

## Connection Credit Union - Language Assistance Program

Objective: To provide adequate language assistance services to our members with limited English proficiency, ensuring they have equal access to our financial services and information.

Program Components:

1. Language Assistance Program
  - a. President/ CEO will be the primary employee responsible for overseeing and managing Connection CU's Language Assistance Program.
2. Identification of Language needs
  - a. Primary member language assistance needs in our service area is Spanish.
3. Bilingual resources
  - a. Connection CU will maintain a database of translated materials, such as forms, brochures, and key documents as needed.
4. Interpretation Services
  - a. Connection Credit Union has multiple bi-lingual employees who are qualified to provide interpretation services for members both in-person and via the telephone.
  - b. Interpreters are available during regular business hours.
5. Translation Services
  - a. Translation services will be provided for essential documents and forms (primarily account agreements, loan documents and account and loan applications) into the languages most spoken by members if determined there is a member need for these services.
6. Training
  - a. Staff training will be provided on cultural sensitivity, effective communication with members with limited English proficiency, and the proper use of interpretation and translation services.
7. Communication and Outreach
  - a. The availability of language assistance services to members will be promoted through the credit union's website and in branch signage.
  - b. The credit union's Language Assistance Program is available on our website at: <https://www.connectioncu.org/languageassistance>
8. Member feedback and evaluation
  - a. Members can provide feedback on our language assistance services either in branch, via telephone or on our website by clicking the 'Help' button at the top of the page.
  - b. The program effectiveness will be evaluated at least annually and improvements will be implemented as needed.

9. Compliance

- a. Connection CUs language assistance program complies with all applicable federal and state laws, including Title VI of the Civil Rights Act and any other relevant regulations.

10. Record Keeping

- a. Records will be maintained on language assistance services provided, including the language used, date, and purpose of assistance.
- b. A record of complaints or feedback related to language assistance will be maintained

11. Reporting

- a. An annual report on the credit unions language assistance program, summarizing activities, accomplishments, and improvements made throughout the year will be provided.

**Reviewed and approved by Connetion CU Board of Directors: May 23, 2024**