



NORTH COUNTY RAPE CRISIS & CHILD PROTECTION CENTER

The Limited English Proficiency Plan is part of the North County Rape Crisis and Child Protection Center's (NCRCCPC) formal written policy:

- NCRCCPC will serve all persons equally including those who speak English or Spanish.
- NCRCCPC will have a staff person on site who speaks English and Spanish; bilingual staff and/or volunteers are available 24/7 on the Center's 24-hour Hotline.
- NCRCCPC will train English speaking staff to direct Spanish speaking client to Spanish speaking staff.
- NCRCCPC will translate all brochures, pamphlets and client intake forms to English and Spanish.
- NCRCCPC will have program material in English and Spanish on website.
- NCRCCPC will post contact information for clients who feel they have been discriminated against based on race, color, national origin, religion, sex, disability, or familial status. This includes refusing to provide reasonable accommodations to persons with disabilities. (Title II of the Americans with Disabilities Act prohibits discrimination on the basis of disability in all programs, services, and activities of local governments.)

P.O. Box 148, Lompoc, CA 93438

LOMPOC OFFICE: (805) 736-8535 ♥ SANTA MARIA OFFICE: (805) 922-2994

24-HOUR HOTLINE: (805) 736-7273 ♥ office@ncrccpc.org