in English, Spanish, Filipino and Chinese. Requests for written translations of other documents can be made by calling 415-554-6308 or sending an email to Jennifer.norris@sfgov.org
2. List of Translated Materials (Appendix B).

f. Website Translation – www.sfwmpac.org

1. The War Memorial Website is screen reader compatible and has built in translation button for use by LEP clients.
2. Venue rental brochures in all the threshold languages are posted on the website.
3. War Memorial's Language Access Policy is posted on the website.

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V. Complaint Process

The Office of Community Engagement and Immigrant Affairs (OCEIA) is charged with collecting and investigating Language Access Ordinance (LAO) complaints. LAO complaint forms can be accessed on the War Memorial's website (<http://www.sfwpac.org/contact-staff/> links to <http://www.sfgsa.org/index.aspx?page=6662>). Any complaints related to language access should be forwarded to OCEIA within 24 hours. Complaints can also be emailed to civic.engagement@sfgov.org, or faxed to (415) 554-4849.

- a. **OCEIA Complaint forms** should also be available at the front desk (Appendix C.)

VI. Internal Staff Training

The War Memorial conducts annual trainings with front desk and public contact staff. Training includes:

- review of the War Memorial's Language Access Policy
- review of the San Francisco's Language Access Ordinance highlighting the ordinance's requirements and any changes since the last review
- demonstration of how to use the Language Line services and equipment.

VII. Appendices

Appendix A: Roster of Multilingual Employees

Appendix B: List of Translated Materials

Appendix C: LAO Complaint Form