If you believe you have experienced National Origin Discrimination, or want more information, please contact:

You can also talk to the supervisor of the person you think discriminated against you. You can also talk to a community group that works on civil rights issues.

Together, we can help people get the benefits and services they need, in ways they can understand.

Sponsored by the United States Department of Agriculture, the United States Department of Health and Human Services, and the United States Department of Justice.

KNOW YOUR RIGHTS

Federal Interagency Working Group on Limited English Proficiency

Do you have trouble with English? Are you unable to speak, read, write, or understand English well? If so, you are Limited English Proficient (LEP).

Federal agencies and organizations that get money from the federal government have to take reasonable steps to help people who have trouble with English.

Sometimes, when a government agency or an organization does not help you because you are LEP, they violate the law. This is called National Origin Discrimination.

"If you are mistreated because you are LEP, it may be National Origin Discrimination."

There is a Federal law that protects your civil rights. The law is called Title VI of the Civil Rights Act of 1964.

EXAMPLES of Possible Discrimination:

1 You and many people who live in your area speak Vietnamese and often go to the hospital for emergency care. The hospital does not understand these LEP patients. Most Vietnamese patients do not understand what the hospital tells them about their medical care.

2 You call 911 to report a crime. The operator does not understand you and cannot help you.

3 Your child's school sends important information or a notice to you in English. The school knows you speak only Spanish. The school refuses to provide the information to you in Spanish and suggests instead that your child interpret the information for you.

4 You try to apply for food stamps. The application is in English. You do not understand the application. The Food Stamp office workers tell you to come back with your own interpreter.

EXAMPLES of Good Practices:

1 The hospital knows that many people who cannot understand English and speak Vietnamese live in the area. The hospital has interpreters who are ready and able to help you when you go to the hospital for emergency care.

2 You call 911 to report a crime. The operator connects you quickly to an interpreter who helps you.

3 Your child's school has many Spanish-speaking parents. The school knows you speak only Spanish. You should receive the important information or notice in Spanish.

4 The food stamp office has an interpreter, or contacts a telephone interpreter, to help you. An application in your language is given to you.