



Happy, Healthy & Safe
Adults Age 55+

80 Holabird Avenue, PO Box 676, Winsted, CT 06098, 860-379-4252

Language Assistance Plan (LAP)

For non-speaking English and people with hearing impairments

Winsted Senior Center's Transportation Program provides van rides for older adults and people with disabilities to medical appointments, to get food, to the library and to socialize. Many of the riders do not have any other transportation options.

We have not encountered any riders, at this point, who have needed language assistance, but have the following plan in place.

MEASURES

- A Spanish speaking staff member is available for phone and in-person translation.
- A Vietnamese speaking senior center member is available for phone and in-person translation.
- For other language needs staff is trained to access State of CT approved translator list: <https://portal.ct.gov/DMV/Licenses/Licenses/Approved-Translator-List>
- Or, Microsoft Translations or <https://www.systransoft.com/>
- Or, for people who are deaf or hard of hearing: www.211ct.org and search for "Sign Language Interpretation" or TTY: 800-671-0737 or <https://portal.ct.gov/DCF/Multicultural-Affairs/Deaf-and-Hard-of-Hearing#Hearing>

STAFF TRAINING

Current and new staff are trained on Limited English Proficiency (LEP) procedures and when new procedures are implemented. Plan will be reviewed annually and updated as needed.

OUTREACH/NOTIFICATION

Notice of Public Rights under Title VI is available on the Winsted Senior Center website, posted in WSC van, included in the New Rider Policy paperwork that each rider signs and in the WSC monthly newsletter.

MONITORING & UPDATING

Information or changes will be monitored, procedures will be implemented, and Language Assistance Plan will be updated.

If information is needed in another language, please call 860-379-4252