

Do you need help with language translation or interpretation?

How do I get translation services when I arrive at the prison's reception center?

When you arrive in the front area, notify staff you don't speak or read English or that you will need language assistance by pointing to your language on the DOC 'Point to your language' poster. We will tell your assigned classification counselor (this person helps you meet your goals while you're incarcerated) that you need language services. From there, we will put this information into your file so we can best help you during your time in a Department of Corrections (DOC) facility.

If my file doesn't say I need translation services, who can I contact?

When you have a need or a question, you can reach out to your counselor by using the 'kite system'. You can write your needs in your native language on the form. From there, we will translate your comments into English so that we can respond in your language.

What if I am struggling to receive language services?

Send a kite to your counselor in your native language describing your language needs, and your message will be translated. Additionally, you may send a Kite to your facilities Limited English Proficiency (LEP) Coordinator to get language access help.

How do translation services work – what can and can't be translated?

If you need a document translated while you're under DOC supervision, we can help with that. However, we can't translate documents we don't create. Here are some examples of documents we can translate:

- Agency rules.
- Resolution request (this is how complaints are handled).
- Notes from the prison's medical team or responses you see in the 'kite system'.
- Operational manuals (this is a document that explains each facility's policies).
- Policies each prison must follow (also known as operational memorandums or OMs).
- Messages from the superintendent.
- Documents related to the rights you have in prison (also known as liberty-interest documents).

How can I get documents in different languages?

Contact your counselor. If there is a language barrier, send a message through the 'kite system' using your native language. This message will go to your counselor or the person who supervises your unit. They will translate your message into English and answer your document questions in your native language. You can also ask for help through the phone interpretation service we use.

How can I request a copy of the language access policy?

You can find a copy of the language access policy on your Securus Tablet in the FYI app or in the law library if your facility has one. You can also send your counselor a kite to ask for a copy of the policy. The official policy name is *450.500 Language Services for Limited English Proficient Individuals*.