

Bay Bank
Language Assistance Plan Policy
Effective Date: February 23, 2024

1. Purpose and Scope:

This Language Assistance Plan (LAP) Policy is established to ensure that Bay Bank provides meaningful access to its programs and services for individuals with limited proficiency in the English language, in accordance with federal and state laws.

2. Applicability:

This LAP Policy applies to all programs, services, and activities offered by Bay Bank.

3. Identification of Limited English Proficiency Individuals:

Bay Bank employees shall take reasonable steps to provide LEP individuals with meaningful access to all products, services, and programs offered by Bay Bank.

This policy is based on the principle that it is the responsibility of Bay Bank and not the LEP person to take reasonable steps to ensure that communications between Bay Bank and the LEP person are not impaired as a result of the limited English proficiency of the individual.

Bay Bank staff shall take reasonable steps to effectively inform the public of the availability of language accessible programs and activities.

5. Modes of Language Assistance:

Bay Bank will provide the following language assistance services, with a primary focus on Spanish:

Language assistance may be provided in various modes, including oral interpretation, written translation, bilingual staff, and the use of language assistance tools and resources. The choice of mode will depend on factors such as the complexity of the communication and the preferences of the LEP individual.

Interpreters may include bilingual staff, contracted language service providers, or telephonic interpretation services. All interpreters will adhere to ethical standards, including maintaining confidentiality.

6. Notification and Outreach:

Bay Bank will display notices on website informing individuals of the availability of language assistance services. Information about language assistance will also be disseminated through the agency's website, social media channels, and printed materials as necessary.

7. Training and Education:

Staff members will receive training on cultural competence, the importance of language access, and the proper use of language assistance services. Ongoing education will be provided to ensure staff awareness and compliance.

8. Monitoring and Compliance:

Bay Bank will establish mechanisms to monitor the implementation of this Language Assistance Plan. Regular assessments and audits will be conducted to ensure compliance with relevant laws, including Title VI of the Civil Rights Act.

9. Feedback and Improvement:

A feedback mechanism will be established to allow individuals to report concerns or issues related to language assistance services. Feedback will be used to continuously improve the effectiveness of language access services.

10. Documentation and Recordkeeping:

Bay Bank will maintain records of language assistance provided, including the languages spoken by LEP individuals, types of services provided, and any challenges encountered. Records will be kept confidential and in compliance with applicable laws.

11. Legal Compliance:

This Language Assistance Plan is designed to comply with all applicable federal, state, and local laws governing language access and anti-discrimination, including but not limited to Title VI of the Civil Rights Act.

Bay Bank is committed to reviewing and updating this policy regularly to ensure its continued effectiveness in meeting the needs of individuals with limited English proficiency.