



ACCENTABLE SERVICES

# Language Access Plan Template for Law Firms

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## [Law Firm Name] Language Access Plan

### I. Purpose and Policy

[Law Firm Name] is committed to providing competent, ethical and accessible legal representation to all individuals, including those with Limited English Proficiency (LEP). Our policy is rooted in two primary pillars:

1. **Ethical Obligations:** Under ABA Model Rules 1.1 (Competence) and 1.4 (Communication), we have a professional duty to ensure clients can make informed decisions. This requires clear, accurate communication.
2. **Regulatory Compliance:** For matters involving programs or activities receiving federal financial assistance, we strictly adhere to Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on national origin by ensuring meaningful access to services.

**Our Commitment:** To protect attorney-client privilege and ensure the integrity of legal proceedings, this firm provides professional language assistance services free of charge to the client. We do not rely on informal interpreters (such as family or friends) for the communication of legal advice, rights or obligations.

### II. Identification of LEP Individuals

Staff will identify the language and dialect of a potential client at the first point of contact.

- **Initial Inquiry:** Use "[I Speak](#)" cards or digital prompts if the client is in person.
- **Phone Inquiry:** If a caller's primary language is not English, staff will immediately utilize the [Accentable Services](#) interpreting line.

### III. Language Assistance Measures

1. **On-Demand Interpreting:** For all intake calls, brief status updates and emergency hospital visits, staff shall use the 24/7 language line.

2. **Prohibition of Informal Interpreters:** To maintain attorney-client privilege and accuracy, staff must not rely on a client's minor children, friends or family members for interpreting legal concepts or testimony.
3. **Written Translation:** Vital documents (e.g., Retainer Agreements, HIPAA Authorizations, and Settlement Releases) will be translated into the firm's most frequently encountered non-English languages (e.g., Spanish).

#### **IV. Staff Training**

All intake specialists and paralegals will be trained on:

- How to access the interpreting platform in under 60 seconds.
- The ethics of working with an interpreter (e.g., speaking in short sentences, addressing the client directly).
- Documenting the use of an interpreter in the Case Management System (CMS).

#### **V. Monitoring and Updating**

The Office Manager will review the Language Access Plan annually.