



LIMITED ENGLISH PROFICIENCY (LEP) COMMUNICATIONS RESOURCE GUIDE

City of Kirkland

Office of Emergency Management
Updated: July 2021

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Introduction

This document provides a list of resources for communicating with Limited English Proficiency (LEP) persons regarding incident response and recovery operations. This guide is not intended to be holistic of all possible groups, needs, or scenarios.

This guide meets the requirements of Washington State RCW 38.52.010 and RCW 38.52.070 pertaining to providing public notices in languages other than English. In addition, the guide complies with Presidential Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency.

The guide structure is based on the U.S. Department of Homeland Security guidance to grant recipients and sub-recipients prohibiting national origin discrimination affecting LEP persons, published in the Federal Register Vol. 76, No. 74 on April 18, 2011, pgs. 21755-21768, available online at <https://www.gpo.gov/fdsys/pkg/FR-2011-04-18/pdf/2011-9336.pdf>.

LEP Populations

Identified LEP populations within the city that meet the definitions outlined in DHS grant guidance for written translations or oral interpretations is unclear due to a lack of accurate data at the City level. For the purposes of this guide, and at the time of development, the most accurate data source available appears to be the [US Census Bureau 2019 American Community Survey 1-Year Estimates](#).

According to this data source, the languages that meet the LEP criteria for the City of Kirkland are Spanish and Chinese (incl. Mandarin and Cantonese), with 2,072 Spanish speakers identifying as speaking English less than "very well" and 1,666 Chinese speakers identifying as speaking English less than "very well". This data source did not identify additional individual languages that met or were approaching the LEP requirement.

Messaging Limitations

The City of Kirkland will endeavor to provide translation services, translated material, and/or access to American Sign Language (ASL) and oral interpretation support for resources and services available to community members to the best of our ability. The intent is to develop a resource library of prepared translated messages for use during daily city business as well as during incidents. The availability of resources may be directly related to the size, type, impacts, and nature of an incident and the amount of funding available. The size of an LEP population and the content of the messaging will be considered in the prioritization of translation/interpretation efforts.

Messaging Content

Examples of incident information that may be translated or provided via interpretation may include one or more items listed below. The list should not be considered exhaustive or complete. Public health and safety messaging will be the top priority for translation/interpretation efforts. Additional preparedness and non-emergent city departmental information will be translated based on project/program identified need and available funding.

Examples of primary translation information are:

- Notices of evacuation or shelter-in-place.
- Information related to the health, safety, and/or security of individuals impacted by an ongoing incident.
- Notices of the location of facilities where survivors can obtain incident information, receive care or assistance (e.g. overnight sheltering for individuals; location and availability of food, water, or hygiene services; shelter and food/water for animals; etc.).
- Emergency restricted hours/closure notices for City facilities where important services are provided directly to the public.
- Announcements on reporting damages to local authorities for damage assessment purposes (e.g., what information is needed, how, when, and where to report information, etc.).
- Notices of curfew and curfew-related restrictions.

The City maintains electronic and hard copy files of pre-translated basic health and safety messaging in multiple languages. A full listing of the languages and topics available are listed in Appendix A: LEP Resources Guide Index of Services.

Messaging Translation/Interpretation Resources

Individuals or organizations that will provide language assistance services, e.g., written translations, ASL, and/or oral interpretations, include but are not limited to the list provided below. When appropriate, contract services will be procured, at the time of need, and based on availability of resources. Ideally, individuals providing translation or interpretation services will either be court-certified or certified through the Washington Department of Social and Health Services to facilitate the quality of work, however during incidents this standard may be unrealistic.

- Bi/multilingual staff of local governments, court systems, local schools, community organizations, etc.
- Local interpreters or translators (may require payment for services).
- Local volunteers.

City of Kirkland Resources

Title	Contact	Website
Verbal Translation		
Universal Language Services, INC.	scheduling@ulksonline.net	www.usonline.net/request_an_interpreter.html
Written Translation		
Language Line Solutions	1-888-8008-9008	www.language.com
Avant Page Inc.	530-750-2040 luis@avantpage.com	www.avantpage.com
Dynamic Language	206-244-6709 alex@dynamiclanguage.com	www.dynamiclanguage.com
American Sign Language		
Universal Language Services	425-453-9890	

Additional resources are outlined in the City of Kirkland's ADA Pathway to Transition Plan Resource List for Documents and Services

WA State Vendors Identified in State Master Contracts

Service	Access
Translation Services – Written Word	apps.des.wa.gov/DESContracts/Home/ContractSummary/04218
Interpreter Services, Spoken	apps.des.wa.gov/DESContracts/Home/ContractSummary/03514
Spoken Language Interpreter Services, Over the Phone and Video Remote	apps.des.wa.gov/DESContracts/Home/ContractSummary/02819

WA State Translation and Interpretation Services

Service	Access
WA Department of Social and Health Services (DSHS) Certified/Authorized Interpreters and Translators for Deaf and Hard of Hearing Individuals	dshs.wa.gov/altsa/odhh/sign-language-interpreter-contracts-and-resources-program (fee involved)
Washington State Courts Interpreter Program	courts.wa.gov/programs_orgs/pos_interpret/ (fee involved)
Washington State Coalition for Language Access (WASCLA)	www.wascla.org/resources/?type=Directory

Online Resources

Source	Service	Website
Public Health – Seattle and King County (PHSKC)	PHSKC provides community information in multiple languages available for download online.	kingcounty.gov/depts/health/languages.aspx
COVID-19 Resources	The DOH offers publications and resources regarding the COVID-19 pandemic in a variety of languages.	doh.wa.gov/Emergencies/COVID19/ResourcesandRecommendations
Washington State Department of Health (DOH)	The DOH offers publications and materials in languages other than English available for download or print order.	doh.wa.gov/Emergencies/BePreparedBeSafe/Publications/Factsheets
Centers for Disease Control and Prevention (CDC)	The CDC offers language assistance services in multiple languages.	cdc.gov/other/language-assistance.html
Federal Emergency Management Agency (FEMA)	FEMA’s website offers information and materials in languages other than English, including a full version of the website in Spanish at fema.gov/es	fema.gov/disasters/languages

Message Dissemination

Messaging will be disseminated by any and all means available and appropriate to the situation and message content. Dissemination resources that will be used to reach communities before, during, and after an incident, include but are not limited to, Broadcast and print media, digital media, posters, flyers, reader boards, residential mailings, and sidewalk boards. Based on the incident, others may be identified and leveraged.

Digital Media platforms including City webpages, Twitter, Facebook, and Nextdoor, are coordinated by the City Communications Manager and/or Joint Information Center (JIC) and have the ability to auto translate most content into multiple languages.

Media

In addition to English based radio and television services, the City may leverage regional ethnic based media to assist in message dissemination. Additional ethnic media resources can be found in the [City of Seattle Ethnic Media Directory](#).

Station	Language or Community Group	Coverage Area	Contact Information
Radio			
KMIA La Zeta 1210 AM	Spanish	South King County	253-735-7424
KNTS La Patrona 1680 AM	Spanish	Seattle	206-269-6273
KKDZ Desi 1250 AM	Southeast Asian	Seattle/Bellevue	206-285-1443
KXPA 1540 AM	Spanish, Chinese, Vietnamese, Russian, Pacific Islander, Hindi	Bellevue	206-292-7800
Television			
KUNS-TV 51 Univision Seattle	Spanish	Seattle	206-404-4199 noticias@kunstv.com (press releases)

Print Posting Options

The City will post printed versions of translated material at city facilities and/or provide electronic and/or hard copy flyers, posters, or other print medium to local and regional partners, including but not limited to the following locations.

- Medical providers including Health District sites, Clinic systems, and hospitals.
 - Coordinated through Seattle-King County Public Health.
- King County Library (KCLS) system and Sno-Isle Libraries sites.
 - KCLS 425-369-3200
 - Sno-Isle 360-651-7000
- Community and Senior Centers that are located in various areas of the city.
- City Hall or other local government buildings.
- Fire Department and Law Enforcement stations.
- Public gathering points such as city, county, and state parks.
- Education centers including school district facilities and schools from elementary to college level.
- Partner organizations such as churches, food and clothing banks, major businesses (Costco, etc.), and community-based groups.

Guide Administration

The City of Kirkland Office of Emergency Management (OEM) will lead updates, additions, and changes to this guide on behalf of the City. Adjustments to the document will occur when major advancements in capability or resources are identified, or as vendors are added or deleted as appropriate

The City's Communication Team will train on this plan annually. It is recommended that LEP be a consideration in exercise design and play whenever possible.

Following each Emergency Operations Center (EOC) activation or incident that requires emergency public information dissemination, OEM will conduct an After Action Review focusing on communication efforts including LEP and Access and Functional Needs (AFN) efforts. Emergency Management will provide a written report to Washington State Military Department informing the State of the capability established, technological success or challenges, and intended improvement actions following each incident or at least annually related to LEP messaging.

Appendices

Appendix A: LEP Resource Guide Index of Resources

Appendix B: 2019 American Community Survey Estimates – Language Spoken at Home for the Population 5 Years and Over

Appendix C: City of Kirkland Resource List for Documents and Services

Appendix A: LEP Resources Guide Index of Services

The following resources are maintained by OEM in the EOC and electronically for incident use.

English

Natural Hazards

Cold Weather
Earthquake Checklist
Earthquake Information
Hot Weather Preparedness
Hot Weather Safety
Private Wells After Fire
Fire at Home
Wildfires
Floods Fact Sheet
Clean House After a Flood
Clean Up a Sewage Spill
Clean Basement After a Flood
Disinfection of Private Well
Purifying Water During an Emergency
Drinking Water for Emergency Use
Finding Water in an Emergency
Mold
Animal Disposal Following a Flood
Hurricanes
Landslides and Mudflows
Thunderstorms
Tornado
Tsunamis
Volcanoes
Windstorms

Human Caused Hazards

Bomb Threat
Bioterrorism FAQs
Chemical Agents
Radiation Exposure
Attack of Radioactive Materials
Reduce Exposure to Radiation
Terrorism

Power Outages

Carbon Monoxide Safety
Carbon Monoxide Factsheet
Carbon Monoxide Prevention Guide
Food Safety During a Power Outage
Power Outage at a Food Establishment
Protecting Food From Power Failure
Generator Use During a Power Outage
Power Outages

Personal Preparedness

Drinking Water Problems
Boil Water
Find Water in Emergency
Safe Water After Disaster
Water Truck Transportation
Protecting Food from Power Failures
Safe Food and Medicine after a Flood
Medical Needs
Medication Distribution During Emergency
Psychological/Emotional Needs
How to Clean a House after a Flood
Septic tank during Power Outages or Floods
Emergency Toilet
Isolation Quarantine
Emergency Supplies
Home Preparedness Emergency
Shelter In Place
Turning Off Utilities
Securing Water Heater
Prepare Vehicle for Emergency
Emergency call 911
Out of Area Contact
Using a Smartphone in Emergency
Visual Disabilities
Deaf and Hard of Hearing
Mobility/Disabilities
Children in Emergency
Protect Pets in Emergency
Safety Precautions After Disaster

Health Hazards

Anthrax

Botulism

Brucellosis

Coronavirus

Cover Your Cough

Ebola

Enterovirus

Germs

Glanders

Prevent Hypothermia

Pandemic Flu

Pneumonic Plague

Accidental Poisoning

Shiga Toxin Ecoli

Smallpox

Tularemia

Viral Hemorrhagic Fever

Chinese

Natural Hazards

Winter Weather
Earthquake Checklist
Earthquake Information
Hot Weather Preparedness
Hot Weather Safety
House Fire
Wildfires
Floods Fact Sheet
Clean Up a Sewage Spill
Clean Basement After a Flood
Disinfection of Private Well
Purifying Water During an Emergency
Finding Water in an Emergency
Hurricanes
Landslides
Thunderstorms
Tornado
Tsunamis
Volcanoes
Windstorms

Human Caused Hazards

Bomb Threat
Chemical Agents
Radiation Exposure
Terrorism

Power Outages

Carbon Monoxide Safety
Carbon Monoxide Factsheet
Carbon Monoxide Prevention Guide
Generator Use During a Power Outage
Power Outages

Personal Preparedness

Boil Water
Find Water in Emergency
Medical Needs
Get Medicine During Emergency
Psychological/Emotional Needs
Emergency Supplies
Home Preparedness Emergency
Shelter In Place
Turning Off Utilities
Securing Water Heater
Prepare Vehicle for Emergency
Emergency call 911
Out of Area Contact
Visual Needs
Deaf and Hard of Hearing
Mobility/Disabilities
Children in Emergency
Protect Pets in Emergency

Health Hazards

Anthrax
Botulism
Coronavirus
Cover Your Cough
Ebola
Enterovirus
Prevent Germs
Prevent Hypothermia
Pandemic Flu
Pneumonic Plague
Ecoli
Smallpox
Tularemia
Viral Hemorrhagic Fever

Korean

Natural Hazards

Winter Weather
Earthquake Information
Hot Weather Safety
House Fire
Wildfires
Floods
Clean Up a Sewage Spill
Clean Basement After a Flood
Disinfection of Private Well
Purifying Water During an Emergency
Finding Water in an Emergency
Hurricanes
Landslides
Thunderstorms
Tornado
Tsunamis
Volcanoes
Windstorms

Human Caused Hazards

Bomb Threat
Chemical Agents
Radiation Exposure
Terrorism

Power Outages

Carbon Monoxide Safety
Generator Use During a Power Outage
Power Outages

Personal Preparedness

Boil Water
Find Water in Emergency
Medical Needs
Get Medication During Emergency
Psychological/Emotional Needs
Emergency Supplies
Home Preparedness Emergency
Shelter In Place
Turning Off Utilities
Securing Water Heater
Prepare Vehicle for Emergency
Emergency call 911
Out of Area Contact
Visual Needs
Deaf and Hard of Hearing
Mobility/Disabilities
Children in Emergency
Protect Pets in Emergency

Health Hazards

Anthrax
Botulism
Coronavirus
Cover Your Cough
Ebola
Enterovirus
Prevent Germs
Prevent Hypothermia
Pandemic Flu
Pneumonic Plague
Ecoli
Smallpox
Tularemia
Viral Hemorrhagic Fever

Russian

Natural Hazards

Winter Weather
Earthquake Information
Hot Weather Safety
Fire at Home
Wildfires
Clean Up a Sewage Spill
Clean Basement After a Flood
Disinfection of Private Well
Purifying Water During an Emergency
Finding Water in an Emergency
Landslides and Mudflows
Tsunamis
Volcanoes
Windstorms

Human Caused Hazards

Bomb Threat
Chemical Agents
Radiation Exposure
Terrorism

Power Outages

Carbon Monoxide Safety
Generator Use During a Power Outage
Power Outages

Personal Preparedness

Find Water in Emergency
Medical Needs
Medication Distribution During Emergency
Psychological/Emotional Needs
Emergency Supplies
Home Preparedness Emergency
Shelter In Place
Turning Off Utilities
Securing Water Heater
Prepare Vehicle for Emergency
Emergency call 911
Out of Area Contact
Visual Needs
Deaf and Hard of Hearing
Mobility/Disabilities
Children in Emergency
Protect Pets in Emergency

Health Hazards

Anthrax
Botulism
Coronavirus
Cover Your Cough
Ebola
Enterovirus
Prevent Germs
Prevent Hypothermia
Pandemic Flu
Pneumonic Plague
Ecoli
Smallpox
Tularemia
Viral Hemorrhagic Fever

Somali

Natural Hazards

Cold Weather
Earthquake Information
Hot Weather Safety
Fire at Home
Wildfires
Floods
Clean Up a Sewage Spill
Clean Basement After a Flood
Disinfection of Private Well
Purifying Water During an Emergency
Finding Water in an Emergency
Landslides
Tsunamis
Volcanoes
Windstorms

Human Caused Hazards

Bomb Threat
Chemical Agents
Radiation Exposure
Terrorism

Power Outages

Carbon Monoxide Safety
Carbon Monoxide Prevention Guide
Generator Use During a Power Outage
Power Outages

Personal Preparedness

Boil Water
Find Water in Emergency
Medical Needs
Medication Distribution During Emergency
Psychological/Emotional Needs
Emergency Supplies
Home Preparedness Emergency
Shelter In Place
Turning Off Utilities
Securing Water Heater
Prepare Vehicle for Emergency
Emergency call 911
Out of Area Contact
Visual Needs
Deaf and Hard of Hearing
Mobility/Disabilities
Children in Emergency
Protect Pets in Emergency

Health Hazards

Anthrax
Botulism
Coronavirus
Cover Your Cough
Ebola
Enterovirus
Germs
Prevent Hypothermia
Pandemic Flu
Pneumonic Plague
Ecoli
Smallpox
Tularemia
Viral Hemorrhagic Fever

Spanish

Natural Hazards

Winter Weather
Earthquake Information
Hot Weather Preparedness
Hot Weather Safety
Fire at Home
Wildfires
Floods Fact Sheet
Clean Up a Sewage Spill
Clean Basement After a Flood
Disinfection of Private Well
Purifying Water During an Emergency
Finding Water in an Emergency
Hurricanes
Landslides
Thunderstorms
Tornado
Tsunamis
Volcanoes
Windstorms

Human Caused Hazards

Bomb Threat
Chemical Agents
Radiation Exposure
Terrorism

Power Outages

Carbon Monoxide Safety
Carbon Monoxide Factsheet
Carbon Monoxide Prevention Guide
Generator Use During a Power Outage
Power Outages

Personal Preparedness

Boil Water
Find Water in Emergency
Medical Needs
Medication Distribution During Emergency
Psychological/Emotional Needs
Emergency Supplies
Home Preparedness Emergency
Shelter In Place
Turning Off Utilities
Securing Water Heater
Prepare Vehicle for Emergency
Emergency call 911
Out of Area Contact
Using a Smartphone in Emergency
Visual Needs
Deaf and Hard of Hearing
Mobility/Disabilities
Children in Emergency
Protect Pets in Emergency

Health Hazards

Anthrax
Botulism
Coronavirus
Cover Your Cough
Ebola
Enterovirus
Germs
Prevent Hypothermia
Pandemic Flu
Pneumonic Plague
Ecoli
Smallpox
Tularemia
Viral Hemorrhagic Fever

Ukrainian

Natural Hazards

Cold Weather
Earthquake Information
Hot Weather Safety
Fire at Home
Wildfires
Floods
Clean Up a Sewage Spill
Clean Basement After a Flood
Purifying Water During an Emergency
Finding Water in an Emergency
Landslides
Tsunamis
Volcanoes
Windstorms

Human Caused Hazards

Bomb Threat
Chemical Agents
Reduce Exposure to Radiation
Terrorism

Power Outages

Carbon Monoxide Safety
Generator Use During a Power Outage
Power Outages

Personal Preparedness

Medical Needs
Medication Distribution During Emergency
Psychological/Emotional Needs
Emergency Supplies
Home Preparedness Emergency
Shelter In Place
Turning Off Utilities
Securing Water Heater
Prepare Vehicle for Emergency
Emergency call 911
Out of Area Contact
Visual Needs
Deaf and Hard of Hearing
Mobility/Disabilities
Children in Emergency
Protect Pets in Emergency

Health Hazards

Anthrax
Botulism
Coronavirus
Cover Your Cough
Ebola
Enterovirus
Germs
Prevent Hypothermia
Pandemic Flu
Pneumonic Plague
Ecoli
Smallpox
Tularemia
Viral Hemorrhagic Fever

Vietnamese

Natural Hazards

Cold Weather
Earthquake Checklist
Earthquake Information
Hot Weather Preparedness
Hot Weather Safety
Fire at Home
Wildfires
Floods Fact Sheet
Clean Up a Sewage Spill
Clean Basement After a Flood
Disinfection of Private Well
Purifying Water During an Emergency
Finding Water in an Emergency
Hurricanes
Landslides and Mudflows
Thunderstorms
Tornado
Tsunamis
Volcanoes
Windstorms

Human Caused Hazards

Bomb Threat
Chemical Agents
Radiation Exposure
Terrorism

Power Outages

Carbon Monoxide Safety
Carbon Monoxide Factsheet
Carbon Monoxide Prevention Guide
Generator Use During a Power Outage
Power Outages

Personal Preparedness

Find Water in Emergency
Medical Needs
Medication Distribution During Emergency
Psychological/Emotional Needs
Emergency Supplies
Home Preparedness Emergency
Shelter In Place
Turning Off Utilities
Securing Water Heater
Prepare Vehicle for Emergency
Emergency call 911
Out of Area Contact
Visual Needs
Deaf and Hard of Hearing
Mobility/Disabilities
Children in Emergency
Protect Pets in Emergency

Health Hazards

Anthrax
Botulism
Coronavirus
Cover Your Cough
Ebola
Enterovirus
Germs
Prevent Hypothermia
Pandemic Flu
Pneumonic Plague
Ecoli
Smallpox
Tularemia
Viral Hemorrhagic Fever

Large Format

Natural Hazards

Winter Weather
Earthquake Information
Hot Weather Safety
Fire at Home
Wildfires
Floods Fact Sheet
Purifying Water During an Emergency
Landslides
Tsunamis
Volcanoes
Windstorms

Human Caused Hazards

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Securing Water Heater
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Emergency call 911
Out of Area Contact
Visual Needs
Deaf and Hard of Hearing
Mobility/Disabilities
Children in Emergency
Protect Pets in Emergency

Health Hazards

Anthrax
Botulism
Germs
Pandemic Flu
Pneumonic Plague
Accidental Poisoning
Smallpox
Tularemia
Viral Hemorrhagic Fever

Other Languages

Power Outages

Amharic Carbon Monoxide Prevention
Arabic Carbon Monoxide Prevention
French Carbon Monoxide Prevention
German Carbon Monoxide Prevention
German Carbon Monoxide Poisoning
Haitian Carbon Monoxide Prevention
Haitian Carbon Monoxide Poisoning
Hmong Carbon Monoxide Prevention
Hmong Carbon Monoxide Poisoning
Khmer Carbon Monoxide Prevention
Kurdish Carbon Monoxide Prevention
Lao Carbon Monoxide Prevention
Portuguese Carbon Monoxide Prevention
Tigrinya Carbon Monoxide Prevention

Health Hazards

Cambodian Cover Your Cough
Cambodian Prevent Germs
French Ebola

Other

Cambodian Children in Emergency
Cambodian Household Preparedness
Arabic 2 weeks ready
Amharic 2 weeks ready