

# Best Practices for Frontline Centers

A Flow Chart to assist your Agency in creating an ideal center. An ideal center is defined as a welcoming environment to immigrant populations where they are able to navigate the center with ease and comfort.

- Welcome sign should be in multiple languages: also show office hours.
- Language Access poster placed visually at the entrance (with different languages). Make it clear to the client that all interpretation services are free (the poster that says you have the right to be served in your own language).
- Translated Instructional Signs and/or signs with Symbols indicating operations.

Entrance

Model 1: Need Number to go to Counter

Model 3: By appointment, check in desk

Model 2: Service Counter

Information Desk/Ticket Place

Counter

Sign In/Check in

- “I speak” cards should be at the front counter in all languages
- Translated signs indicating desk is for Information or Need to Take Ticket at Desk.
- Trained desk staff member present to aid LEPs in acquiring an interpreter quickly and efficiently.
- Translated Instructions of Next Steps from getting ticket to getting to counter
- Access to Language Line

- “I speak” cards should be at the front counter in all languages.
- Trained desk staff member present to aid LEPs in acquiring an interpreter quickly and efficiently.
- Access to Language Line

- “I speak” cards should be at there in all languages
- Translated signs instructing to come to desk and sign/check in.
- Trained desk staff member present to aid LEPs in acquiring an interpreter quickly and efficiently.
- Translated Instructions of Next Steps.
- Access to Language Line