
LANGUAGE ACCESS PROGRAM

STANDARD OPERATING PROCEDURES



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I. Agency Overview

A. Mission of Agency

The New York City Buildings Department (“ The Department”) ensures the safe and lawful use of buildings and properties by enforcing the Building Code and the Zoning Resolution. We facilitate compliant development with integrity, efficiency and professionalism.

We are steadfast in making construction in our city safer and enhancing the quality of life for all New Yorkers.

We are committed to improving our performance and developing procedures that are streamlined, understandable and transparent.

B. Direct Services Offered

The Department consists of operating offices in each borough with central and executive offices in Manhattan. It has jurisdiction over a million buildings and properties citywide. Our architects, engineers, lawyers, administrative and support staff are critical to our success in enforcing safe construction practices and delivering services.

- Our Engineers and Architects evaluate construction plans, verifying compliance with Building Code and zoning requirements.
- Our inspectors monitor job sites to enforce building code and zoning regulations, and issue violations when appropriate.
- Our Department issues a Certificate of Occupancy (C of O), which documents the legal use and/or occupancy of a building, when the required sign-offs are obtained.
- Our managers and support staff are dedicated to meeting the needs of the public by providing great customer service and developing streamlined operations that are effective and ensure public safety.

We are committed to enhancing the quality of life for all New Yorkers and making our City a great place to live, work and build.

The Department of Buildings issues over one hundred thousand building permits, permit renewals, Certificate of Occupancy and violations annually.

Permits

- Alterations – Room additions, conversions and renovations
- Construction Equipment - Fences, sheds, chutes, scaffolds, etc.
- Curb Cuts
- Demolition & Removal



- Electrical Systems
- Elevators
- Fire Alarms
- Fire Suppression Systems
- Foundation/Earthwork
- Fuel Burning/Storage
- Mechanical and HVAC (Heating, Ventilating and Air Conditioning Systems)
- New Building Construction
- Places of Assembly (PA)
- Plumbing Systems
- Residential Work – Decks/porches, garages, fences, fireplaces, pools, water heaters, etc.
- Signs
- Sprinklers
- Standpipe Systems
- Subdivisions

In addition, the Department also issues and renews different types of tradesperson's licenses and registrations:

Licenses

- Master Plumbers
- Master Fire Suppression Piping Contractors (Class A, B and C)
- Welders (Classes 1-4)
- Engineers (Stationary and Portable)
- Hoisting Machine Operators (Class A and B)
- Hoisting Machine Operators (Class C)
- Master Sign Hangers
- Special Sign Hangers
- Master Riggers
- Special Riggers
- Elevator Inspectors
- Elevator Agency Directors
- Oil Burning Equipment Installers (Class A & B)
- Climber or Tower Crane Riggers
- Site Safety Coordinator
- Site Safety Managers
- Cement Testing Laboratories



- Master Electrician
- Special Electrician

Registrations

- Construction Superintendents
- Filing Representatives
- General Contractor

II. Program Introduction

On July 22nd, 2008, Mayor Bloomberg signed Executive Order 120, which outlined two primary responsibilities for NYC Agencies:

1. Within 45 days, appoint a Language Access Coordinator
2. By January 2009, Buildings developed and distributed a Language Access Policy and Implementation Plan to:
 - Provide and ensure access to direct public services
 - Demonstrate flexibility in determining language access assistance for their agency, according to their individual customer base
 - Meet the language access standards defined by the Customer Service Group

In 2014 Mayor Bill de Blasio pledged to expand Language Access in his *New York City Rising As One* platform. The Mayor's Office of Immigrant Affairs (MOIA) requested each Agency head appoint a senior staff person to this important role. At the Department, the Director of Customer Service will serve as the liaison to MOIA and the Mayor's Office of Operations to oversee the implementation and execution of the updated Language Access Policy

III. Background of Language Access Program

New York City's unique customer base requires cultural competency and language access for its limited-English proficient (LEP) customers.

- NYC is home to approximately 3.4 million immigrants
- Almost half of New Yorkers speak a language other than English at home
- 1.8 million New Yorkers, or approximately $\frac{1}{4}$ of NYC's population, identify themselves as limited English proficient



The most common languages spoken and read by LEP individuals in New York City are: Spanish, Chinese, Russian, Korean, Italian and French Creole which also can be located at <http://www1.nyc.gov/office-of-the-mayor/news/282-08/mayor-bloomberg-signs-executive-order-120-requiring-citywide-language-access#/0> .

There are two federal mandates that guarantee the provision of meaningful access to federally-funded services for LEP individuals:

Title VI of the 1964 Civil Rights Act

- Prohibits federally funded agencies and programs from discriminating against individuals based on national origin

Federal Executive Order 13166

- *Improving Access to Services for Persons with Limited English Proficiency* (2000)
- Ensures meaningful access in the form of language access service provision to all LEP individuals who seek or receive federal benefits

Although these mandates cover many City social programs, Mayor Bloomberg signed the first local law regarding language access in 2003:

- Local Law 73 (2003), Equal Access to Human Services Law
Mandates the NYC Human Resources Administration, Department of Homeless Services, Administration for Children Services, and Department of Health and Mental Hygiene to provide free language interpretation services for individuals considered limited in English, ensuring meaningful access

IV. Role & Responsibilities

Language Access Coordinator

The Language Access Coordinator is a current employee of the agency who:

- Acts as the Agency's Customer Service Liaison or works closely with the Customer Service Liaison
- Familiar with customer-based divisions of the Agency
- Has decision-making authority
- Dedicates time to creating a Language Access Plan at his/her Agency and monitors its implementation



- Works internally with Agency stakeholders on creating a Language Access Plan for the Agency
-
- Collects current customer-base data
- Provides current program analysis
- Works with the Mayor's Office to implement the Language Access Plan

Specific responsibilities include:

- Provide support to borough and unit leadership on language access services
- Serves as the coordinator to Agency Language Access Liaisons and Directors to ensure standard procedural policies, thus linguistic barriers to service
- Conducts need-based assessments to assist in identifying strengths and weaknesses
- Oversees Citywide contracts related to Language Access Services (interpreting, translation, and cultural competency) to ensure quality assurance and cost benefits
- Develop reporting tools and/or systems to capture data
- Sets guidelines for the consistent collection of interpreter services for reporting
- Develops and distributes materials to inform staff and customers of Language Access Programs
- Encourages the use of vendor translation services rather than ad-hoc methods
- Maintains up-to-date Agency's policy and procedures
- Develops and maintains up-to-date contact information for all staff assisting with the Language Access Program
- Ensures all related signage and collateral material is visible and accessible
- Provides oversight and monitors Agency Language Services (written and oral) provided to LEP customers
- Assess, conduct/coordinate staff training and/or trainings to ensure preparedness

Role of the Mayor's Office

The Mayor's Office will be available to support Agencies as they revise their Own Language Access Policies and Plans.



- They will work with coordinators in creating policies and plans to:
 - Share examples of functioning language access plans
 - Distribute leading practices for language access planning
 - Provide technical support as questions arise
- Review Language Access Plans for compliance with Executive Order 120
- Create Citywide tools/solutions for providing language access

V. Limited English Proficiency (LEP) Population Assessment

The Department will utilize the top six citywide LEP languages in our Plan based on Census data and internal research. The Department shall provide services to LEP customers by various methods based upon the relative numbers of such persons and the frequency of contacts or anticipated contacts. Reasonable steps shall be taken to accomplish our goals, but at the point at which costs approach or exceed the benefits, alternative methods of delivery of language services will be evaluated and appropriate changes made.

A. Execution of the Department of Justice's Four-Factor Analysis

Factor 1

The number or proportion of LEP persons in the eligible service population

The Department determined the proportion of LEP persons identified based on data obtained from 311 and our internal survey to determine the number of customers served Citywide by borough offices and central units. There has been no significant population or demographic changes in our service area since the 2000 Census. Our 2015 assessment is in line with the top six citywide languages.

B. Utilize existing data

- U.S. Census data
- Work with 311 Liaison to obtain data specific to our agency
- Volume of calls transferred to Language Line
- Volume of complaint calls transferred to Language Line
- Use available agency data on our customers

Calls to 311 Requiring Language Line Assistance Date Ranges: Jan 2, 2015 to July 29, 2015

- Information Provided.....466
- Transferred to Agency.....96



- *Universal Intake.....1,537
**Service Request submitted*

Factor 2

The frequency with which LEP individuals come into contact with the Agency

The Department tracks the number of LEP customers we encounter on a monthly basis at our borough offices and various central units.

The Department will monitor the vendor's monthly billings pertaining to languages required, the nature of the transaction and duration of each transaction to collect important information required for reporting purposes.

Factor 3

The importance of the benefit, service, information, or encounter to the LEP person and the associated language access

The Department recognizes that within the range of services it provides some services are prioritized. While it is the Department's intent to provide meaningful access to all customers and eligible individuals, the availability of resources may limit the conditions of language services in some instances.

Activities such as outreach, issuance of violations, vacate orders and stop work orders, legal actions, life and safety notices are of highest priority. Information about and an understanding of these activities should be effectively communicated to all persons immediately affected.

Required interpretation (in-person or telephonic) services

- In-person office visits (telephonic interpretation)
- Telephone interactions (telephonic interpretation)
- Agency workers, e.g., inspectors visit properties, (telephonic interpretation)
- Other activities and materials such as technical forms and optional meetings are of lesser importance and hence a lower priority.

Required translation services: Essential documents*

- AEU-2: Certificate of Correction
- LS-4: No Access Notice
- Stop Work Order
- Vacate Order
- Violation



We intend to have the above referenced documents translated and available by June 2016. The Department will continue to survey the types of encounters and volume of contact the LEP population will have when in contact with the agency to meet the needs of these individuals.

**All translation services should be reviewed by a qualified reviewer (employee or volunteer).*

Future Considerations

- Brochures/Tool Kits
- Information/web site
- Public education campaigns (posters, print materials, instructional videos)
- Media/advertising
 - Street or neighborhood contact and in-person community outreach, e.g. police, community events/workshops
 - Public hearings and meetings
 - School/education sites

The Department will offer oral interpretation at no charge during meetings and events, provided that the needs are identified by the participants at least two weeks in advance prior to the event. Written communication for advertising such events shall provide instructions for requesting interpretation services.

We intend to implement the translation of additional materials and expand our outreach in phases between July 2015 and July 2016. The Department currently have a contract in place with Language Line Services and we will continue to provide the necessary training and required materials to staff. Training began in January 2009 and a refresher is part of the annual customer service course. All borough offices, units and inspectors will be equipped with the required materials outlined above.

We will implement future considerations based on our annual assessments.

Factor 4

The resources available to the agency and the costs of providing language services

The Department will implement interpretation and translation services based on the analysis performed and data collected. We will utilize the citywide contract.

We will budget for and utilize the current vendor contracted by DOITT - Language Line Services, Inc. for telephone interpretation and document translation services.



We will schedule appointments during Owner Nights to fully address and resolve the customer's issues upon request. We will try to determine the customer's needs prior to the appointment to ensure a successful outcome.

Utilizing the Top Six Citywide LEP Languages

The data collected through the Department's research into the various language groups requiring services are in line with the Citywide top six LEP languages identified. Based on the data collected, Buildings will utilize the top six Citywide LEP languages in the Language Access Plan. There will not be any modification.

VI. Agency's Language Access Goals

A. Goal of Agency's Language Access Plan

Our goal is to provide meaningful access to services and materials by developing and implementing an agency-specific language assistance plan for our Limited-English Proficient (LEP) applicants, homeowners, business owners and other customers. The top six LEP languages determined by the Department of City Planning will be implemented to promote access to services through language assistance which is critical for our staff to interact effectively with our customers.

Create a language access committee to include

- Senior staff language access coordinator
- The previous language access coordinator
- General Counsel
- Director of Communications or Public Affairs
- Director of Training
- Director of HR
- Director of Evaluation and Quality Control
- Program staff (operations, procedures and policy writers)

Enforce the language access plan through identifying

- Types of LEP encounters and the language services required
- Type and scope of staff training and evaluation
- Processes for customer service representatives and inspectors to access interpreters and translated documents
- Recruitment opportunities of new customer service representatives with bilingual skills as a preferred qualification

- Data collection system
- Other needs (e.g. glossary of agency-specific terms)
- Potential partnerships with Community Boards for outreach
- Ethnic media outlets and the incorporation into larger outreach and public education plans
- Creation of a budget for language access services, and a line item in operating budgets
- Signage and multilingual way-finding
- Multilingual outreach promoting the availability of language access services

Employ Multilingual Outreach Opportunities

Agency communications and outreach departments to consider multilingual needs of the populations they serve by budgeting for ethnic media advertising and using bilingual employees or interpretation services for outreach and/or public education campaigns.

B. Gauging Success

Create a quality assurance system that enables

- Implementation of a data collection system as outlined in the language access plan
- Oversight and quality assurance of the agencies language access services
- Assignment of a language access liaison for each borough office and central unit to monitor customer service and quality assurance issues for their office/department
- Monthly reports to Language Access Coordinator via liaison
- Creation of a periodic survey of LEP clients to determine the quality of the translations and interpretation services provided
- Once a document is translated by the vendor, bilingual staff will review the document to verify the accuracy of the document
- Periodic review process for vendor service
- Secret shopper at walk-in locations to determine if front-line staff are aware of language line services and how to identify primary language

Create an evaluation system utilizing

- Site visits
- Aggregate data
- Reports on a monthly basis the number of LEP clients served in the Mayor's Management Report (MMR) or Citywide Performance Report (CPR)
- Reports created on a yearly basis (supervised by the language access coordinator) to include site visit survey results, activities to date and other indicators for a successful language access service provision

VII. Implementation Plan Logistics

A. Timeline

The Plan will be implemented in phases:

- Telephone Interpretation Services
- Outreach Interpretation Services
- Document Translation

B. Major milestones

- Developed plan
- Identified vendor
- Formation of the Language Access Team
- Develop roles and responsibilities
- Develop training plan
- Training

C. Who will be involved in implementing the language access plan

The responsibility for implementing and carrying out Executive Order 120 to ensure meaningful access for limited-English proficient customers is shared by the Department as a whole. The language access program will be overseen by the Director of Customer Service who will serve as the primary point of contact for implementing the plan as well as the point of contact for Mayoral level compliance reviews.

Language Access Team

The Associate Commissioner for Strategic Planning and Policy will appoint a language access team comprised of representatives from various units. The following committees will be formed:

- Complaint Resolution
- Community Advisory Council
- Operations
- Quality Assurance

The team will be charged with

- Developing and providing roles and responsibilities training for Language Access Liaisons (LAL)
- Providing initial training support and guidance to LAL and ensuring LAL receive training bi-annually
- Overseeing the translation and printing of essential documents into languages most often requested



- Receiving, reviewing and investigating appropriate complaints of discrimination based on discrimination as they relate to language assistance
- Managing the annual self-assessment survey and maintaining the information provided by the borough offices and various units
- Maintaining adequate language assistance resources and assisting borough offices and units with serving LEP customers
- Ensuring the completion of the annual self-assessment survey and report

Complaint Resolution Committee (CRC)

The CRC is an informal committee of the Language Access Team whose role is to assist in the investigation of allegations of discrimination based on LEP complaints. The CRC consists of the Director of Customer Service, EEO representative and two members of the Language Access Team. The team will work together to investigate and respond to complaints. Complaints will be responded to in ten (10) business days.

Community Advisory Committee (CAC) - Specific Responsibilities

The committee is comprised of current intergovernmental staff members from each borough and overseen by the Director of Community Affairs to provide feedback about actual and perceived service delivery challenges from the customers' and community's perspectives.

The following committees will provide quarterly reports to the Director of Customer Service to help evaluate the success and compliance of the program.

Operations

- Coordinate the provision of effective and timely interpretation services on a day-to-day basis within their borough or unit
- Increase the visibility of interpreter services and assist customers seeking interpreter services
- Collect, track, document and report to the Director of Customer Service on a monthly basis all interpreter services requested and provided in their facility and community meetings
- Manage document translation via approved translation agency
- Support services for LEP persons by educating staff on how to access language access services

Quality Assurance

- Review and monitor compliance
- Managing the annual agency-assessment survey
- Maintaining the information provided by the borough offices and various units to prepare MMR annual reports



Quality Assurance - Specific Responsibilities

- Maintain records of language services provided
- Ensure compliance with Executive Order 120
- Compile quarterly report for Director of Customer Service
- Prepare annual report for the Mayor's Office of Operations

VIII. Service Provision Plan

The Plan was developed to serve The Department's customers, prospective customers, or other interested members of the public (hereafter called *customers*) who do not speak, read, write or understand English or whose capacity is on a limited basis. A customer is considered limited English proficient when they are unable to speak, read, write or understand the English language at a level that allows them to interact effectively with The Department's staff. The plan will be fully implemented in a timely manner. We are currently translating documents pertaining to public safety and plan to complete the initial rollout by June 2016. The Director of Customer Service will evaluate the program annually for ways to ensure we are meeting the needs of our customers.

Affirmative Offer of Language Assistance

The Department's staff will initiate an offer for language assistance to customers who have difficulty communicating in English. Additionally, when customers ask for language assistance, staff must offer free interpretation and/or translation services in a language they understand, in a way that preserves confidentiality and in a timely manner.

Competency Standards for Interpreters

To provide effective services to LEP persons, the Department will use competent interpreters. *Competency* requires interpreters to have demonstrated proficiency in both English and the intended language, training that includes the skills and ethics of interpreting (e.g. issues of confidentiality), fundamental knowledge in both languages of any specialized terms or concepts and sensitivity to the client's culture.

Quality Standards for Translated Documents

The Department will obtain translation services only from vendors who have a master contract with the City through an extensive RFP process. Vendors will have internal proofing and editing processes. When available, The Department's bilingual staff will review translated documents for accuracy and appropriateness of terminology.



A. Interpretation Services

(I) How We Will Provide Interpretation Services

Provide services based on at least the top six LEP languages spoken by the population of New York City as identified by the Department of City Planning, based on the United States Census Bureau data and other languages relevant to services provided by the agency.

The Department will provide (spoken) interpretation in any language and translation of (written) documents into the top six languages (Spanish, Chinese, Russian, Italian, Haitian Creole, Korean) by utilizing a DoITT citywide contract vendor and existing bilingual staff.

Implementation Requirements

(II) The Department will track language assistance requests to assess language assistance needs for each borough office and central units.

(III) The Department will designate a telephone in each borough office and various units in each walk-in center for the use of interpretation services. Designated telephones will either have speaker capability or be equipped for the use of dual headsets.

(IV) When the customer indicates he/she needs an interpreter, the Language Access Liaison or a member of their staff will immediately determine and document the customer's preferred language and authorize the use of the Language Line interpretation service.

(V) The Department's policy is to never require a family member or friend to be used as an interpreter unless the applicant/customer requests such assistance from their family member or friend. Department staff will always provide an interpreter upon request.

(VI) In accordance with Executive Order 120, applicants/customers in need of language services will not be expected to wait unreasonably longer to receive assistance than those individuals who do not require language assistance services.

Language Assistance Services Task Status as of December 2008

(I) The Director of Customer Service implemented a Department standardized collection method for each borough office and various central units. Language Access data will be collected and analyzed in a system known as The Language Access Management Program (LAMP). The fundamental structure of the data collection methodology is to capture basic identification and demographic information for all LEP customers.

(II) The Department has identified designated telephones at each borough office and central unit (as described in section 5.1.1 B above) for the utilization of our telephone interpretation service.

(III) Specific information concerning such documentation requirements may vary based on

the type of facility and staff role (for example, an inspector will document interpretative services needed/offered on the Special Report whereas a Language Access Liaison will document interpretative services/needed in the LAMP database).

(IV) At this time, the Department has explored all options regarding the designation and utilization of staff as Language Access Liaisons. If required, it is expected that the Department will continue to work closely with the Mayor's Office of Operations and Mayor's Office of Immigrant Affairs for further guidance regarding the Language Access Liaison role.

(V) The Agency will have an onsite manager authorize utilization of the translation service.

(VI) The Department's policy of not using family members and friends as interpreters will also be specifically reiterated in the New Hire orientation document.

Providing services by telephone

(I) Language Line's " Please Hold" Kit

The kit consists of six phrases in 25 languages, designed to help identify a limited English speaker's language and inform them an interpreter is being called. The phrases are available in booklet form, as well as audio recordings on CD and cassette provided by Language Line.

The phrases include:

- Hello
- Do you speak (name of language)?
- Yes
- Please hold for an interpreter

(II) At Service Centers

We will procure the following materials to assist in the implementation of our plan:

- Use language assistance cards or "I Speak" cards which invite the LEP person to identify his/her language
- Use language information in the database of past transactions with customer. If not in database, information will be recorded for future use

Post notices in commonly encountered languages notifying LEP persons of language assistance.

To determine our volume of customers requiring interpretation services, we will measure:

- Language requested
- Calls per day (Over an 8-hour period) categorized by language



- Hours of interpretation requested per month by borough or central unit

Quick Reference

Guides

A convenient sized card that provides instructions on how to access Language Line and tips on how to effectively work with an interpreter will be provided to Language Access liaisons, supervisors and managers.

Language ID Card

Card is designed for face-to-face situations to facilitate language identification/selection and to inform limited English speakers that an interpreter will be called. The card includes 94 languages and will be available at our customer service windows.

Interpretation Services Available Poster

These posters (11" x 17") or desktop displays (8 ½" x 11") will be posted in public areas and will assist limited English speakers to self-identify their language, simply by pointing to it. LEP will be able to select from a list of 22 languages.

(III) How we will identify the primary language of our customers

Identification of LEP Status

Language access liaisons will determine within two minutes of interacting with a customer if language access services are needed and, if so, the primary language spoken by that customer. It is recognized that evaluating the ability of the customer to communicate effectively is essential in providing great service.

Primary Language identification

Once a customer is determined to be LEP, his/her primary language should be determined and recorded in the LAMP database. Below are measures we will take to accurately determine a customer's primary language:

Asking for Language Spoken at Home

If a customer does not verbally identify his/her primary language, ask, "What language do you speak at home?"

Use Language Identification Cards

If liaison cannot identify a LEP customer's language by asking, we will use a Language Identification Card. The message underneath each language states: "Point to your language. An

Interpreter will be called."

Telephone Identification of LEP Individual's Language

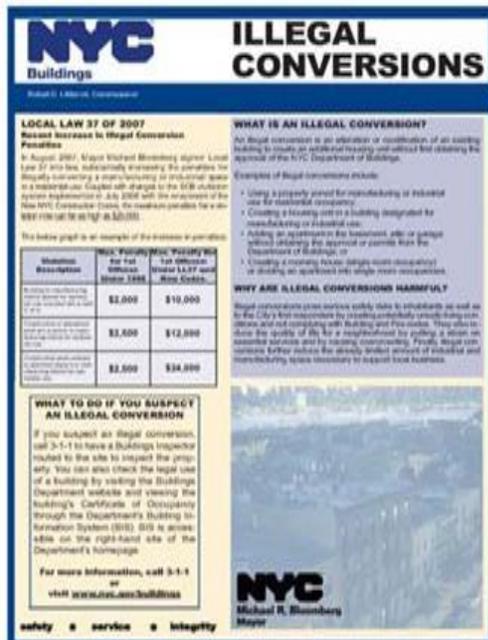
If the customer does not respond or does not otherwise seem to understand when presented with the aforementioned methods of language identification we will call Language Line (telephonic) and request an interpreter. Language Line's staff will assist in identifying the customer's language.

B. Translation of Written Materials

In some cases, The Department may provide oral interpretation in the place of written translation. When the Department determines information should be provided in written translations, these items pertain to public and worker safety. To determine if a document should be translated, the Department will use the following criteria:

- Will the translation of the document hinder successful communication with the LEP customer?
- Will oral interpretation be more successful in communicating with the customer?
- What is the service benefit in providing a written translated document to the customer?
- What is the ratio of LEP customers served to the number of written translated documents?

Documents Currently in Circulation:



LOCAL LAW 37 OF 2007
Recent Increase in Illegal Conversions

WHAT IS AN ILLEGAL CONVERSION?
An illegal conversion is an addition or modification of an existing building to create an additional housing unit without first obtaining the approval of the NYC Department of Buildings.

WHAT IS AN ILLEGAL CONVERSION?
Examples of illegal conversions include:
 • Using a property zoned for manufacturing or industrial use for residential occupancy.
 • Converting a factory unit in a building designated for manufacturing or industrial use.
 • Adding an apartment in the basement, attic or garage without obtaining the approval or permits from the Department of Buildings, or
 • Converting a masonry facade (single story residential) or building an apartment into single story commercial.

WHY ARE ILLEGAL CONVERSIONS HARMFUL?
Illegal conversions place serious safety risks to residents as well as to the City's fire response for creating uncodeably constructed units. Units are not compliant with Building and Fire codes. They also reduce the quality of life for a neighborhood by adding a strain on essential services and by increasing overcrowding. Finally, illegal conversions further reduce the already limited amount of affordable and manufacturing space necessary to support local business.

Violation	NYC Fines for each offense (Based on LEP and Rent Sticks)	NYC Fines for each offense (Based on LEP and Rent Sticks)
Unauthorized conversion of a building to residential use	\$2,000	\$10,000
Unauthorized conversion of a building to residential use with a fire alarm	\$2,000	\$12,000
Unauthorized conversion of a building to residential use with a fire alarm and fire escape	\$2,000	\$24,000

WHAT TO DO IF YOU SUSPECT AN ILLEGAL CONVERSION
If you suspect an illegal conversion, call 311 to have a Buildings Inspector routed to the site to inspect the property. You can also check the legal use of a building by visiting the Buildings Department website and viewing the building's Certificate of Occupancy through the Department's Building Information System (BIS). BIS is accessible on the right-hand side of the Department's homepage.

For more information, call 311 or visit www.nyc.gov/buildings

NYC
Michael R. Bloomberg
Mayor

safety • service • integrity

Illegal Conversions Fact Sheet

Polish and Arabic-Urdu.

Scaffold Safety Tips	Строители-высотники	Дипломированные монтажники и прорабы	Подрядчики и владельцы
	<p>Защитите свои интересы!</p> <ul style="list-style-type: none"> Вы имеете право потребовать предоставления безопасных условий труда. Помните про необходимость использования страховочного ремня, прикрепленного к продольному канату. Вы должны пройти курсы по технике безопасности работы на строительных лесах и получить Сертификат о прохождении курса обучения (Certificate of Completion). Вы можете пройти обучение даже при отсутствии соответствующих документов. Дополнительную информацию о курсах по технике безопасности смотрите на сайте www.nyc.gov/buildings или позвоните по телефону 3-1-1. Операторы службы 3-1-1 сообщат вам название и место проведения курсов по технике безопасности, а также сообщат расписание и указку, на каких языках проводится обучение. По окончании курсов вы получите Сертификат о прохождении курса обучения. Принесите на работу свой Сертификат о прохождении курса обучения и покажите его дипломированному монтажнику или прорабу, и он выдаст вам Свидетельство о пригодности (Certificate of Fitness), чтобы вы могли работать на этом участке. На приемляйтесь за работу, если на стройплощадке НЕТ дипломированного монтажника или прораба. Позвоните по тел. 3-1-1, если условия работы, на ваш взгляд, представляют опасность – все звонки анонимны, и вам не нужно сообщать свою фамилию. 	<p>Дипломированный монтажник или прораб – это лицо, отвечающее за всю работу на строительной площадке. Вы несете ответственность за безопасность рабочих, находящихся в вашем подчинении. Вы обязаны постоянно находиться на стройплощадке во время ведения работ. Если вы не можете присутствовать на стройплощадке и хотите поставить вместо себя другого прораба, этот прораб должен иметь «открытый» сертификат, свидетельствующий о том, что он может работать вместо данного монтажника.</p> <p>Это означает, что дипломированный монтажник должен указать фамилию человека, назначенного прорабом, а данный прораб должен иметь «открытый» сертификат от дипломированного монтажника. Дипломированные монтажники могут получить «открытый» сертификат только в Лицензионном отделе Департамента строительства, расположенного по адресу: 280 Broadway, 6-й этаж. Чтобы узнать часы приема, позвоните по тел. (212) 566-4100.</p> <p>Убедитесь в том, что вся документация, касающаяся соблюдения мер безопасности и курсов обучения, находится в доступном порядке. Каждый строитель-высотник должен предоставить вам Сертификат о прохождении курса обучения раньше, чем вы выдадите ему Свидетельство о пригодности. Только работники, прошедшие курсы безопасности, получают Сертификат о прохождении курса обучения. Работники обязаны получить соответствующую подготовку в области безопасности до начала работы на лесах. Также работники, заинтересованные в подготовке, не могут быть применены санкции.</p>	<p>Вы отвечаете за соблюдение правил техники безопасности на рабочем месте. Поэтому важно, чтобы вы не только понимали суть правил техники безопасности, но и соблюдали соответствующие процедуры при приеме на работу монтажников и квалифицированных рабочих. Вы должны принимать на работу только дипломированных монтажников и квалифицированных рабочих. Чтобы проверить наличие у монтажника соответствующего сертификата и страхового покрытия, посетите сайт Департамента строительства по адресу: www.nyc.gov/buildings.</p> <p>Департамент строительства может остановить работы, если работа на строительных лесах небезопасна, или если она представляет угрозу для безопасности рабочих. Департамент строительства также может штрафовать вас на сумму до 15 000 долларов. Вы должны соблюдать все федеральные законы, а также законы штата и города, касающиеся проведения работ на строительных лесах. Чтобы получить дополнительную информацию об этих законах, посетите сайт: www.nyc.gov/buildings и выберите раздел «Техника безопасности в строительстве» (Construction Safety).</p> <p>Вам нужна дополнительная информация? Позвоните по тел. 3-1-1 или посетите сайт www.nyc.gov/buildings.</p>

Scaffold Safety Tips	脚手架工人	持执照的索具装配员和工头	承包商和业主
	<p>保护好自己!</p> <ul style="list-style-type: none"> 你有权利要求安全的工作场所。 总是使用挂在安全绳上的安全带。 你必须上脚手架培训课程, 并且取得结业证书 (Certificate of Completion)。 即使没有证明文件, 你也可以上课。 要寻找安全培训课程, 请访问www.nyc.gov/buildings或拨打3-1-1查询。 3-1-1接线员可以告诉你安全培训课程的名称、地点和时间, 他们还可以告诉你用哪些语言讲课。 上完培训课程, 你就会取得结业证书。 在工作场所把结业证书给持执照的索具装配员或工头看, 他会发给你在该工作场所工作的 合格证 (Certificate of Fitness)。 如果没有持执照的索具装配员或工头在场, 不要工作。 如果发现不安全情况, 请拨打3-1-1举报 – 你不必透露姓名! 	<p>持执照的索具装配员或工头负责管理工作场地, 你必须对工人的安全负责。每当工作进行时, 你必须始终在工作场地。如果你不能在工作场地而安排一名工头负责, 工头必须有一份“留下的”证书, 证明他们可以取代索具装配员工作。</p> <p>就是说, 持执照的索具装配员必须指名选出工头, 而工头必须持有持执照的索具装配员发出的“留下的”证书。持执照的索具装配员只能从建筑部执照组 (Licensing Unit, Department of Buildings) 取得“留下的”证书。该单位的地址是280 Broadway 6楼。欲查询客户服务时间, 请拨打(212) 566-4100。</p> <p>务必要妥善保管关于安全和训练的所有文件。每一位脚手架工人必须给你一份训练结业证书, 然后你才能发给他工人合格证。只有完成安全训练的工人才能取得结业证书。工人在上脚手架之前必须获得安全训练, 你不能因工人要求训练而惩罚他们。</p>	<p>工作安全是你的责任。在雇用索具装配员和经过训练的工人时, 你必须了解和遵循所有的安全法规条例。这很重要。你必须只雇用持执照的索具装配员和经过训练的工人。要了解索具装配员是否持有执照和保险, 访问建筑部的网站: www.nyc.gov/buildings。</p> <p>如果脚手架不安全或者工人不安全, 建筑部将勒令停工, 并且可以罚款达15000美元。你必须遵守联邦、州及市政府关于脚手架的全部法律。欲详细了解关于脚手架的法律, 你可以上网 www.nyc.gov/buildings, 选择 “Construction Safety” (建筑安全)。</p> <p>想获得更多信息吗? 请拨打3-1-1查询, 或者访问 www.nyc.gov/buildings。</p>

1. Identifying Essential Documents



As per our internal survey we have found **the following documents to be essential to assisting our customers. We may translate the document, form, the instructions or both.**

- AEU-2: Certificate of Correction
- LS-4: No Access Notice
- Stop Work Order
- Vacate Order
- Violation Notice

The documents listed above will be translated into the top six languages by June 2016

Written translation

The Department is currently translating documents pertaining to public and worker safety and will have essential documents translated by June 2016. The criteria below will determine if the documents warrants written translation.

We will explore measures to determine when a document will be translated by

- Number of documents to be translated, categorized by language
- Quantity requested/ issued documents within a period of time
- Average document length (number of words per document)
- Required turnaround time to complete the translation
- Intended audience

2. Using Plain Language Guidelines and Standards

We will incorporate plain language guidelines and standards into all translated materials to ensure documents are easy-to-read. We will use the DoITT citywide contract for the translation of written materials. On December 10, 2008 two staff members attended the first session of Customer Focused Writing offered by the Mayor's Office of Operations " Easy to Read" Team. We will send staff members from various units to an individualized session from the Easy to Read team.

3. Plan for translating our website

The Mayor's Office, in conjunction with the Department of Information Technology and Telecommunications (DoITT), is developing an online language access policy pertaining to websites. Once we procure the services of Language Line Services we will gradually upload essential documents to the website.

C. Signage at Public Service Centers



Availability of interpreter services, which is free of charge, shall be prominently displayed in public areas of borough and central offices; in the most frequently encountered primary languages of customers served by those facilities. Signage is available in all five borough offices and central units with service centers.

Bronx Borough Office.....1932 Arthur Avenue, 5th Floor

Brooklyn Borough Office.....210 Joralemon Street, 8th Floor

Manhattan Borough Office & Central Units.....280 Broadway, 3rd Floor

Construction, Boilers, Electrical, Elevators.....4th Floor

Facades, Loft Board and Plumbing

Administrative Enforcement Unit, B.E.S.T Squad.....5th Floor

Cranes & Derricks, Limited Alteration Application,

Padlock, Signs and Special Operations

Budget and Fiscal along with Licensing.....6th Floor

Receptionist.....7th Floor

Manhattan Satellite Offices.....1 Centre Street, 23rd Floor

80 Centre Street – 3rd Floor

Queens Borough Office.....120-55 Queens Boulevard, Ground Floor

Staten Island Borough.....10 Richmond Terrace, 2nd & 3rd Floors

Areas of display shall include, but not necessarily be limited to, initial points of customer contact, such as customer service areas, reception areas and key points of entry. We will implement translation services including the implementation and distribution of collateral material once the vendor is secured. We plan to implement and distribute materials once the vendor is in place to assist the staff with interpretation.

How we will produce and post public notices regarding agency's provision of free language assistance

- Procure standard walk-in welcome signage from October 2015 to June 2016 and post multilingual signage in conspicuous locations to inform LEP individuals that they can request free interpretation services

- Create and post multilingual way-finding and/or office signage; choose languages based on



the available space and the languages spoken by our customers

- Include statements concerning language assistance in outreach materials, messages on our website, including message in presentations to agencies and organizations that refer customers to the Agency

Outreach

- Homeowner Night posters will be updated to include free offer of language access services message
- Website will include free offer of language access services message
- Inspectors will distribute materials stating free offer of language access services are available
- Develop outreach materials and education seminars to communicate to industry groups and public
- Provide information at open houses, workshops, and forums to private citizens, industry, community and civic groups

Language Access Desk Staff

Staff stationed at Department Customer Service Desks will publicize the availability of free interpreter services by prominently displaying multilingual signage and by distributing / *Speak* cards to customers whom they determine to be limited English proficient.

Translating directional signage in service centers

Signage will be developed for all New York City walk-in facilities to notify customers of free interpretation services. Signage will include language access components once Language Line Services is procured.

IX. Training

The Department's effective commitment to Executive Order 120 requires trained and knowledgeable staff.

A. Providing Training of Our Language Access Plan

Language Line conducted training sessions for employees who will be using the service, and also provided tools and documents to guide employees. This will require staff to know their obligation to provide meaningful access to information and services to LEP customers.

To be effective, the Buildings' plan includes the following training requirements:

Training Guidelines



- Newly hired staff or staff whose job descriptions change to add contact with the public must be trained on LEP policies and procedures
- All Department staff will receive high level training on LEP policies and procedures, and basic instructions on how to implement them
- Inform staff of the possible penalties to the Agency for failure to address LEP customers appropriately and the possible consequences for the impacted units
- Staff members assigned to frequent in-person or telephone contact with the public will be trained to work effectively with in-person and telephone interpreters
- All Department staff will receive high level training on the appropriate requirements for LEP persons, to include posting of signs in common areas and stating in outreach documents that language services are available from the Department
- All Department staff will receive high level training on the types of language services available (i.e., interpretation and translation)
- All Department staff will be trained on how they can obtain these services for LEP customers
- All Department staff will be trained on how to respond to LEP callers
- Staff will be trained on how to respond to written communications from LEP persons
- Develop binder of LEP information for easy reference and accessibility
- All Department staff will be provided a "I Speak" cards and contact information to access the telephonic language assistance vendor and appropriate scripts
- The Language Access Coordinator will train staff on how to use Buildings' Language-Identification ("I Speak") cards and how to communicate with LEP customers
- Maintain training registry to record the names, dates and type of LEP program-related training employee receives
- Include overview during New Hire Orientation session

The Department provided a one-time orientation of the policies and procedures to all its employees in public contact positions. Training is provided to new employees as part of their new hire orientation. The more frequent the contact with LEP persons, the greater the need will be for in-depth training. Staff with little or no contact with LEP persons may only have to be aware of the LEP plan. However, management staff, even if they do not interact regularly with LEP persons,

should be fully aware of and understand the plan in order to reinforce its importance and ensure its



implementation by staff.

Refresher courses will be offered annually for Language Access coordinators and service center staff assigned to the program. All other employees will receive periodic updates.

B. Providing Training to Identify the Customer's Primary Language

The Director of Customer Service will collaborate with the Director of Buildings University to create an Executive Order 120 Training Briefing. This briefing will provide instruction on the proper use of the Language Identification Card and the Language Access Questions. These questions are to be asked of all LEP individuals requesting services at Building facilities. Buildings staff will also document the individual's native language in an Access database. Procedures regarding documentation of an LEP individual's native language will be outlined in the training briefing document.

In addition, the Director of Human Resources will include a segment in the New Hire Orientation training on Executive Order 120 and Buildings' obligation and commitment to providing meaningful access to all individuals seeking services including LEP individuals. This enhanced training will include instructions on:

- How to use the Language Identification Card to be distributed during the training session
- A review of the pertinent questions to ask each LEP individuals to address their issue appropriately
- How to document the services offered by Buildings' staff and accepted by LEP individuals
- Roles and responsibilities as an Agency staff member in the successful implementation of the Language Access Plan

Dual Hand-sets

Language access liaisons will train employees who will be using the service and equipment.

Use of Telephonic Interpreters

Training will be provided by Language access coordinators. The Department will provide the policy and procedures for when to utilize the service.

C. Providing Cultural Competency Training

The Customer Service Group (CSG) is working with the Department of Citywide Administrative Services (DCAS) to incorporate language access and cultural sensitivity into re-developed training for front-line staff.

X. Record Keeping and Evaluation

A. Ensuring Our Quality of Language Access Services

The Department will maintain records pertaining to the requests for services in non-English languages and our capacity to serve these populations. We will track the following information: To assure the success of the language assistance program, the Community Advisory Committee (CAC) will monitor the LEP program periodically, but not less than annually, to assess the effectiveness and efficiency of the program. Monitoring may include, but not limited to:

1. Systematic feedback from LEP clients;
2. Systematic feedback from staff;
3. Periodic in-house reviews of the current communications needs of LEP clients; and
4. Periodic contact with community-based organizations that provide services to LEP clients

B. Maintaining Agency Language Services Records

The Department will require monthly reports to be prepared by each of the borough offices and central units to be recorded in the LAMP data base monitored by the Language Access Coordinator.

The Language Access Coordinator will ensure the data is captured and sent to Program and Management Analysis (PMA) to be included in the Mayor's Management Report (MMR).

- Create a monitoring/quality assurance system
- Implementation of a data collection system as outlined in the language access plan
- Oversight and quality assurance of the agency's language access services
- Assignment of a language access liaison for each borough office and central unit to monitor customer service and quality assurance issues for their office/department
- Monthly reports to Language Access Coordinator via liaisons
- Created a periodic survey of LEP clients to determine the quality of the translations and **interpretation services provided**

The Department developed and maintains a system to collect the languages of LEP individuals requiring our services. The collection of information will be recorded during:

- In-Person visits
 - Telephone calls to the Agency
 - Data recorded by 311
 - Outreach involving the public
 - Community and Civic meetings
 - Forums
- Conferences



- Workshops
- Scheduled appointments
- Homeowners' Night
- Inspections

C. Ensuring Compliance with the Executive Order 120

The Department will monitor compliance with Executive Order 120 by conducting periodic evaluations and an annual survey to obtain feedback from our LEP customers and community organizations.

- Create an evaluation system
- Conduct Site visits
- Aggregate data
- Report the number of LEP customers served in the MMR on a monthly basis
- Create a yearly report, supervised by the language access coordinator, which lists site visit survey results, activities to date and other indicators for successful language access service provision
- Review the language access plan bi-annually

Review the Language Access Plan to determine the following

- Changes in the LEP population, in the service area, or population affected or encountered
- Changes in the frequency of encounters with LEP language groups
- Changes in the types of services the Department offers to LEP persons
- Changes in resources including new technologies, additional resources and budget availability
- Effectiveness of existing language assistance to LEP persons
- Current staff competency in language access protocol implementation
- Current and future availability of volunteer translators
- Feasibility of requiring additional language(s) as a consideration for hiring staff members
- Changes in the language services contract(s) provisions
- Changes in operational demand for additional contracted interpreter services
- Feedback from the community at-large, from minority language groups and persons
- Complaints filed due to language access problems

XI. Resource Analysis and Planning



A. Plan Implementation: Leveraging Current Agency Resources

1. Use of existing Contracts for Services and Training

Based on the results of our internal survey, 311 data and our current resources; we have elected to procure a vendor to provide training, foreign language interpretation and translation services.

2. Creation of Volunteer Language Bank

The Department elected to utilize bilingual staff and Language Line services to supplement foreign language interpretation and translation services to implement our language access plan. The Volunteer Bank will be used with a vendor based translation service to provide quality assurance of translated documents. If cost becomes an issue, we will look at cost-saving ideas as follows:

- Expand outreach for volunteer language bank participants
- Centralize interpreter and translation services
- Use qualified community volunteers

B. Plan Implementation: Utilizing Citywide Resources

The Department will utilize the Agreement for the Provision of Foreign Language Interpretation Services of the City of New York and Citywide between the Department of Information Technology and Telecommunications (DoITT) and outside vendor.

In addition, the Department will utilize the Mayor's Office of Immigrant Affairs and Office of Operations to obtain assistance pertaining to the development and execution of the Department's implementation plan.