

LANGUAGE ACCESS PLAN



Philadelphia Industrial Development Corporation Language Access Plan

Introduction

The Philadelphia Industrial Development Corporation (“PIDC”) is committed to ensuring that no person shall—on the grounds of race, color, national origin, sex (including sexual orientation and gender identity), religion, age, disability, national or ethnic origin, veteran status, or any other legally protected factor—be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. As part of this commitment, PIDC seeks to reduce barriers for individuals with limited English proficiency (“LEP”) and individuals with sensory impairments (“SI”) by taking reasonable steps to provide meaningful access to its services and programs to people in their primary language.

This plan applies to PIDC, PIDC Community Capital (“PIDC CC”), the Philadelphia Authority for Industrial Development (“PAID”), and related entities.

General Policy

PIDC, rather than the LEP/SI individual, bears the responsibility for providing language appropriate services.

- Staff, at the initial point of contact, have the specific duty to identify and record language needs.
- Staff should seek assistance from professional interpreters (telephone, video, or in-person).
- Use of informal interpreters such as family, friends of the person seeking service, or other clients must be discouraged.
- Minor children are prohibited from acting as interpreters.
- No staff may suggest or require that an LEP/SI individual provide an interpreter to receive services.

Language Access Services and Protocols

1. Interpretation – Interpretation is the immediate oral rendering of the source language into the target language.

Services Provided

PIDC will provide an interpreter for LEP/SI individuals at PIDC’s expense. Services offered include telephonic interpretation, video conferencing interpretation, and scheduled in-person interpretation.

Protocols

Interpretation shall be provided when:

- An individual approaches an employee – in person or by phone – and appears to be asking for help but has difficulty communicating what they need; and/or
- When a request for an interpreter is made either orally, in writing or by pointing to a language card; and/or
- When addressing a group where language needs are predicted to be necessary.

2. Translation – Translation is the rendering of a written text from the source language into the target language.

Services Provided

PIDC will provide translations of documents and PowerPoint presentation for meetings with LEP individuals.

Protocols

PIDC's standard operating procedures for launching a new program or advertising important information includes consideration of translated documents and overall language access, as well as the outreach needed to circulate the information. This may include the translation of flyers and other program materials.

The PIDC website has language that states: "PIDC supports business owners of all backgrounds. If you don't speak English, we can still help you. Call us at 215-496-8020 and ask for assistance in your first language to be connected with a qualified interpreter."

Data Collection and Annual Report

PIDC will conduct an annual evaluation of its Language Access Plan to determine its overall effectiveness and identify new strategies for serving LEP/SI individuals, as needed. The evaluation will include the following:

- Assessment of the use of telephonic interpretation, in-person interpretation and translation services.
- Assessment of data collected about LEP/SI individuals' primary language.
- Assessment of the number and types of language requests during the past year.
- Assessment of complaint information.

Language Access Complaint Procedure

LEP/SI individuals may file a formal Language Access grievance with the Philadelphia Commission on Human Relations, the Pennsylvania Human Relations Commission, and/or the U.S. Department of Justice if the individual believes PIDC has wrongly denied the benefits of this Language Access Plan. The client must file their complaint within 180 days of the alleged denial.

Philadelphia Commission on Human Relations
The Curtis Center
601 Walnut Street, Suite 300 South
Philadelphia, PA 19106
P: (215) 686-4670

Pennsylvania Human Relations Commission
333 Market Street, 8th Floor
Harrisburg, PA 17101-2210
P: (717) 787-4410

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, NW
Washington, D.C. 20530-0001
P: (202) 514-3847