



# BRIGHTON AREA FIRE AUTHORITY

615 W. Grand River Ave.  
Brighton, MI 48116  
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## LANGUAGE ACCESS PLAN

### I. Purpose

Brighton Area Fire Authority has developed a Language Access Plan (LAP) for Limited English Persons (LEP). This plan is intended to provide language assistance to persons with limited English proficiency who wish to access services provided by the Brighton Area Fire Authority. This includes individuals who do not speak English as their primary language and have limited ability to read, speak, write, or understand English.

Title VI of the Civil Rights Act of 1964 is the federal law which protects individuals from discrimination on the basis of their race, color, or national origin in programs that receive federal financial assistance. In certain situations, failure to ensure that persons who have limited English proficiency can effectively participate in, or benefit from, federally assisted programs may violate Title VI's prohibition against national origin discrimination.

Following this plan is essential to the success of our mission to provide the highest level of service to all of our community residents.

### II. Our Communities-Limited English Proficiency

According to the U.S. Census Bureau Survey estimates for 2018-2022, the following percentages of our residents ages 5 years+ speak a different language other than English at home: City of Brighton 6%, Genoa Township 3.2% and Brighton Township 3.5%.

### III. Language-Access Coordinator

To ensure LEP individuals have equal access to Brighton Area Fire Authority's programs and services, Fire Chief, Michael O'Brian serves as language access coordinator for our citizens requesting or in need of language access services. Contact Information: email [mobrian@brightonareafire.com](mailto:mobrian@brightonareafire.com) or 810.229.6640.

### IV. Notice to LEP Citizens

Brighton Area Fire Authority intends to take reasonable steps to provide LEP individuals with meaningful access to services and programs and will seek methods to reduce barriers by increasing our capacity to deliver services and benefits to people in their primary language.

- A. Brighton Area Fire Authority rather than the LEP customer bears the following responsibilities:
  1. To provide language appropriate services, when requested or determined needed or appropriate.
  2. To discourage the use of informal interpreters such as family, friends of the person seeking



services, or other customers in non-emergency situations.

3. To prohibit minor children from acting as interpreters except in emergency situations.
  4. To prohibit staff from suggesting or requiring LEP customers to provide an interpreter to receive services.
- B. The preferred method of communication:
1. Using competent bilingual staff able to provide services directly to the customer in his/her primary language.
  2. Utilizing telephonic interpreters when staff cannot meet language needs.
  3. Staff are authorized to offer and provide language services to communicate effectively even when such assistance is not requested by the LEP person.
- C. Notice to Public- to assist visitors at BAFA's headquarters, 615 W Grand River Ave., Brighton, MI administration has provided an "I speak" flier which features over 30 languages. This flier will enable staff to effectively determine language needs and provide assistance to persons with LEP.

## V. Direct Contact with LEP Individuals

- A. The Brighton Area Fire Authority has several points of contact with the public:
1. **Fire Station walk-ins.** LEP individuals may come into BAFA stations looking for help in obtaining services. In these instances, if there is no bilingual staff available to interpret, staff members will utilize telephonic interpretation or online applications such as Google translate.
  2. **Emergency Response.** Authority personnel may come into contact with LEP individuals when responding to emergency incidents. In situations where there is no bilingual staff available, and if time or situation allows, personnel will utilize telephonic interpretation or online applications such as Google Translate.

## VI. Vital Document Translations

Vital Documents are considered to be any notification that would directly impact individuals of the LEP population. This could include: incident reports, inspection reports, violation notices or other similar documents. The Fire Chief will review and determine the appropriate classification of documents. Brighton Area Fire Authority will translate its vital documents for LEP population at no cost.

## VII. Staff Training

Staff will receive training on the content of this language access policy, how to identify the need for language services and providing language accessible services and interpretation best practices.

## VIII. Plan monitoring and evaluation

- A. The Fire Chief will be responsible for monitoring compliance with the Fire Authority's language access plan.
- B. The Brighton Area Fire Authority shall conduct an annual review on the effectiveness of the language access policy and make changes as needed.



## IX. Language Access Complaint Procedure

You can file a formal Language Access complaint with the Fire Chief if you believe you have been wrongfully denied the benefits of this Language Access plan. You must file your complaint within 6 six months of the alleged denial.

To file a complaint, please contact:

**Brighton Area Fire Authority**  
**Language Access Coordinator**  
**Fire Chief O'Brian**  
**615 W Grand River Ave**  
**Brighton, MI 48116**

**Email:** [mobrian@brightonareafire.com](mailto:mobrian@brightonareafire.com)

The complaint should specify the date, individuals involved, and the reason for the complaint. The Language Access Coordinator (Fire Chief) will notify parties within 30 days of the outcome of the complaint.