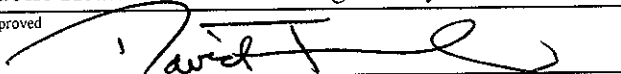


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| Title Translation Policy | Document Code No. PRE 1-1 (DPH DP) |
| Department/Issuing Agency Public Health – Seattle & King County | Effective Date. July 10, 2009 |
| Approved  | DPH Director |

1.0 SUBJECT TITLE: Translation Policy

1.1 EFFECTIVE DATE: July 10, 2009

1.2 TYPE OF ACTION: New

1.3 KEY WORDS: Language, Limited English Proficiency (LEP), Translation

2.0 PURPOSE:

To establish policy for Translation of Public Health Documents.

3.0 ORGANIZATIONS AFFECTED:

Applicable to all divisions and programs within Public Health.

4.0 REFERENCES:

4.1 American Translators Association (ATA) Certification Program

4.2 Washington State Department of Social and Health Services (DSHS) Translator Certification Program

4.3 Department of Health and Human Services, National Standards for Culturally and Linguistically Appropriate Services in Health Care

4.4 Title VI of the 1964 Civil Rights Act, Policy Guidance on the Prohibition Against National Origin Discrimination As It Affects Persons With Limited English Proficiency

4.5 Model Hospital Policies & Procedures on Language Access

5.0 DEFINITIONS:

5.1 “Certified Translator” means a translator who is accredited by either the American Translation Association or by Washington State DSHS.

5.2 “Cultural and Linguistic Competency” means a set of behaviors, attributes and policies enabling an agency (or individual) to function effectively and appropriately in diverse and cross-cultural interactions and settings. Creating culturally and linguistically competent materials requires consideration for individual, cultural, and linguistic differences, and the use of appropriate language, messages, and images that are relevant to the specific community or population.

5.3 “Health Education Materials” means materials that seek to increase awareness and knowledge, and influence people's attitudes and behavior so that they can make informed decisions that affect their health. For the purpose of translation, Health Education Materials refers only to written materials such as brochures, posters, booklets/pamphlets, bus signs, billboards, and print and broadcast advertisements.

5.6 “Limited English Proficiency (LEP)” means a person with limited ability to speak, read, write, or fully understand English.

5.7 “Primary Languages” means languages other than English spoken by the largest numbers of King County residents.

5.8 “Source Language” means the language from which translation occurs. Most often the source language will be English.

5.9 “Translation” means the conversion of **written** communications from one language (source language) to another (target language) preserving the intent and essential meaning of the original text. Translation does not include interpretation, the **oral** conversion of a spoken message from one language to another.

5.10 “Target Audience” means the audience to whom the translated document is intended. A target audience may be identified as primary (people to whom messages are targeted) or secondary (someone with a stake in the program/project including key community contacts).

5.11 “Target Language” means the language to which translation or adaptation occurs.

6.0 POLICIES:

6.1 There are residents within King County who have Limited English Proficiency. Public Health must promote fair and equitable access to information for these residents through high quality translations.

6.2 Public Health will make a concerted effort to translate materials and that these materials are culturally and linguistically competent. The guidelines in Appendix 9.1 provide additional information for translation.

6.3 This policy applies to all department materials.

6.4 A document must be translated into a target language when the target audience is a specific community or group with limited English proficiency.

6.5 When the target audience is residents throughout King County, Health Education Materials that are less than 450 words are required to be translated into at least Spanish.

6.6 When the target audience is residents in a neighborhood or city, Health Education Materials that are less than 450 words are required to be translated in languages that occur in 5% or more of a neighborhood or city's population.

6.7 Although translation is only required for Health Education Materials that are 450 words or less, translating larger Health Education Materials and all other department materials is highly encouraged.

6.8 All translations will be performed by a certified translator and reviewed by another certified translator for quality assurance. The certification must be in the target language for the document.

6.9 Translations may be completed by internal staff or a translation vendor. Certified internal staff shall be utilized before a vendor whenever practical. The use of vendors will comply with any applicable collective bargaining agreements.

6.10. The Translation Request Form, Appendix 9.2, must be used for all translations to assure that they are high quality and culturally and linguistically competent.

7.0 PROCEDURES:

Action By: Project/Program Manager

Action:

7.1 Evaluate all materials to determine if they should be translated. Health Education Materials that are one-page or less and meet the criteria in 6.4 and 6.5 must be translated.

7.2 Ensure accurate and high quality translations by thoroughly reviewing source materials prior to translation to confirm that the information is well written, clear, and accurate.

7.3 Determine the appropriateness of the translation design, format, and distribution.

7.4 Complete the Translation Request Form (Appendix 9.2).

7.5 If using a translation vendor, choose one from the approved vendor list (Appendix 9.3).

7.6 Submit the Translation Request Form to the selected vendor or certified translator.

7.6.1 Vendors will send an estimate for the translation. This estimate is then sent to the purchasing authority for approval.

Action By: Project/Program Purchasing Authority

Action:

7.7 Sign and fax or mail the estimate back to the vendor to authorize the work.

8. RESPONSIBILITIES:

8.1 The Project/Program Manager is responsible for evaluating materials to translate. This includes all required Health Education Materials and all other materials as appropriate. The manager will choose a certified translator and reviewer and complete the Translation Request form.

8.2 The Project/Program Purchasing Authority is responsible for authorizing the estimate for services when a vendor is used.

8.3 The Policy, Community Partnerships & Communications Chief and unit are responsible for providing guidance on translations, including which documents to translate.

9.0 APPENDICIES:

9.1 Public Health Translation Manual: Guidelines, Best Practices, Resources and Maps

9.2 Translation Request Form

9.3 Approved List of Translation Vendors

| Policy Owner | Last Review Date | Comments |
|---|-------------------------|-----------------|
| Policy, Community Partnerships & Communications | 7/1/09 | Established |