

Supporting Persons with Limited English Proficiency (LEP)

Southern Teachers & Parents Federal Credit Union (STPFCU) is committed to providing reasonable accommodations to residents with LEP to the extent required by federal law. To ensure that such persons have reasonable access to support, STPFCU will follow the procedure below when serving persons with LEP.

(1) IDENTIFYING SERVICES TO BE PROVIDED

STPFCU will initiate reasonable steps to determine what services should be provided. Southwest Louisiana Credit Union will make that determination by assessing the following factors:

- (i) The number of LEP persons likely to seek services from the credit union;
- (ii) The frequency with which those LEP individuals are likely to seek services from the credit union;
- (iii) The nature and importance of the services the LEP persons are likely to seek; and
- (iv) The resources available to the credit union along with the cost of translation.

(2) PROVIDING WRITTEN TRANSLATIONS

Management will determine what vital documents should be translated and the language(s) of translation. When making this determination, management will consider the four factors above. All translated documents will be provided free of charge.

(3) IDENTIFYING LEP PERSONS AND THEIR LANGUAGE

When a LEP service is made available, STPFCU will identify the language and communication needs of each LEP person who may benefit from the LEP service as the person seeks service. If necessary, staff will use a language identification card (or “I speak cards,” available online at www.lep.gov) or posters to determine the language. In addition, when records are kept of past interactions with clients, the language used to communicate with the LEP person will be included as part of the record.

(4) PROVIDING NOTICE TO LEP PERSONS

When LEP assistance is made available, STPFCU will inform LEP persons of the availability of the language assistance, free of charge, by providing written notice in languages LEP persons will understand. Such notices and signs will be posted and provided in intake areas and other points of entry. Notification may also be provided through one or more of the following: the credit union’s website, outreach documents, telephone voicemail menus, local newspapers, radio, and television stations, and/or community-based organizations.