Agenda
Human Rights and Relations Commission
City Of Edina, Minnesota
VIRTUAL MEETING

Tuesday, June 23, 2020
7:00 PM

I. Call To Order

II. Roll Call

III. Approval Of Meeting Agenda

IV. Approval Of Meeting Minutes

   A. Minutes: Human Rights & Relations Commission, Feb. 24, 2020

V. Special Recognitions And Presentations

   A. Welcome to New Human Rights & Relations Commission Members and Staff

VI. Community Comment

During "Community Comment," the Board/Commission will invite residents to share relevant issues or concerns. Individuals must limit their comments to three minutes. The Chair may limit the number of speakers on the same issue in the interest of time and topic. Generally speaking, items that are elsewhere on tonight's agenda may not be addressed during Community Comment. Individuals should not expect the Chair or Board/Commission Members to respond to their comments tonight. Instead, the Board/Commission might refer the matter to staff for consideration at a future meeting.

VII. Reports/Recommendations

   A. Community Conversation Around Race, Justice and Policing

   B. My Brother's Keeper Pledge for Mayors, City Councils and Police

   C. Recap of the Joint Meeting with the HRRC and City Council

   D. Human Rights & Relations Commission 2020 Work Plan

   E. HRRC 50th Anniversary Proclamation

VIII. Chair And Member Comments

IX. Staff Comments

   A. Feedback on Limited English Proficiency (LEP) Policy

   B. HRRC Calendar of Meetings and Events

X. Adjournment

The City of Edina wants all residents to be comfortable being part of the public process. If you need assistance in the way of hearing amplification, an interpreter, large-print documents or something else, please call 952-927-8861 72 hours in advance of the meeting.

CITY OF EDINA

4801 West 50th Street
Edina, MN 55424
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Date: June 23, 2020

Agenda Item #: IV.A.

To: Human Rights and Relations Commission

Item Type: Minutes

From: Jennifer Garske, Executive Assistant

Item Activity: Action

Subject: Minutes: Human Rights & Relations Commission, Feb. 24, 2020

ACTION REQUESTED:
Approve the Jan. 28, 2020 meeting minutes.

INTRODUCTION:
See attached minutes.

ATTACHMENTS:

HRRC Draft Minute, Feb. 24, 2020

Draft Minutes☒
Approved Minutes☐
Approved Date: Click here to enter a date.

Minutes
City of Edina, Minnesota
Human Rights & Relations Commission

Edina City Hall, Community Room,
February 24, 2020, 7:00 p.m.

I. Call To Order

Chair Nelson called the meeting to order at 7:09 p.m.

II. Roll Call

Answering Roll Call: Chair Nelson, Commissioners Arseneault, Edwards, Epstein, Kennedy, Meek, Ross and Student Commissioners Iyer and Waldron
Staff Present: MJ Lamon, Community Engagement Coordinator, and Jennifer Garske, Executive Assistant
Late: Commissioner Stringer Moore
Absent: Commissioner Beringer

III. Approval of Meeting Agenda

Motion by Commissioner Arseneault to approve the Feb. 24, 2020 meeting agenda, seconded by Commissioner Ross. Motion carried.

IV. Approval of Meeting Minutes

Motion by Commissioner Arseneault to approve the Jan. 28, 2020 meeting minutes, seconded by Commissioner Ross. Motion carried.

V. Special Recognitions and Presentations—None

VI. Community Comment—None

VII. Reports/Recommendations

A. 2020 Human Rights & Relations Commission Work Plan

Initiatives discussed:

1. Initiative No. 1—Days of Remembrance event
   - Shared list of speakers they were pursuing
   - Also may pursue a speaker for historical reference and what is happening today
   - April 26 or May 3 proposed dates for event, depending on speaker's schedule
   - Venue discussion
     - City Hall for now, but looking for alternative venue

2. Initiative No. 4—Create an assessment rubric/recommendation process for City Facility artwork and décor to ensure it reflects diversity of race and culture
   - Staff Liaison Lee sent email introducing members of each cross commission

- Commissioner Meek will put meeting together

3. Initiative No. 7—Celebrate 50th Anniversary of HRRC in Edina
   - Has not been started
   - Chair Nelson will work on proclamation for Council

Commissioner Stringer Moore arrived at 7:14 p.m.

B. 2020 Chair and Vice Chair

Chair Nelson shared that he had spoken with Commissioner Beringer, the current vice chair, and she was willing to be Chair this year. He also spoke with Commission Epstein about accepting the vice chair role.

Motion by Commissioner Kennedy for Commissioner Beringer to be named Chair of the HRRC and Commissioner Epstein to be named Vice Chair, seconded by Commissioner Meek. Motion carried.

VIII. Member Comments

Thank You to departing HRRC Members

- Chair Nelson and all Commissioners thanked Commissioners Arseneault and Kennedy for their years of work on the Commission.
- Commissioners thanked Chair Nelson for his leadership as Chair.

IX. Staff Comments

Community Engagement Coordinator Lamon thanked Commissioners Arseneault and Kennedy for their service to HRRC.

- Commissioners and HRRC's work has been a good example for other commissions to look to.

X. Adjournment

Motion by Commissioner Kennedy to adjourn the meeting, seconded by Commissioner Arseneault. Motion carried.

Meeting adjourned at 7:37 p.m.

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Date: June 23, 2020

Agenda Item #: V.A.

To: Human Rights and Relations Commission

Item Type: Other

From: Heidi Lee, Race & Equity Coordinator

Item Activity: Information

Subject: Welcome to New Human Rights & Relations Commission Members and Staff

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ACTION REQUESTED:
None.

INTRODUCTION:
Welcome to new Human Rights & Relations Commission members Mark Felton and Fartun Ismail. And welcome to Risi Karim, the new City Management Fellow, who will be working with the HRRC.

CITY OF EDINA

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Date: June 23, 2020

Agenda Item #: VII.A.

To: Human Rights and Relations Commission

Item Type: Report and Recommendation

From: Heidi Lee, Race & Equity Coordinator

Subject: Community Conversation Around Race, Justice and Policing

Item Activity: Action

ACTION REQUESTED:
None.

INTRODUCTION:
City Manager Scott Neal will share with the Commission the City Council's charge that HRRC lead planning a community conversation about race, justice, and policing. The City Council approved the motion at the June 16 meeting. The Edina School District also would like to be part of the event.

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Date: June 23, 2020

Agenda Item #: VII.B.

To: Human Rights and Relations Commission

Item Type:

From: Heidi Lee, Race & Equity Coordinator

Item Activity:

Subject: My Brother's Keeper Pledge for Mayors, City Councils and Police

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ACTION REQUESTED:
Approve a motion encouraging Mayor Hovland to sign the My Brother's Keeper pledge to address use of force by the police.

INTRODUCTION:
Commissioner Meek will talk about the The Obama Foundation's support for My Brother's Keeper and the pledge by mayors throughout the country to address the use of force by police. The pledge is a call for mayors, city councils and police oversight bodies to address police use-of-force policies. Mayors such as Minneapolis Mayor Jacob Frey, Mayor Bill DiBlasio of New York City, Mayor Lori Lightfoot of Chicago and many others have already signed. We want to encourage Mayor Hovland to sign the pledge found here, https://www.obama.org/mayor-pledge/#pledge

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Date: June 23, 2020

Agenda Item #: VII.C.

To: Human Rights and Relations Commission

Item Type: Report and Recommendation

From: Heidi Lee, Race & Equity Coordinator

Subject: Recap of the Joint Meeting with the HRRC and City Council

Item Activity: Information

ACTION REQUESTED:
None.

INTRODUCTION:
Chair Beringer and Vice Chair Epstein will give a recap of the joint meeting with the HRRC and City Council held virtually at the April 21, 2020 Work Session. The minutes from the Work Session are attached.

ATTACHMENTS:

City Council Work Session Minutes 4-21-2020

MINUTES
OF THE WORK SESSION OF THE
EDINA CITY COUNCIL
VIRTUAL MEETING
APRIL 21, 2020
5:30 P.M.

Mayor Hovland called the meeting to order at 5:30 p.m.

ROLL CALL
Answering roll call were Members Anderson, Brindle, Fischer and Staunton and Mayor Hovland.

Staff in attendance: Scott Neal, City Manager; Lisa Schaefer, Assistant City Manager; Emily Bodeker, Assistant City Planner; Cary Teague, Community Development Director; Heidi Lee, Race and Equity Coordinator; Jennifer Bennerotte, Communications Director; Ryan Browning, IT Director; Jennifer Garske, Executive Assistant; Sharon Allison, City Clerk.

JOINT MEETING: HERITAGE PRESERVATION COMMISSION
Chair Annie Schilling updated the Council on the commission's 2020 work plan. Initiative 5 'Coordinate a public walking tour around the Edina Country Club golf course area to view historic properties and pieces of the Edina Mill' is on hold because of the pandemic and may be developed as a virtual tour. Initiative 6 'Review and comment on staff's administrative process improvements for Certificates of Appropriateness' process improvements included notifying property owners within 200 feet (previous notification was to adjacent property owners) and the notice makes it clearer how to participate. Chair and staff answered questions of the Council.

JOINT MEETING: HUMAN RIGHTS & RELATIONS COMMISSION
Chair Catherine Beringer and vice chair Michael Epstein updated the City Council on the commission's 2020 work plan. Initiative 1, 'Days of Remembrance' was postponed because of the pandemic and several other initiatives scheduled for later in the year are to be determined if they will take place. Chair, Vice Chair and staff answered questions of the Council.

ADJOURNMENT
Mayor Hovland adjourned the meeting at 6:22 p.m.

Respectfully Submitted,

_____
Sharon Allison, City Clerk

Minutes approved by the Edina City Council May 5, 2020.

_____
James B. Hovland, Mayor

CITY OF EDINA

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Date: June 23, 2020

Agenda Item #: VII.D.

To: Human Rights and Relations Commission

Item Type: Report and Recommendation

From: Heidi Lee, Race & Equity Coordinator

Item Activity: Discussion

Subject: Human Rights & Relations Commission 2020 Work Plan

ACTION REQUESTED:
None.

INTRODUCTION:
2020 Work Plans were approved by Council in December 2019. The attached Work Plan has been updated with progress reports in each area.

ATTACHMENTS:

HRRC 2020 Work Plan Status Update

Human Rights & Relations

2020 Commission Work Plan - City Council Approved: 12.03.2019

March, April, and May 2020 - HRRC Meetings Cancelled - COVID-19 Response

Initiative #1	Initiative Type	Completion Date	Council Charge
Review and Decide Days of Remembrance Event	Ongoing	April 2020	4 (review and decide)
	Lead Commissioners	**Budget**	**Staff Support**
	Arseneault (LEAD), Ross, Epstein, Meek, Edwards and Iyer	Funds available	CTS
			Staff Liaison

Progress Report: **2.28.2020:** Working group members were selected & approved in December 2019.

3.16.2020: Days of Remembrance event has been postponed due to City facilties closures in alignment with MN Department of Health COVID-19 response plan.

Initiative #2	Initiative Type	Completion Date	Council Charge
Review and Decide 2020 Tom Oye Award: Coordinate and select one recipient for the 2020 Tom Oye Award to be given in December.	Ongoing	December 2020	4 (review and decide)
	Lead Commissioners	**Budget**	**Staff Support**
	Beringer (LEAD), Edwards and Epstein	Funds available	CTS
			Staff Liaison

Progress Report:

Initiative #3	Initiative Type	Completion Date	Council Charge
Review and Decide	Ongoing	October 2020	4 (review and decide)
Co-chair a cross-commission (HRRC & EEC) committee to coordinate the "Sharing Values, Sharing Communites" event on the adaptation and / or resilience on climate change. Committee will be comprised of no more than 2-3 members from each commission and one member from each commission will serve as a co-chair.	**Lead Commissioners**	**Budget**	**Staff Support**
	Stringer Moore (LEAD), Nelson and Meek	Funds available	CTS
			Staff Liaison

Progress Report: **2.19.2020**: Emailed cross-commission members to connect.

Initiative #4	Initiative Type	Completion Date	Council Charge
Review and Recommend	Continue	December 2020	3 (review and recommend)
Create an assessment rubric / recommendation process for City facility artwork and décor to ensure it reflects diversity of race and culture (R&E 18.E.). HRRC will be the lead commission and the Arts & Culture and Heritage Preservation commissions will appoint up to 2 members for feedback on the final recommendation before it goes to Council.	**Lead Commissioners**	**Budget**	**Staff Support**
	Meek (LEAD), Stringer Moore, Nelson	Funds not available	Staff Liaison

Progress Report: **1.28.2020:** Comissioner Meek will send email to schedule meeting with cross-commission members.

Initiative #5	Initiative Type	Completion Date	Council Charge
Review and Recommend	Continue	December 2020	3 (review and recommend)
	Lead Commissioners	**Budget**	**Staff Support**
Co-chair a cross-commission committee (HRRC & PARC) in partnership with communities of color to identify barriers for participation in programming by creating a plan to reach communities of color through different modes, structure of feedback, and how data will be used. (R&E 20.B.) Committee will be comprised of no more than 2-3 members from each commission and one member from each commission will serve as co-chair.	Edwards (LEAD), Stringer Moore	Funds not available	Staff Liaison

Progress Report: **2.19.2020:** Emailed PARC Staff Liaison to get PARC Commissioner emails.

Initiative #6	Initiative Type	Completion Date	Council Charge
Review and Recommend	Continue	December 2020	3 (review and recommend)
	Lead Commissioners	**Budget**	**Staff Support**
Bias Offense Plan review, create definitions to differeniate between bias incidents and bias offenses wihtith the state statute's definition, trakcing and notification process for bias incidents.	Epstein (LEAD), Nelson, Kennedy and Rubin	Funds not available	Staff Liaison

Progress Report: **March & April 2020 HRRC Meeting Cancelled**

4.9.2020: Bias offense/incident document sent to City staff and HRRC Chair for review.

Initiative #7	Initiative Type	Completion Date	Council Charge
Review and Recommend	New	December 2020	3 (review and recommend)
Celebrate 50th anniversary of HRRC in Edina by submitting a proclamation for City Council approval.	**Lead Commissioners**	**Budget**	**Staff Support**
	Nelson (LEAD), Kennedy		CTS
		NA	Staff Liaison

Progress Report: **4.20.2020:** Proclamation draft sent to Chair and Vice Chair by Nelson and Kennedy

Initiative #8	Initiative Type	Completion Date	Council Charge
Review and Comment	New	December 2020	2 (review and comment)
Review and comment on Housing Task Force comprehensive housing policy using a race & equity lens.	**Lead Commissioners**	**Budget**	**Staff Support**
	Beringer (LEAD), Nelson		
		NA	

Progress Report:

Initiative #9	Initiative Type	Completion Date	Council Charge
Review and Comment	New	December 2020	2 (review and comment)
Appoint up to 2 members to provide feedback on PARC's initiative (#4) to develop criteria that incorporates sustainability and equity for prioritizing capital improvements for park infrastructure needs, including playground equipment, warming houses and core amenities for expansion and replacement before final criteria goes to Council.	Lead Commissioners	Budget	Staff Support
	Edwards (LEAD), Meek		

Progress Report:

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Date: June 23, 2020

Agenda Item #: VII.E.

To: Human Rights and Relations Commission

Item Type: Report and Recommendation

From: Heidi Lee, Race & Equity Coordinator

Item Activity: Action

Subject: HRRC 50th Anniversary Proclamation

ACTION REQUESTED:
Review and approve the HRRC 50th Anniversary Proclamation so it can be on the July 21, 2020 City Council agenda.

INTRODUCTION:

ATTACHMENTS:

50th Anniversary Proclamation

Whereas,

In 1955 the Minnesota State Commission Against Discrimination was established to protect the rights of Minnesota residents, and

Whereas,

In 1967 the Minnesota Department of Human Rights was founded to succeed the State Commission against Discrimination to have an official body to handle violations of civil rights, and

Whereas,

On July 10, 1970, the City of Edina established a Human Rights and Relations Commission to support state human rights efforts and to secure for all who live, work, study, or visit in Edina the freedom from discrimination because of race, color, creed, religion, gender, sexual identity or orientation, or national origin in connection with employment, housing, public services, and education. The HRRC makes recommendations and implements programs of education and action designed to strengthen human rights and relations, and

Whereas,

In the past fifty years, the Edina Human Rights and Relations Commission has achieved the following:

- Given an annual award named for Edina resident Tom Oye to a member of the Edina community for demonstrated achievements in human rights;
- Held an annual commemoration of the Holocaust and other mass atrocities to honor survivors, witnesses, rescuers, and the memories of those who are no longer with us;
- Engaged the community in conversations about critical issues to us all, such as religious intolerance, racial equity, and mental health;
- Became a Human Rights City, using the United Nations Universal Declaration of Human Rights as a guide in all City policies and activities and commemorates every December 10 as City of Edina Human Rights Day;
- Supported CEDAW, the United Nations Convention on the Elimination of Discrimination against Women, and resolves to end violence and discrimination against women and girls;
- Supported a Domestic Partnership Ordinance and gay marriage;
- Created a policy to address bias offenses and to prevent hate and acts of discrimination in the City of Edina;
- Supported the expansion of affordable housing opportunities in Edina;
- Advocated for the inclusion of human rights as an important topic in the city's comprehensive plan and in all areas of city strategy and operations.

Therefore,

We commemorate July 10, 2020 as the 50th anniversary of the Edina Human Rights and Relations Commission and

Therefore,

We recognize the achievement of the Commission's many members in half a century of work to promote human rights for all who live, work, study, and visit in Edina.

Therefore,

We reaffirm the City's commitment to maintaining Edina as an inclusive, welcoming city for all.

CITY OF EDINA

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Date: June 23, 2020

Agenda Item #: IX.A.

To: Human Rights and Relations Commission

Item Type: Other

From: Heidi Lee, Race & Equity Coordinator

Item Activity: Discussion

Subject: Feedback on Limited English Proficiency (LEP) Policy

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ACTION REQUESTED:
None.

INTRODUCTION:
The HRRC is asked to review the Limited English Proficiency (LEP) Policy draft and give feedback to Staff Liaison Heidi Lee. The document was sent to Commissioners March 10, with a deadline of March 24 for feedback.

The LEP Policy is being created to be responsive to those community members who have different language needs to access City information. In addition to HRRC reviewing the policy, it has also been reviewed by various staff members and the Community Feedback Group.

ATTACHMENTS:

Limited English Proficiency (LEP) Policy DRAFT 3-2020

CITY OF EDINA
LIMITED ENGLISH PROFICIENCY POLICY

I. Purpose

On August 11, 2000, U.S. President Barack Obama signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency." The Executive Order requires federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them.

In the same spirit of Executive Order 13166 for federal programs, the City of Edina wants to eliminate or reduce barriers to its programs and services for people who have a limited ability to speak, write and/or understand the English language.

II. Policy

It is the policy of the City of Edina that staff take reasonable steps to provide limited English proficient (LEP) people meaningful access to all City programs and services.

City staff must take reasonable steps to inform the public of the availability of language accessible programs and services. It is the responsibility of the City, and not the LEP person, to take reasonable steps to ensure that communications between the City and the LEP person are not impaired as a result of the limited English proficiency of the individual.

III. Definitions

Direct "In-Language" Communication – Monolingual communication in a language other than English between a multilingual staff member or consultant and an LEP person (e.g., Spanish to Spanish)

Effective Communication – Communication sufficient to provide the LEP individual with substantially the same level of access to services, programs and benefits received by individuals who are not LEP. Staff must take reasonable steps to ensure that communication with an LEP individual is as effective as communication with others when providing similar programs and services.

Interpretation – The act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning.

Language Assistance Services – Oral and written language services needed to assist LEP individuals to communicate effectively with staff and to provide LEP individuals with meaningful access to and an equal opportunity to participate fully in the services, activities or other programs administered by the City.

Limited English Proficient (LEP) Individuals – Individuals who do not speak English as their primary language and have a limited ability to read, write, speak and/or understand English. LEP individuals may be competent in English for certain types of communication (e.g., speaking or understanding), but still be LEP for other purposes (e.g., reading or writing).

DRAFT

Meaningful Access – Language assistance that results in accurate, timely and effective communication at no cost to the LEP individual. For LEP individuals, meaningful access denotes access that is not significantly restricted, delayed or inferior as compared to programs or activities provided to English-proficient individuals.

Multilingual Staff or Employee – A staff person who has demonstrated proficiency in English and reading, writing, speaking or understanding at least one other language, as authorized by their supervisor. To demonstrate proficiency, a staff person must complete a formal assessment.

Primary Language – An individual's primary language is the language in which they most effectively communicate.

Qualified Translator or Interpreter – A contracted translator or interpreter who demonstrates their competence to interpret or translate through court certification or is authorized to do so by contract with the City.

Sight Translation – Oral rendering of written text into spoken language by an interpreter without change in meaning based on a visual review of the original text or document.

Translation – The replacement of a word, phrase or text in one language (source language) with an equivalent-meaning word, phrase or text in another language (target language).

Vital Document – Paper or electronic written material that contains information that is critical for accessing a City program, service or activity; directly and substantially related to public safety; or required by law.

IV. Translation

1. **Vital Documents**

It is the policy of the City to prioritize translation of various vital documents. Classification of a document as "vital" depends upon the importance of the program, information, encounter or service involved, and/or the consequence to the LEP community if the information in question is not provided in an accurate or timely manner. Except those listed below, the determination of exactly which documents are considered "vital" is left to the discretion of individual departments, which are in the best position to evaluate their circumstances, services and resources.

In general, there are two distinct types of vital documents: those meant for the general public or a broad audience and specific communications regarding a case or matter between an individual and the City. Department directors should work with the Communications Department and the City's Race & Equity Coordinator to identify and prioritize vital documents or information needing translation. The Communications Department will ensure that qualified translators complete all translations.

The following classes of "vital" documents are recommended for translation in Spanish, Hmong and Somali when they are not otherwise available on the City's website and available there for translation:

- Public hearing and special assessment notices
- Delinquent account notices
- Water shut-off notices

DRAFT

Forms and applications are vital documents. Forms not on the website should be translated as any other vital document.

Recognizing that translations are resource and time intensive, departments are encouraged to seek stakeholder input in determining which other documents to prioritize for translation.

2. Web Content

Google Translate or a similar translation tool should be enabled on all web-based content and prominently placed on all web pages. The ideal location for the tool would be to match its location on EdinaMN.gov. Directors should negotiate with third-party solutions for the translation feature at the time service contracts are renewed if such solutions currently exist without a translation tool.

3. First Point of Contact

City staff should, at the point of first contact with an LEP individual, make reasonable efforts to conduct or arrange for an initial assessment of the need for language assistance services. Directors also should make reasonable efforts to obtain such services if they are needed to effectively communicate with the individual. Staff can determine whether a person needs language assistance in several ways:

- Self-identification by the non-English speaker, LEP individual or companion
- Inquiring as to the primary language of the individual if they have self-identified as needing language assistance services
- Asking a multilingual staff person or qualified interpreter to verify an individual's primary language
- Using an "I Speak" language identification card or poster

V. Quality Control

Ensuring the quality and accuracy of language assistance services provided by the City is critical to providing LEP individuals with meaningful access to City programs and services. The City will take reasonable steps to ensure that all staff or contracted personnel who serve as translators or interpreters or who communicate "in language" with LEP persons are competent to do so. LEP individuals will be invited to provide feedback on the services they receive.

Considerations of competency in light of particular tasks may include:

- Proficiency in and ability to communicate information accurately in both English and the target language
- Ability to identify and employ the appropriate mode of interpreting (e.g., consecutive, simultaneous or sight translation), translating or communicating fluently in the target language
- Knowledge in both languages of any specialized terms or concepts particular to the department program or activity and of any particularized vocabulary used by the LEP person
- Understanding and following confidentiality, impartiality and ethical rules to the same extent as department staff
- Understanding and adhering to applicable role as interpreter, translator or multilingual staff

DRAFT

The City will take reasonable steps to ensure that all staff or contracted personnel who serve as translators are briefed by the Communications Department and/or the City's Race & Equity Coordinator on the context and intended audience for the translated text. The Communications Department may elect to provide guidance with respect to style, technical word choice, phrasing or reading level depending on the context or target audience.

Except in urgent circumstances or when requested by the person receiving assistance, City departments will avoid using family members (including children), neighbors, friends, acquaintances and bystanders to provide language assistance services. Likewise, departments should refrain from using individual opposing parties, adverse witnesses or victims to a dispute as interpreters. Using family, friends, bystanders or parties to a dispute to interpret could result in a breach of confidentiality, a conflict of interest or inadequate interpretation.

VI. Staff Training

City staff must know how and when to use language assistance services. For policies and procedures to be effective, directors should make reasonable efforts to ensure those new and existing staff members periodically receive training on the content of the Limited English Proficiency Policy; identifying language access needs; and providing language assistance services. The Communications Department and Race & Equity Coordinator will identify appropriate training. Training may include, but is not limited to:

- Identifying the language needs of an LEP individual
- Working with an interpreter in person or on the telephone
- Requesting documents for translation
- Accessing and providing language assistance services through multilingual employees, in-house interpreters and translators, or contracted personnel
- Duties of professional responsibility with respect to LEP individuals
- Interpreter ethics
- Reporting and tracking the use of language assistance services
- Tips on providing effective assistance to LEP individuals.

Directors are encouraged to offer technical training to multilingual staff (e.g., interpreter ethics, interactive online language access courses, etc.) to maintain and improve their language assistance skills.

VII. Tracking and Reporting

The City will attempt to survey LEP persons about services received from the City of Edina to understand its effectiveness and customer service.

The Communications Department will collect data regarding use of language assistance services so the City may assess the effectiveness of its language assistance services. Data may include the number of cases, matters or outreach initiatives in which language assistance services were provided; the primary languages of communication with the LEP persons; the cost of any language assistance services provided; and the type of language assistance provided during a case or matter, if any.

A question will be added to the Quality of Life Survey asking residents if they know such services are offered by the City and if they have used them. If a respondent answers "yes," additional follow-up questions will be asked to gauge effectiveness.

DRAFT

Information will be compiled and shared with the City's Race & Equity Coordinator for possible inclusion in the City's annual report on racial equity.

DRAFT

CITY OF EDINA

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Date: June 23, 2020

Agenda Item #: IX.B.

To: Human Rights and Relations Commission

Item Type: Other

From: Heidi Lee, Race & Equity Coordinator

Item Activity: Information

Subject: HRRC Calendar of Meetings and Events

ACTION REQUESTED:
None.

INTRODUCTION:
Please see attached calendar of meetings and events for the Human Rights & Relations Commission in 2020.