

# WAR MEMORIAL LANGUAGE ACCESS POLICY

## I. Introduction

This Language Access Policy is to be used as a resource for War Memorial staff on how to serve Limited English Proficient (LEP) individuals who come into contact with the office. Policies and procedures are defined below in order to facilitate meaningful access to War Memorial programs and services for LEP individuals.

## II. Purpose

The purpose of this policy is to ensure that LEP clients of the War Memorial are able to access, understand, and participate in War Memorial programs and services. LEP refers to those people who have a limited ability to read, speak, write or understand English. All LEP individuals conducting business with or receiving services from the War Memorial will be provided free interpretive services by bilingual staff or through our interpretation consultants.

Our Language Access policy is consistent with the federal and state guidelines and in compliance with San Francisco Administrative Code, Chapter 91, Language Access Ordinance (LAO).

## III. Department Description

The mission of the War Memorial is to manage, operate and maintain the War Memorial Opera House, War Memorial Veterans Building, Louise M. Davies Symphony Hall, Harold L. Zellerbach Rehearsal Hall, the Memorial Court, and all adjacent grounds. The Department works to provide safe, first-class facilities to promote cultural, educational, and entertainment opportunities in a cost-effective manner for maximum use and enjoyment by the public, while best serving the purposes and beneficiaries of the War Memorial Trust.

The San Francisco War Memorial and Performing Arts Center is one of the largest performing arts centers in the United States and one of the busiest in the world. The Center includes 791,000 square feet of space in four buildings situated on three city blocks. On an annual basis, the Center's performance facilities host over 750 performances and events, attracting an estimated one million patrons and guests.

### CORE VALUES

- ❖ Stewardship and preservation of historic and physical assets.
- ❖ Safety and security of licensees, patrons, visitors and staff.
- ❖ Accountability to our constituents, customers, employees and the public.
- ❖ Maximized use of the Performing Arts Center buildings and facilities.
- ❖ Partnerships and collaborations with Performing Arts Center occupants.
- ❖ Diversity of presentations and activities reaching all residents and visitors.
- ❖ Outstanding customer service for all patrons of the Performing Arts Center.
- ❖ Sustainability to meet the needs of today without compromising the future.

Providing Language Access to all licensees is essential to our ability to maximize use of our venues, create partnerships and collaborations with Center occupants, host a diversity of presentations and provide outstanding customer service.

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## LANGUAGE ACCESS LIAISONS

Kate Sofis, Primary Liaison

[kate.sofis@sfgov.org](mailto:kate.sofis@sfgov.org)

415-554-6306

Francesca Cicero, Secondary Liaison

[francesca.cicero@sfgov.org](mailto:francesca.cicero@sfgov.org)

415-554-6377

Address for both liaisons

401 Van Ness Avenue, Rm 110

San Francisco, CA 94110

## MULTILINGUAL EMPLOYEES

The War Memorial is proud to have a very diverse staff who have language skills in a wide range of languages and dialects. Approximately fifty percent of the security staff, which greets the public in our lobbies and at our stage door security entrances, are proficient in a language other than English, some speaking three or four additional languages. Our Language Access policies and procedures specify all bi-lingual staff to provide language interpretation or translation for their colleagues and the Center licensees whenever it is safe and practical to do so.

### IV. [Language Access Protocols](#)

This section describes procedures to follow when an LEP individual comes into contact with the Department.

#### WALK-IN

When a walk-in client enters the office, the employee at the front desk will determine the language that the client needs help in and will provide assistance using the following steps: Identify the language required using a "Language Services Public Sign," or by asking the client what language in which they prefer to continue.

If the client speaks any language that is available in the Department (Appendix A: Roster of Multilingual Employees), the employee at the front desk can contact a staff member to provide language assistance.

If no War Memorial staff person is available with proficiency in the language required, then the office will contact Language Line Solutions, a vendor with which the City has a contract for interpretation services. The procedure is as follows:

- Call Language Line Solutions for interpretation services: Dial 1-866-874-3972 and provide representative with **client ID 598104**
- Press 1 for Spanish or Press 2 for all other languages, at the prompt say the name of the language needed. For help in identifying a language, Press 0 or stay on the line for assistance.
- When the interpreter is connected, tell the interpreter what you need to accomplish on the call and provide any specific instructions. Use the Language Line two hand-set phone located adjacent to the Reception Desk (above the postage meter), so that both the employee and the client can hear the interpreter. Note: Staff member should focus on client, instead on the phone, so as to give the client the sense that they are talking to them.

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### TELEPHONE

When an LEP individual calls the main telephone line, 415-621-6600, employees should identify the caller's preferred language by using simple questions that may help to ask about the language spoken by the LEP individual.

If and once the preferred language is identified, the LEP caller can be transferred to the appropriate staff.

If there are no available staff who speak the individual's preferred language, the employee should contact Language Line Solutions.

1. Dial **1-866-874-3972** and provide representative with **client ID 5981**
2. Press 1 for Spanish or Press 2 for all other languages, at the prompt say the name of the language needed. For help in identifying a language, Press 0 or stay on the line for assistance.
3. When the interpreter is connected, tell the interpreter what is needs to be accomplished on the call (e.g., provide driving directions, give ticketing/box office instructions)and provide any specific instructions. Then add the client to the call.
4. When placing a call to an LEP individual, begin at Step 1. If assistance is needed to call a LEP individual, press 0 to transfer to a representative at the beginning of the call.

### VOICEMAIL

When anyone reaches the main telephone line voicemail, a message and instructions in Chinese, Filipino or Spanish directs the caller to basic information about the War Memorial. The message also provides email addresses for the War Memorial (Info, Lost & Found) if the individual needs further information and/or assistance.

### EMAIL

The office may receive emails in languages other than English. Employees who check the general office email account can verify the language of such messages by asking a bilingual colleague for assistance or by copying and pasting some text into Google. Once the language is identified, the message can be sent to the appropriate bilingual employee for translation.

If the language is not available in-house, employees should send the message to the Language Access Liaison for further support.

### INFORMING THE PUBLIC OF THE AVAILABILITY OF LANGUAGE SERVICES

At the front desk there is a "Languages Service Public Sign" that individuals can use to indicate their preferred language.

War Memorial Board of Trustees agendas include "Right to Request Services in Language" in all the threshold languages:

"Per the Americans with Disabilities Act and the Language Access Ordinance, Chinese, Spanish, and/or American Sign Language interpreters will be available upon request. Additionally, every effort will be made to provide a sound enhancement system, meeting materials in alternative formats, and/or a reader. Requesting accommodations at least 72 hours in advance will help ensure availability. Minutes may be translated after they have been adopted by the Board. For all these requests, please contact the

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War Memorial Office at least 72 hours before the meeting at 415-621-6600. Late requests will be honored if possible. The hearing room is wheelchair accessible.”

### WEBSITE TRANSLATION

The War Memorial Website ([sfwarmemorial.org](http://sfwarmemorial.org)) is screen reader compatible and has built in translation available for Chinese, Filipino, and Spanish. All venue rental information is posted on the website. War Memorial’s Language Access Policy is posted on the website.

### V. Complaint Process

The Office of Community Engagement and Immigrant Affairs (OCEIA) is charged with collecting and investigating Language Access Ordinance (LAO) complaints. LAO complaint forms can be accessed on the War Memorial’s website (<http://www.sfwarmemorial.org/contact-staff/>). Any complaints related to language access should be forwarded to OCEIA within 24 hours. Complaints can also be emailed to [language.access@sfgov.org](mailto:language.access@sfgov.org), or faxed to (415) 554-4849.

OCEIA Complaint forms should also be available at the front desk (Appendix C.)

### VI. Internal Staff Training

The War Memorial conducts annual trainings with front desk and public contact staff. Training includes:

- Review of the War Memorial’s Language Access Policy
- Review of the San Francisco’s Language Access Ordinance highlighting the ordinance’s requirements and any changes since the last review
- Demonstration of how to use the Language Line services and equipment.

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