



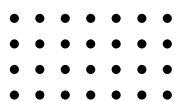
**Department
of Animal Care
and Control
(DACC)**

Language Access Plan

*Advancing the well-being of animals and
people in the County of Los Angeles.*

Effective Date: **June 1, 2025**

Contact Person: languageaccess@animalcare.lacounty.gov



ANIMALCARE.LACOUNTY.GOV



Key Terms & Definitions



- **Speaker of a Language Other Than English (LOTE):** Also referred to as Limited English Proficient or English Language Learner—individuals who do not speak English as their primary language and may have limited ability to read, write, or speak English.
- **Preferred Language:** The language an individual most comfortably uses to read, write, and communicate.
- **Interpretation:** Converting spoken or signed language from one language to another while maintaining meaning and tone.
- **Translation:** Rendering written text from one language to another while preserving meaning.
- **Vital Documents:** Materials that impact enrollment, continued participation, or termination from County programs, services, or benefits.
- **Language Access:** Providing free interpretation and translation services to LOTE speakers to ensure equitable access to County programs.
- **Language Access Complaint:** Includes situations where language services were not provided, not communicated, or were of inadequate quality.
- **County:** The County of Los Angeles
- **DACC:** Department of Animal Care and Control
- **PAF (Pets Are Family):** Department programs and initiatives designed to help keep pets and their families together.

County Language Access Overview

The Language Access Workgroup (LAWG) is a Countywide initiative led by the Chief Executive Office (CEO) to promote equitable access to services for all Los Angeles County residents, regardless of the language they speak. LAWG supports the implementation of the County's Language Access Policy, which mandates that departments provide meaningful access to Limited English Proficient (LEP) individuals through translation and interpretation services.

References

Title VI of the Civil Rights Act of 1964: Prohibits discrimination based on national origin and requires recipients of federal funding to provide meaningful access to Limited English Proficient (LEP) individuals.

Los Angeles County Language Access Policy: Establishes countywide standards to ensure services are accessible to all residents, regardless of language.



Background

Los Angeles County has established a Countywide Language Access Policy to ensure equitable access to services for residents with limited English proficiency (LEP). This policy mandates that all County departments provide free oral and sign language interpretation upon request at all public contact points.

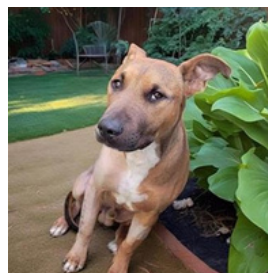
Additionally, vital documents and essential website content has been translated or been made available in the top languages spoken by LEP individuals in the County. Each department is required to develop and publicly post a Language Access Plan, which is reviewed and updated at least every two years.

For example, the Los Angeles County Development Authority (LACDA) has published its 2023 Language Access Plan, detailing efforts to ensure meaningful access to federally funded programs and services for LEP individuals.

[LACDA Language Access Plan](#)

Similarly, the [Department of Public Social Services \(DPSS\)](#) provides language assistance services free of charge and without undue delay to non-English speaking and LEP individuals, ensuring equal opportunity to benefit from and access programs, benefits, services, and activities.

These efforts reflect Los Angeles County's commitment to upholding civil rights and embracing the County's linguistic diversity, ensuring that language is not a barrier to accessing vital health and social services.



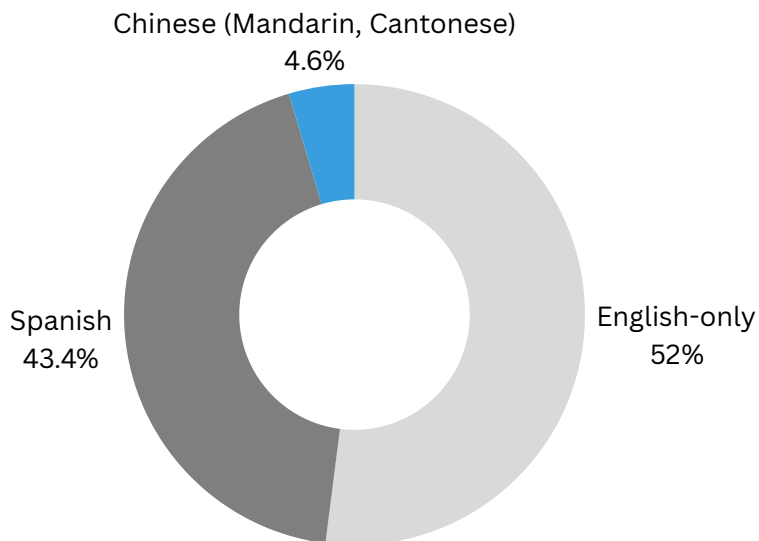
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Language Overview

2025

Languages Spoken at Home Los Angeles County



Source: <https://www.laalmanac.com/population/po47.php>



DACC LANGUAGE ACCESS POLICY

The County of Los Angeles Department of Animal Care and Control (DACC) is committed to ensuring that all residents, regardless of their primary language, have equal access to our community and pet resources. This policy aims to eliminate language barriers that may prevent Limited English Proficient individuals from availing themselves of our services. Priority languages for DACC include **English**, **Spanish**, and **Chinese (Mandarin, Cantonese)**.

DACC's Language Access Policy

Why it Matters

- LA County is home to about 10 million residents, with 56% speaking a language other than English.
- Helps ensure equitable access to pet ownership and help build relationships with our communities.
- Language barriers can prevent pet owners from accessing vital services, including adoptions, pet licensing, and field services.

Policy Scope

This policy applies to all DACC services, including pet adoptions, veterinary care, pet licensing, animal control, the Pets Are Family (PAF) program, and community education. We are committed to providing materials in the most commonly spoken languages in Los Angeles County, including English, Spanish, and Chinese (Mandarin, Cantonese). Interpretation services are available for both in-person and phone interactions at our animal care centers and Communication Center.

If a document you need is not currently available in your language, please let a staff member know so we can have it translated and made publicly accessible as soon as possible.



56%

OF LA COUNTY'S
POPULATION SPEAKS
A LANGUAGE OTHER
THAN ENGLISH

Identifying Language Needs

As a member of the public, you have the right to have your language preference captured through the following steps:

- We ask residents for their preferred language to ensure clear and respectful communication.
- Your language preference is recorded in our system to help us better assist you in future visits.
- When needed, we use bilingual staff or interpretation services to support effective communication.
- If bilingual staff are available, they will be your first point of contact.
- For public meetings or hearings, we work to arrange bilingual staff in advance so everyone can participate fully.

LANGUAGE PREFERENCES ARE CONSIDERED DURING:



ANIMAL CARE
CENTER
INTERACTIONS



FIELD
SERVICES

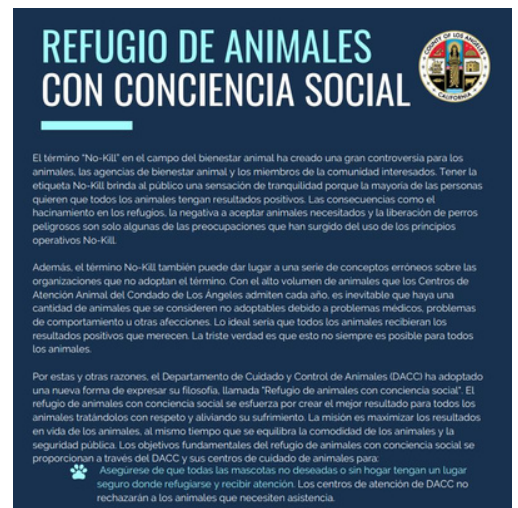
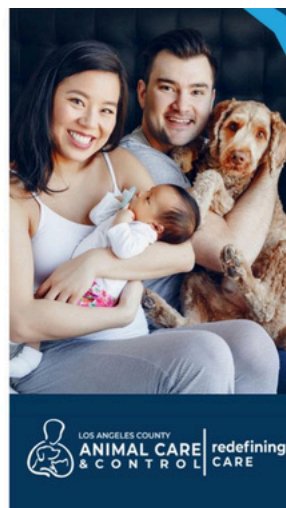


OUTREACH
EVENTS

Translated Documents

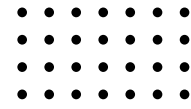
Some Examples of Translated Vital Documents

- Pets Are Family (PAF) Brochure
- Care Voucher Flyer
- Spay/Neuter Voucher Application
- Vaccine and Microchip Clinic Flyer
- Backyard Breeding Information
- Title 10 (Animal Ordinance)
- Language Accessibility options available on the DACC website



Outreach materials are translated into Spanish and distributed to contract cities, Board Offices, and through GovDelivery. If you identify material in need of translation, please notify us through our website at: languageaccess@animalcare.lacounty.gov

Capturing Information on Language Preferences



Animal Database and Customer Surveys

We keep track of language preferences in our system to help ensure your future visits go as smoothly as possible. By noting your preferred language, we can better prepare—such as having a bilingual staff member available when needed.

We also collect feedback through our customer survey, which asks about any language assistance you may have needed and whether you experienced any challenges. Your input helps us improve our services for everyone.

Staff Training

To better serve our diverse community, DACC provides language access training to all staff. This training covers how to offer translation services, how to record language preferences, and how to improve communication to ensure a positive experience for everyone.

EVALUATION OF LANGUAGE ASSISTANCE

Translations done by bilingual staff are routinely reviewed by another bilingual staff member. External translation services are also reviewed for accuracy and consistency. DACC uses customer surveys to gather information on languages spoken and assesses how language services meet community needs.

COMPLAINT PROCESS

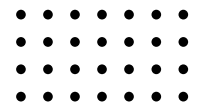
Complaints are handled promptly and referred to the appropriate staff. Requests for translated documents—such as from customers or contract cities—should be reported to the contacts on the last page of this document. Language-related complaints and service requests are tracked through DACC's customer survey system.



County of Los Angeles
Department of Animal
Care and Control

Language Barriers

can prevent pet owners from accessing vital services, including adoptions, pet licensing, and field services.



KEY TAKEAWAYS

To help us communicate with you clearly and respectfully, we ask for your language preference and do our best to honor it. Whenever possible, we use trained translators to assist. In urgent situations, we may use tools like translation apps or AI to help bridge the gap. We also provide translated materials when available and keep track of language preferences to better serve our community now and in the future.

FOR MORE INFORMATION

Contact Us at:

languageaccess@animalcare.lacounty.gov