



Commission on Equity Agenda

Refer to the bottom of the agenda for meeting information.

Monday, January 26, 2026

5:30 PM

Council Chambers and Online

1. Call to Order

2. Roll Call

3. Land Acknowledgement

We, the City of Lacey, are on the ancestral land of the Tribal People of the Treaty of Medicine Creek, including the Nisqually Indian Tribe and Squaxin Island Tribe. We acknowledge and remember those Tribal People not recognized today who were absorbed or relocated into other tribes for survival. We recognize the ancestors and their descendants who are still here. We recognize and respect the Tribal People of the Treaty of Medicine Creek as the traditional stewards of this land since time immemorial and their role today in taking care of these lands in perpetuity. We recognize and have the responsibility to call attention to the histories of dispossession, forced removal, and abridged treaty rights that allowed our nation, state, and city to develop as they have today. We recommend that community members read the Medicine Creek Treaty of 1854.

4. Approval of Agenda, Previous Meeting Minutes, and Consent Items

- A. Approval of Agenda
- B. Approval of December 22, 2025, meeting minutes

5. Public Comment

Refer to the bottom of the agenda for instructions on how to provide public comment.

6. Inspirational Item

- A. Annie Clay, Commissioner

7. Business Items

- A. **Advisory Board Stipend Program and Demographic Survey**
Shannon Kelley-Fong, Assistant City Manager
- B. **Keep Washington Working Act Proclamation Review**
Shannon Kelley-Fong, Assistant City Manager
- C. **Language Access Plan**
Veronica Hand, Equity and Inclusion Program Manager
- D. **2026 Diversity, Equity, Inclusion, and Belonging (DEIB) Summit Update**
Veronica Hand, Equity and Inclusion Program Manager

8. Commissioner Reports

9. Director Report

- A. **Regional Diversity, Equity, Inclusion, and Belonging (DEIB) Advisory Board Meeting**
Shannon Kelley-Fong, Assistant City Manager
- B. **Asian Pacific Islander Coalition of South Puget Sound Race Dialogue Invitation**
Veronica Hand, Equity and Inclusion Program Manager
- C. **Commission on Equity Meeting with the Lacey Youth Council**
Shannon Kelley-Fong, Assistant City Manager
- D. **Lacey Cultural Celebration**
Shannon Kelley-Fong, Assistant City Manager
- E. **May 2026 Meeting**
Shannon Kelley-Fong, Assistant City Manager

10. Adjourn

Next Meetings and Upcoming Events

- **Human Services Commission - Regional Equity Advisory Board Meeting** - February 5, 2026 - 5:30 p.m. at City Hall or remote
- **City Council Meeting - 2026 Work Plan** - February 10, 2026 - 6:00 p.m. at City Hall or remote
- **Commission on Equity Meeting** - February 23, 2026 - 5:30 p.m. at City Hall or remote
- **Commission on Equity Meeting** - March 23, 2026 - 5:30 p.m. at City Hall or remote

Attendance and Public Comment

Attend Remote or in Person

There are several ways to attend the Commission on Equity Meeting:

In-Person:	Council Chambers at Lacey City Hall 420 College Street SE, Lacey, WA 98503
Zoom:	https://us02web.zoom.us/webinar/register/WN_P-9ACHgZRnSaZ-IRrMTu2g
City Website:	https://cityoflacey.org/government/public-meetings/
YouTube:	https://www.youtube.com/watch?v=XJ8mso8niNo
Phone:	(888) 788-0099 or (877) 853-5247 (Webinar ID 897 1479 0097)

Verbal Public Comment

Each speaker is limited to three minutes. Comments are welcome on matters connected to City business or specific agenda items.

Prior to starting your comments, please provide your:

- a. Name
- b. City of residence or connection to the City
- c. Topic or subject matter of your comments

The opportunity for verbal public comment is available in person or by Zoom:

In-Person: Use the sign-up sheet located in the meeting room.

Zoom: Preregister using the following Zoom link no later than two hours prior to the meeting:
https://us02web.zoom.us/webinar/register/WN_P-9ACHgZRnSaZ-IRrMTu2g

Instructions and access details will be provided once registration is complete.

Written Public Comment

Please email written public comments to coe@cityoflacey.org. The comment period will close two hours before the meeting time. Commissioners will receive all written public comments provided by this deadline. Comments may not be addressed during the meeting. All comments are part of the official record.



Commission on Equity Minutes

Monday, December 22, 2025

Council Chambers and Online

1. Call to Order

Chair Sauer called the meeting to order at 5:32 p.m.

2. Roll Call

COMMISSIONERS PRESENT: Kim Sauer, Chair; Thelma Jackson, Vice Chair; Commissioners Clifton Brown, Annie Clay, Raul Garza, Jon Hegwood (remote from 5:59 p.m.) and Makieda Hart

COMMISSIONERS EXCUSED: Michelle Ewig, Lacey Youth Council Representative

STAFF PRESENT: Shannon Kelley-Fong, Assistant City Manager; Veronica Hand, Equity and Inclusion Program Manager; and Brandy Legomina, Deputy City Clerk

3. Land Acknowledgement

Commissioner Hart presented the abbreviated Land Acknowledgement.

4. Approval of Agenda, Previous Meeting Minutes, and Consent Items

- A. Approval of Agenda
- B. Approval of November 24, 2025, meeting minutes

Commissioner Jackson moved to approve the agenda and previous meeting minutes. Commissioner Clay seconded. The motion carried.

5. Public Comment

No public comment was received.

6. Inspirational Item

- A. **The Thread That Binds Us Follow-up**
Makieda Hart, Commissioner
Shannon Kelley-Fong, Assistant City Manager

The Commission completed an exercise titled The Thread That Binds Us, which encouraged discussion on using our unique traits to connect with others through understanding.

7. Business Items

A. Poet Laureate Program Update

Shannon Kelley-Fong, Assistant City Manager

Kelley-Fong provided an update on the City's Poet Laureate Program, highlighting the program implementation timeline. The program supports the literary arts by appointing a local poet to serve as a volunteer ambassador for poetry, literature, and the arts. Applications for the 2026–2028 term will be reviewed by the Commission on Equity, the Lacey Library Board, the Parks, Culture, and Recreation Board, former City Poet Laureates, and local poet organizations with a recommendation forwarded to the City Council. The Commission reviewed and discussed the application in detail.

B. Community and Cultural Grant Update

Veronica Hand, Equity and Inclusion Program Manager

Hand and Kelley-Fong provided an update on the City's Community and Cultural Grant Program, highlighting the program implementation timeline. The program supports community events and cultural celebrations, including LGBTQIA+ and Latino/ae events. The 2026 Community and Cultural Event Grant Program applications will be reviewed by the Commission on Equity for recommendation to the City Council. The Commission reviewed and discussed the application in detail.

C. 2026 Draft Work Plan

Shannon Kelley-Fong, Assistant City Manager

Kelley-Fong highlighted updates to the 2026 Draft Work Plan, which is scheduled for consideration at the February 10, 2026, Council meeting.

Commissioner Jackson moved to approve recommending the 2026 Draft Work Plan to the Lacey City Council. Commissioner Brown seconded. The motion carried.

D. 2026 Election of Officers

Shannon Kelley-Fong, Assistant City Manager

1. Chair

Nominations for the position of Chair were opened.

- Commissioner Brown nominated Vice Chair Jackson to serve as Chair. Vice Chair Jackson accepted the nomination.
- Commissioner Clay nominated Commissioner Hart to serve as Chair. Commissioner Hart declined the nomination.
- Chair Sauer nominated Commissioner Hegwood to serve as Chair. Commissioner Hegwood accepted the nomination.

Nominations for the position of Chair were closed.

Without objection, Commissioner Jackson was elected Chair by unanimous consent.

2. Vice Chair

Nominations for the position of Vice Chair were opened.

- Chair Sauer nominated Commissioner Hart to serve as Vice Chair. Commissioner Hart accepted the nomination.
- Commissioner Hegwood nominated himself to serve as Vice Chair.

Nominations for the position of Vice Chair were closed.

Without objection, Commissioner Hart was elected Vice Chair by unanimous consent.

8. Commissioner Reports

A. **Diversity, Equity, Inclusion, and Belonging Summit Planning Update**

Jon Hegwood, Commissioner

Commissioner Hegwood provided a planning update on the Diversity, Equity, Inclusion, and Belonging (DEIB) Summit, which is scheduled for May 1-2, 2026, at the South Puget Sound Community College Lacey Campus.

Additional Commissioner Reports

Commissioner Clay suggested a Commission on Equity themed utility wrap for the Utility Wrap Project.

Vice Chair Jackson invited Commissioners to attend the Martin Luther King, Jr. Community Celebration on January 19, 2026, from 1:00 p.m. to 3:00 p.m., at the New Life Baptist Church.

9. Director Report

A. **Thurston County Homebuying Expo Update**

Veronica Hand, Equity and Inclusion Program Manager

Hand shared a recap of the Thurston County Homebuying Expo, held on November 8, 2025, at the Lacey Community Center. The event offered resources and workshops designed to support first-time homebuyers. A second event is scheduled to be held on April 18, 2026, at the Olympia Community Center.

B. Regional Equity Advisory Board Meeting

Shannon Kelley-Fong, Assistant City Manager

The Human Services Commission will hold the Regional Equity Advisory Board meeting during its regularly scheduled meeting on February 5, 2026.

C. January 2026 Commission on Equity Meeting

Shannon Kelley-Fong, Assistant City Manger

The next regularly scheduled Commission on Equity meeting will be held on January 26, 2026.

D. February 10, 2026, Council Meeting - Commission on Equity Work Plan

Shannon Kelley-Fong, Assistant City Manager

The 2026 Commission on Equity Work Plan is scheduled for Council consideration on February 10, 2026.

E. February 23, 2026, Commission on Equity Meeting with Lacey Youth Council

Shannon Kelley-Fong, Assistant City Manager

The Commission will hear from the Lacey Youth Council at their February 23, 2026, regularly scheduled meeting.

Additional Director Reports

Hand reported that the Thurston Forward Coalition will provide a report on the DEIB Summit at a future meeting.

Hand reported that the Asian Pacific Islanders Coalition-South Puget Sound Chapter is holding a race dialogue on March 28, 2026.

10. Adjourn

Chair Sauer adjourned the meeting at 7:06 p.m.

CITY OF LACEY

Official Proclamation

WHEREAS, the City of Lacey is a diverse and welcoming community that values the dignity, safety, and well-being of all people who live, work, learn, and contribute to the civic life; and

WHEREAS, Lacey's strength and vitality are rooted in its inclusive spirit, reflected in a commitment to equity, system fairness, and mutual respect regardless of race, ethnicity, national origin, immigration status, religion, gender identity, sexual orientation, or background; and

WHEREAS, immigrant and refugee community members are an integral part of Lacey's social, cultural, and economic fabric, contributing to local businesses, the workforce, civic life, and the overall prosperity of the community; and

WHEREAS, fostering trust between local government, service providers, and community members is essential to public safety, public health, and effective local governance; and

WHEREAS, the Keep Washington Working Act affirms Washington State's commitment to protecting the rights of all community members by limiting the use of local resources for federal immigration enforcement, while ensuring compliance with state and federal law; and

WHEREAS, the City of Lacey supports policies and practices that ensure all community members feel safe accessing essential City services, reporting crimes, engaging with local government, and participating fully in community life without fear or discrimination;

NOW, THEREFORE, I, Andy Ryder, Mayor of the City of Lacey, on behalf of the Lacey City Council, do hereby reaffirm its position as an inclusive city and express its support for the principles and intent of the

Keep Washington Working Act

in the City of Lacey and further affirms its commitment to fostering a welcoming, safe, and equitable community for all who call Lacey home.

Mayor Andy Ryder
February 17, 2026



LANGUAGE ACCESS PLAN

City of Lacey

The City of Lacey (City) is committed to providing meaningful access to its programs and services to all community members, including those with Limited English Proficiency (LEP), by offering translation and interpretation services.

The City provides access to meet compliance with the Civil Rights Act of 1964, and to meet the growing linguistic diversity in our community.

It is the City's responsibility to make sure language is not a barrier to participation, but rather a bridge to more inclusive and effective community engagement.

Definitions

Certified translator:

A person employed by a vendor who has met the vendor's specific requirements to provide translation services.

Contracted service provider or vendor:

A business entity that contracts with the City to provide the type and number of services needed by customers in their language of preference.

Customer's preferred language:

The language a customer identifies that they wish to communicate in verbally and/or in writing with the City.

Interpretation:

The act of converting spoken or signed communication from one language to another. In consecutive interpretation, the interpreter relays the speaker's words after the speaker has paused between complete thoughts. In simultaneous interpretation, the interpreter relays the speaker's words while they are speaking, typically involving two interpreters to provide relief.

Interpreter:

A person whose job is to translate what someone is saying into another language. A person employed by a vendor who has met the requirements to provide interpretation services.

Language Access:

Language Access refers to the ability of Limited English Proficiency (LEP) individuals to access services and information from government programs. The phrase "language access services" describes services that government agencies, including cities, use to bridge the communication barrier with LEP individuals.

Language Access Coordinator (LAC):

Designated representatives from all departments will coordinate and manage translation and interpretation requests. They may provide other oversight and advisory functions related to language access activities as needed.

Language Access Services:

The full spectrum of oral and written services available to provide meaningful access to the City's programs and services for (Limited English Proficiency) LEP customers, including, but not limited to, in-person interpreter services, telephonic and video interpreter services, and the translation of written materials and services provided by the City.

Limited English Proficiency (LEP):

The Department of Justice's (DOJ) Civil Rights Division defines persons with LEP as "individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English." Persons with LEP are entitled to language assistance by the City for services, benefits, or during encounters.

LEP Group:

An LEP group is a group of people that constitutes 5% of the population, or 1,000 people, whichever is less.

Meaningful access:

Language assistance that provides accurate and effective communication in time to allow access to a given service or program offered by the City and is available at no cost to the person with LEP.

Multilingual staff:

Employees who have demonstrated proficiency in English and at least one other language and are formally assigned through position duties to use approved languages in the course of their work.

Sight translation:

Oral rendition of text written from one language into another language, usually done in the moment.

Source language:

The language of the speaker or author from which the translation or interpretation occurs. For example, if an English document is translated into Korean, the source language is English.

Target audience:

The audience for which the translated document is intended for use. Some terms and concepts are hard to translate in a meaningful way due to cultural or linguistic differences. In these cases,

the interpreter or translator may redesign and tailor the language of a document in English to ensure the intended message will be understood by the target audience in their preferred language.

Target language:

This is the language to which translation or interpretation occurs - the language of the listener or reader. For example, if an English document is translated into Spanish, the target language is Spanish.

Translate:

To express the sense of written words or text in another language.

Translation:

The conversion of written communication from one language (source language) to another (target language) in a written form. An accurate translation keeps the original text's core meaning, intent, or main idea (its essence).

Vital Document:

Vital documents are communication forms (written information), regardless of format, deemed as vital (critical) to customer access to City services and activities, or that are required by law.

We are required by law to translate vital documents for LEP Groups, when a significant number or a percentage of an LEP population is likely to be directly impacted by a program, service or information. A document is considered vital if not providing it accurately and on time in their preferred language could cause serious harm or prevent access to services.

Some documents, such as applications, may not be translated if the time needed for translation would cause the City to miss required deadlines.

A. Provision of Language Assistance Services

The City will provide interpreters through the interpretation App or by telephone when a person with LEP requires access to services. Language interpreter services are provided at the City's expense. The Police Department has personnel that have been pre-qualified to provide language assistance as needed. Employees may also use the interpretation app "InSight" or telephonic interpretation services when needed. Employees may use any communication means necessary during an emergency incident.

When City staff first encounter a person with LEP needing assistance or service, the staff member makes an initial assessment of the need for language assistance services in one of the following ways:

- **Inquiring as to the preferred language** of the person
- **Self-identification** by the person, or their companion (if any)
- Using the **“Point to your Language”** poster or language identification card

If City staff cannot determine the language spoken by a person with LEP, they can use a phone interpretation service to help identify the right language.

The interpretation app has a list of languages on its main screen. Staff can show this list on their work cellphones (or iPad for front counter staff) so the person with LEP can point to their language.

Language Access Coordinators are a resource to assist city staff to gain familiarity with using the phone interpretation service or app.

When meeting in person, staff can also use language identification cards to help determine which language the person prefers. These cards are available on the City Manager’s Office intranet page. [Language Access](#)

If other parties are present with the person with LEP, the staff member should limit communication through them, doing so only when necessary, and should inquire about the primary language of the person with LEP. Staff should use City resources such as the “Point to your Language” poster, as the preferred method. Staff will not substitute other parties for interpretation services that should instead be provided by the City, unless requested by the person with LEP. The person with LEP also has the right to decline services from an interpreter.

When resources are available and as required by the ADA and other applicable laws, the City may provide an interpreter at public meetings and City events to translate spoken communication in real time. Requests must be made at least 72 hours in advance.

In some cases—especially for ASL interpreters or less common languages—it may take up to two weeks to arrange an interpreter.

This service allows people with limited English proficiency to fully participate in meetings and events. The cost of interpretation services is covered by a designated fund within the City Manager’s Office.

The goal is to make City meetings and events accessible to everyone, promote inclusivity and equal participation in government processes, and ensure that all participants can understand the discussion, ask questions, and share their concerns.

B. Notice of Language Access Services

The City will inform persons with LEP about the availability of language assistance, free of charge, by using the “Point to your Language” poster as written notice in non-English languages that persons with LEP will understand.

1. At a minimum, language access services notices and signs will be posted at public counter locations.
2. Notification of language access services will also be provided through one or more of the following methods: public notices, outreach documents, telephone menus and/or outreach to community-based organizations.

The City will inform the public and staff about available language assistance services, including essential information such as the availability of language assistance services in print and electronic materials, as well as outreach and service resources

The City will strive to meet with external stakeholders at least once a year to discuss language access issues.

The City will post the language access plan on its intranet site.

If a person has a language access concern or complaint, then that person should communicate that concern or complaint to the following email: ADACoordinator@cityoflacey.org

C. City Staff Responsibilities

1. Identify persons with LEP customers as early as possible during initial contact.
2. Inform LEP customers of their right to have language access services provided at no cost to them.
3. Arrange and provide effective language access services to all persons with LEP as funding allows.

D. Identification and Assessment of LEP Communities

The City will strive, whenever possible, to translate vital information into other languages for each LEP group. An LEP group is one that constitutes 5% of the population or 1,000 people, whichever is less. The cost of translation will be covered by the City Manager’s office.

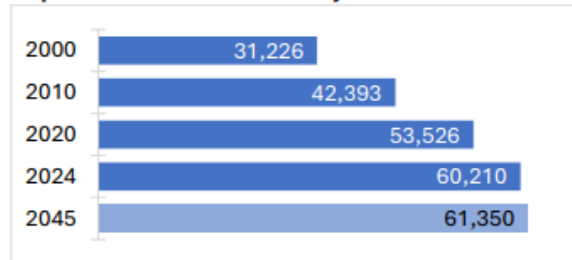
Languages Spoken at Home

Nearly 19% of Lacey households speak a language other than English at home. Spanish and Asian Languages are the most prevalent.

Lacey 2024 Statistical Profile

Demographics

Population – Estimates & Projections



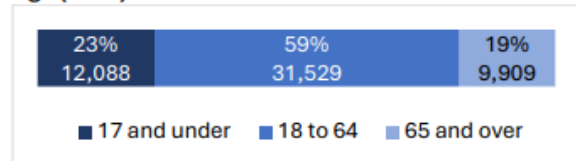
Average Annual Population Growth

2000-2010:	3.1% per year
2010-2020:	2.4% per year

Language Spoken at Home (2019-2023)*

English Only	81.0%
Spanish	6.6%
Korean	1.4%
Chinese	0.5%
Vietnamese	2.1%
Tagalog	2.4%
Other Language	6.0%
TOTAL	100.0%

Age (2020)



Median Age: 36.5

Race & Ethnicity (2020)

Race	
White	64%
Black & African American	6%
American Indian & Alaska Native	1%
Asian	9%
Native Hawaiian & Other Pacific Islander	3%
Other Race	5%
Two or More Races	13%
TOTAL	100%

Ethnicity	
Hispanic or Latino	13%
Not Hispanic or Latino	87%
TOTAL	100%

The following factors outline the City’s assessment of its LEP population and the resources that are needed to provide language assistance services.

Factor 1 – The number or proportion of persons with LEP served or encountered by the City.

The City’s best guide for determining the number and proportion of persons with LEP it serves or encounters is the statistical data that the City collects about the community.

The City will rely on the language identified by the individual as the one they prefer to speak and understand to create a general idea of the number and proportion of persons with LEP the City interacts with regularly.

Factor 2 – The frequency with which persons with LEP interact with staff and documents.

Records should be collected through Language Line to provide the best data for determining the frequency with which the City encounters persons with LEP. The data should reflect the number of interpreted interactions held based on the language identified by respondents as their preferred language. There may be different interactions for the same individual (on more than one occasion) if that individual has multiple requests for services throughout the year.

Factor 3 – The nature and importance of the department, program, activity, or service the City provides.

Factor 4 – The resources available to the City and the costs.

The City is committed to ensuring persons with LEP have meaningful access to City services. Most language access resources are allocated to providing telephonic interpretation or video interpretation through the app on all staff cellphones, and translating vital documents (see definition of vital document in the definitions section above), followed by in-person interpreter services.

E. Process to Translate Vital Documents

Vital documents are communication forms that provide communities in Lacey with necessary information regarding our programs and services. When possible, the City will translate **vital documents** when a significant number or a percentage of a population with LEP is likely to be directly impacted by a program, services or information.

Determining whether a document is "vital" depends on the serious consequences that persons with LEP may face if the information is not provided accurately or promptly in their preferred language. Examples of written materials that may be considered vital include, but is not limited to:

- Applications
- Consent forms
- Complaint forms
- Intake forms
- Emergency messages and alerts
- Letters/notices about rights
- Notices of availability of free language assistance services for linguistically diverse populations
- Public outreach or education materials
- Contact information
- Websites
- Press releases

Under most circumstances, materials primarily directed to attorneys, representatives, or other professionals **will not** be considered “vital” for these purposes.

The City will prioritize the translation of vital documents from each department by submitting a compiled list to the City Manager’s Office. The determination of which documents are considered vital may depend on factors such as the intended audience, the location where the information will be distributed, and the availability of funding. A document is typically classified as “vital” when it relates to essential programs, services, or interactions—and when failure to provide timely and accurate information could significantly impact persons with LEP.

As these vital documents are updated, their translated versions must also be revised accordingly. Ensuring that persons with LEP have access to the most current versions is essential for maintaining equitable access to City services and information. This process should be integrated into each department’s standard document update procedures to avoid discrepancies between original and translated materials.

F. Language Access Coordinators (LACs)

The City designates Language Access Coordinators (LACs), by the applicable department Director. LACs are responsible for coordinating with the Equity and Inclusion Program Manager (EIPM) to support the implementation of the language access plan. Each LAC is responsible for communicating language access issues that arise within their department to the EIPM and for collaborating with their department’s staff on language access issues.

Each Language Access Coordinator (LAC) is responsible for managing **translation requests** for their department.

Translation requests must be submitted by email to the department’s LAC and should include:

- The target language
- The document to be translated (attached in Word format)
- The requested due date (**minimum of 10 business days**)

The LAC will upload the Word document to the vendor’s translation platform.

LACs are **not** responsible for managing **interpretation requests**. Interpretation requests should be sent by email to the **EIPM** and must include:

- Name of the event
- Contact person and cell phone number for the organizer
- Contact person and cell phone number for the person in charge of the event on site (if different from the organizer)
- Event address and directions (provide Geo Pin)

- Language(s) required
- Date and time of the event

LACs will also provide feedback on their department's efforts to provide language access to persons with LEP.

A list with contact information and department for LACs will be posted on the intranet, along with instructions on how to request in-person interpretation services (including ASL) and translation of documents.

Instructions will include guidance on how to process inquiries, complaints, or questions submitted in non-English languages by the public. LACs will also be responsible for guiding staff on how to review non-English incoming messages and coordinating any necessary responses. If a person with LEP needs assistance or wants to address a language access matter or concern, they may submit an inquiry via email. This will help ensure that the EIPM is aware of language access issues and can develop a consistent response to them. Alternates may be designated to manage this system to support the EIPM.

Each LAC is responsible for supporting the implementation of this Plan for their department or program.

G. Funding and Procurement

The EIPM in collaboration with the Finance department, will monitor language access contracts and budgets to ensure they meet City needs, based on available funding.

H- Training Staff on Procedures

The EIMP and the Communications Department will develop a training for all staff on language services. Training materials will cover the nature and scope of language assistance services as well as the specific procedures staff can access to provide these services. The LACs will support scheduling training and distributing training materials. The EIPM will create a way to track language access issues, including, but not limited to:

- Accessing and providing language assistance services by working with an interpreter on the phone or via video through the app.
- Translations.
- Best practices for providing effective assistance to customers with LEP.

I - Monitoring and Updating the Plan

LACs will meet at least twice a year to consider language access issues, suggest new initiatives (if needed), and provide feedback on the annual language access report.

The following outlines how the City will monitor compliance with the Plan, emphasizing the importance of providing high-quality and accurate language assistance services to LEP customers. To ensure effective communication and equitable service, the City expects all staff interacting with LEP individuals to:

- Have proficiency in using tools and resources designed to assist persons with LEP.
- Identify and apply the appropriate mode of interpreting (e.g., consecutive, simultaneous, or ASL).
- Understand and follow rules regarding confidentiality, impartiality, and ethics.
- Recognize and adhere to their role as staff.

The City will incorporate quality control requirements, including periodic evaluations, into its language services contracts.

In emergency situations, City materials will be translated by certified translators and undergo a quality assurance process before being posted.

LanguageLine Solutions, the translation and interpretation company contracted by the City, offers a dashboard as part of its services. The dashboard will be used to track languages used during interactions with customers with LEP and for reporting purposes.

Every five years, or as necessary, the City will complete a comprehensive review and update of the Plan to reflect updated information regarding communities with LEP, changing policies or procedures, and to ensure that it reflects the City's ongoing commitment to providing meaningful access to its services.

Contacts

- **Veronica Hand**, Equity & Inclusion Program Manager, 360-486-8753, Veronica.Hand@cityoflacey.org

Commission on Equity and Lacey Youth Council Meeting

Lacey Youth Council: Lacey Through Our Eyes presentation

Discussion questions for Commission on Equity to consider:

1. What current projects are you working on?
2. What efforts are you making to create equity for youth?
3. What are the outcomes of your efforts?

Discussion questions for the Lacey Youth Council to consider:

- 1.
- 2.
- 3.