

I Speak Cards

Why are we receiving these?

To help you communicate with limited English proficient ("LEP") and deaf or hard of hearing court users. For the foreign language cards, the front side of the card is for the LEP court user. For example, the front of the Spanish card looks like this:

Me llamo _____.
El idioma que hablo es **español**. Por favor
consiga a alguien capacitado que me
proporcione asistencia con el idioma para que
usted y yo podamos hablar. Gracias.



The back of the card is for court staff. At the top of the card, you will see the English translation of the above message. The language that the person speaks will again be bolded and underlined, so that staff can easily spot the language. Instructions for staff appear beneath the translation. The back of the card looks like this:

Translation: My name is _____.

The language I speak is **Spanish**. Please find someone who is qualified to provide language assistance so that we can talk to each other. Thank you.

For staff:

For counter assistance, utilize bilingual staff or contact your telephone interpreting provider. For a courtroom proceeding, contact your court's Language Access Coordinator for assistance.

The deaf/hard of hearing card allows the person with the disability to indicate what type of assistance they need, whether it be an interpreter, CART, (Computer Assisted Real Time Translation), an assistive listening device, etc. On the "staff" side of the card, staff are instructed to contact their language access coordinator to arrange for an interpreter and their ADA coordinator to arrange for other types of assistance.

How many cards am I receiving?

This depends on the size of your LEP population and judicial district. You should have 6 sets of cards: 5 sets in the 5 foreign languages for which you most frequently use interpreters in your district, and one set of cards for deaf and hard of hearing court users (the "D/HOH" card).

Where should we put them?

The "I Speak" cards should be displayed in all court office reception/information desks or kiosks and any other locations where posters are displayed. Please provide the cards to your MDJ courts, as well.

How should they be used?

LEP or deaf or hard of hearing persons can show the card to staff to communicate their need for language assistance. Since the cards, unlike the Right to Interpreter poster, are portable, LEP court users can carry a card with them, and use it when they need to visit other offices in the courthouse.

Thank you for your work on these language access issues. Please contact the Coordinator for Court Access, at languageaccess@pacourts.us should you have any questions.