

"LANGUAGE ACCESS" IT IS YOUR RIGHT TO USE!

The District of Columbia protects the rights of people who speak limited or no English. The D.C. Language Access Act of 2004 obligates the D.C. government to provide equal access and participation in public services, programs, and activities for residents of the District of Columbia who cannot speak, read, or write English.

If you request a service within D.C. government and you cannot speak, read, write, or understand English, you have the right to:



Request and receive interpreter services at no cost to you.

D.C. government agencies will provide a qualified interpreter to assist you in-person or will provide a professional telephone interpreter service if an in-person interpreter is unavailable.



Request and receive vital documents in your language at no cost to you.

D.C. government agencies will provide various translated material, such as applications, notices, complaint forms, and outreach materials available in the non-English languages spoken by the population they largely serve.



Make a complaint.

If you are unable to receive access to a service in your language from a particular D.C. government agency, the agency may be in noncompliance with the D.C. Language Access Act. Please contact the Language Access Program at the D.C. Office of Human Rights at (202) 727-4559 to report such a case. Remember, you have a right to receive access to services in your language.

Remove the card below and use it when requesting a service at a D.C. government agency. Keep this card with you at all times.

I speak *Chinese*

I need language assistance. Please make note of my spoken language in your records, as well as my need for an interpreter.

District of Columbia law requires D.C. government agencies to ensure **equal access** to their programs. For more information or to make a complaint, contact:

D.C. Office of Human Rights

(202) 727-4559

www.ohr.dc.gov



D.C. Office of
Human Rights

Vincent C. Gray,
Mayor

「語言服務」 您有權利用這項服務!

哥倫比亞特區保護英語能力有限或不會說英語的人的權利。「2004年哥倫比亞特區語言服務法」(D.C. Language Access Act of 2004)要求哥倫比亞特區政府向不會英語口語、閱讀或寫作的哥倫比亞特區居民提供接受及參加公共服務、計劃及活動的平等權利。

如果您要求接受哥倫比亞特區政府提供的服務，但是您不會英語口語、閱讀或寫作，或不理解英語，您有權：



要求接受免費口譯服務。

哥倫比亞特區政府機構將提供合格的口譯員，親自協助您；如果無法找到口譯員親自協助您，則向您提供專業電話口譯員服務。



免費索取用您的語言編寫的重要文件。

哥倫比亞特區政府機構將提供各種翻譯資料，例如用政府機構服務的主要人口使用的英語之外的語言編寫的申請表、通知、申訴表及宣傳資料。



提出申訴。

如果您無法用您的語言從某一特定哥倫比亞特區政府機構獲得服務，該機構可能未遵守「哥倫比亞特區語言服務法」。請洽哥倫比亞特區人權辦公室語言服務計劃，電話號碼 (202) 727-4559，報告出現的問題。請記住，您有權用您的語言接受服務。

請撕下以下卡片，在哥倫比亞特區政府機構申請服務時使用。
請始終隨身攜帶本卡。



哥倫比亞特區
人權辦公室
Vincent C. Gray, 市長

我說中文

我需要語言協助。請在您的記錄中寫下我說的語言以及我的口譯服務需求。

哥倫比亞特區法律要求哥倫比亞特區政府機構確保所有人能夠公平地利用政府機構的計劃。如需瞭解詳情或提出申訴，請洽：

哥倫比亞特區人權辦公室
電話：(202) 727-4559
www.ohr.dc.gov

