

Georgetown Housing Authority
Four Factor Analysis and
Language Access Plan



June 2022

Approved by the Board of Commissioners on 6/8/2022

This Document is Available in Alternative Format Upon Request

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Language Access Plan

I. Introduction

The Georgetown Housing Authority (GHA) has prepared this Four Factor Analysis and Language Access Plan (LAP) to further assist the agency to ensure meaningful access to individuals with Limited English Proficiency (LEP) in relation to its housing programs. This policy has been prepared taking into consideration both the Department of Housing and Community Development's (DHCD) "LAP Guidance to Program Administering Entities" (DHCD LAP Guidance) issued dated April 2017 and the "U.S. Department of Housing and Urban Development, Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons" dated January 22, 2007 (HUD LAP Guidance).

LEP persons are defined by HUD as, "persons who, as a result of national origin, do not speak English as their primary language and who have limited ability to speak, read, write or understand English." LEP persons are defined by DHCD as "someone who is not able to speak, read, write or understand the English language at a level that allows him/her to interact effectively with GHA services, programs, or activities."

II. Purpose

The purpose of this plan is to ensure that applicants, tenants and participants have meaningful access to services, programs and activities although they may be limited in their English language proficiency. The Language Access Plan (LAP) is a management tool that provides an administrative blueprint for ensuring compliance with language access requirements.

This document was created to further identify and assess LEP communities, describe objectives for work to be performed, address funding and resource issues, provide notice of language assistance services, address the training of staff as to policies and procedures, and to provide a vehicle for steps to monitoring and updating the plan, policies, and procedures.

The GHA's Language Access Plan is intended as guidance and does not create individual rights or entitlements or establish GHA duties or process beyond what is required under applicable law. Further the documents referenced within the plan or attached as exhibits may be modified from time to time as additional resources become available or are deemed more appropriate for use by the GHA. The documents referenced in exhibits B-F are illustrative and may be substituted without board approval.

III. The Georgetown Housing Authority

The GHA provides decent safe and affordable housing to low income families in the Georgetown area. The GHA administers State housing assistance and this Language Access Plan applies to this housing program.

IV. Language Access Plan

This Language Access Plan represents the GHA's administrative blueprint to provide meaningful access to its services, programs and activities on the part of LEP individuals. It outlines the tasks the GHA will undertake to meet this objective. The GHA's Language Access Plan will be implemented subject to the availability of resources.

This LAP seeks to ensure reasonable, meaningful access to GHA services, programs and activities for persons with LEP consistent with fiscal limitations.

1. GHA Language Access Coordinator

The GHA will assign a Language Access Coordinator (LAC) to oversee activities stated within this LAP. The GHA may reassign the LAC on an as needed basis without modifying this Plan. Currently, the Executive Director is the assigned LAC for the GHA.

2. Agency Language Access Needs Assessment

The GHA will evaluate the totality of circumstances and language access needs, including the four factors set forth in DHCD guidance and HUD guidance referenced above to determine the tasks

the GHA will undertake to meet the objective of providing meaningful access to GHA services, programs and activities.

The four factors under consideration for this analysis are:

- Number or Proportion of Limited English Proficient (LEP) Persons Served or Encountered in the Eligible Service Population;
- The frequency with which persons with LEP come in contact with GHA programs;
- Nature and Importance of the program, activity or service provided by the GHA; and
- Available Resources and Costs.

a. The steps the agency will take to ensure such services, programs and activities provide meaningful access to LEP populations

The GHA will perform the four factor analysis set forth above and with the conclusions of this analysis will make a determination of the manner to provide meaningful access to its services and programs.

(i) The number and proportion of non-English speakers and LEP persons served by the agency in its services, programs and activities

The GHA uses information collected from the American Community Survey (ACS) to estimate the number of LEP households. It should be noted that this survey likely over represents the number of LEP households. The census table collects data for families that speak English “less than very well” and they could still possibly communicate effectively in English. Further the census table counts all individuals over the age of 5 in the household. The minors which our counted generally would not be the individual conducting business with the GHA.

At present the GHA will utilize the statistics set for the in **Exhibit A** to this document to ascertain the number and proportion of LEP persons served by the GHA in its programs and activities. It so supplemented with reliable individual program data relating to the languages spoken by tenants with LEP.

(ii) The frequency with which non-English speakers and LEP individuals come in contact with the service, program or activity

This information will be obtained not only through the use of these statistics but also through collection of internal data with regard to self-identification by LEP individuals. Emphasis will be placed upon translation of documents where the population meets or exceeds 5% or 1000 consistent with HUD LEP guidance. Interpretation will always be made available on an as needed basis.

(iii) The nature and importance of the service, program or activity

The greater the possible consequences of the contact, the more important it is for the GHA to provide language services. The GHA will focus its efforts on providing language services in:

- (1) Important matters concerning initial eligibility for public housing;
- (2) Important matters which impact continuing eligibility in the above referenced housing program; and
- (3) Denials or Eviction.

(iv) The resources available to the agency and/or costs incurred by the agency

The GHA's Language Access Plan will be implemented subject to the availability of resources. The GHA has an extremely limited budget to cover the cost of translating documents, providing oral interpretation and otherwise implementing a Language Access Plan. The GHA does not anticipate additional funds would be made available specifically for implementing this Language Access Plan in the near future. The GHA will continue to identify resources that may be available to support the cost of implementing this Plan.

The GHA will focus efforts and making certain that documents that have been translated by HUD and DHCD are available to staff and used on a regular basis and that free or low cost translation and interpretation services are made available on an as needed basis.

- Translated HUD forms are available on the HUD portal under HUDclips forms at https://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/hudclips/forms

- The HUD office of Fair Housing and Equal Opportunity provides a directory of translated HUD forms at https://www.hud.gov/program_offices/fair_housing_equal_opp/17lepexamples include FHEO Brochures Section - Fair Housing for All, Are You A Victim of Housing Discrimination, Equal Opportunity for All, Domestic Violence Guide, PIH Brochure - A good place to Live all translated into a minimum of 8 languages. There are also a number of translated fair housing posters available in this web site.
- Translated universal standard and emergency applications for State –Aided Public Housing are located at <https://publichousingapplication.ocd.state.ma.us/> and are available in Spanish Portuguese Haitian Creole Russian Vietnamese and Chinese.
- Other documents translated by DHCD are available through the PHA’s online access system for that agency. Examples include the following Common Housing Application for Massachusetts Public-Housing (CHAMP) documents which have been translated into in Spanish, Portuguese, Haitian Creole, Khmer, Russian, Vietnamese and Chinese: Application Forms (A forms), Notice Screening and Required Documents (B forms), Notice of LHA Determinations and Required Documents (C forms) and Unit Offers (D forms).

This LAP has several attachments which are currently available for use by the GHA. To the extent that any of the Exhibits do not have all of the languages identified by the GHA as most commonly used on the form, the GHA will focus efforts and resources in on translating the attachments into the most commonly identified LEP languages identified herein.

Babel Notices may be used where determined necessary and when translation of a document is unaffordable.

The GHA will attempt to work with other HAs in a cooperative effort to provide services at lower costs.

b. Language Makeup of Client Population

(i) Statistical Data

Commonwealth of Massachusetts

Available 2015-2019 ACS estimates for numerous specified languages pertaining to populations 5 years and over who speak English “less than very well” are included in Exhibit A1. The most common LEP languages in Massachusetts are Spanish, Portuguese, Chinese, Haitian, Vietnamese and Russian.

To the extent it is applicable, the GHA will utilize the statistics set for the in Exhibit A1 to this document to ascertain the number and proportion of non-English speakers and LEP persons served by the GHA for any applicable statewide outreach services.

Town of Georgetown

The table attached as Exhibit A2 sets forth the statistics from the town of Georgetown and Essex County. The most commonly listed languages for Georgetown, MA are Korean and Spanish (with 17 LEP individuals that speak Korean and 10 that speak Spanish). In Essex County the following are the most common LEP languages: Spanish (7%), Portuguese (.6%), Cambodian (.3%), Russian (.3%), and Chinese (.3%).

The GHA will utilize the statistics set for the in Exhibit A2 to this document to ascertain the number and proportion of non-English speakers and LEP persons currently served by the GHA in its services, programs and activities.

To the extent that the budget exists for translations of vital documents related to ongoing program administration for tenants they will be provided in Spanish. Currently the budgetary constraints dictate that translations will be limited to an attachment or notice on the document providing information as the availability of language services in these alternative languages.

(ii) Residents

The GHA has provided interpretation in Spanish based on self identification as LEP of 2 individuals. This is taken into consideration with the statistics set forth in Exhibit A2.

b. Points of Contact between the GHA and Applicants/Participants or Tenants

The GHA's main office is located at 23 Trestle Way, Georgetown , MA 01833 and its main telephone number is (978) 352-6331, Mass relay 711 or (800) 720-3480 or Mass relay Spanish (866) 930-9252.

3. Language Service Protocols

a. For the main office

Reception staff and others are trained and will continue to be trained on how to provide language services to persons with LEP who appear at GHA offices needing language assistance.

The GHA main office has contracted with a telephonic interpretation service. Translations available from HUD and DHCD will be utilized at this location.

b. Use of I Speak cards and Notice of Availability of Language Assistance.

In order to help identify LEP individuals and determine the appropriate language assistance, the GHA will post and make available "I Speak Cards" also known as "Language Identification Flashcards" at their offices. An example of one such card is attached to this document as **Exhibit B**. However, the GHA may elect to utilize a different format. These cards will be prominently displayed in the reception area.

In addition, the GHA will post an explanatory sign in easily understood terminology (such as "Interpretation services available") translated at least into the languages most frequently encountered. Applicants, tenants and program participants can use these cards to indicate their primary language. An example of one such sign is attached as **Exhibit C**.

Staff and points of entry with the public such as receptionists will also be provided with a document which states, "One Moment Please" in 18 different languages attached as **Exhibit D**.

GHA staff will make appropriate arrangements for interpretation services, using a qualified third party interpreter identified by the applicant/participant or administering entity, or a video or telephone interpretation service. The GHA is also able to utilize services of a nearby Spanish speaking Housing Authority staff member on an as needed basis.

c. Provision of Services

The GHA will then request services as outlined in this policy based upon the nature and importance of the interaction and availability of resources. Services could be provided by video, telephone or in person interpreters, or another interpreter provided by client upon client request or other community based, for profit or non-profit entity providing competent language assistance services as outlined in this Plan.

4. Vital Document Translation

Vital Documents are documents that are critical for ensuring meaningful access by beneficiaries or potential beneficiaries generally and LEP persons specifically. The GHA considers importance of the program, information, encounter, or service involved and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner in determining if a document should be considered a vital document.

The following are considered vital documents by the GHA:

- Applications;
- Notice of Denial of Assistance;
- Notice of Eviction;
- Notice of Free Language Assistance

The HA may utilize documents translated by HUD and DHCD as made available by said agencies. Other vital documents will contain the following advisory, “this is an important document, please contact the GHA at (_____) for free language assistance” or a similar such notice which will be translated into the commonly spoken languages as identified appropriate for outreach or ongoing administration activities. See **Exhibit E** for an example. This language advisory will also be provided to applicants and participants who are known not to speak English. (760 CMR 4.02 (1) (f)).

To the extent that funding does become available to the GHA for translation of vital documents, the GHA may elect to translate only some of the document or translate label notices for insertion into the document.

Translated contractual documents will contain the attachment at **Exhibit F** explaining that the English Document is the controlling legally binding document.

5. Language Resources Assessment

a. Delivery services in a language other than English and/or to serve as interpreters

(i) Oral Interpretation – In Person Assistance

Oral interpretation is available from a variety of resources both telephonic and in person. The GHA provides notice of the availability of such free language assistance. Clients are permitted to provide their own interpreters upon client request. However, the GHA reserves the right to require an independent interpreter at cost to the GHA at any time.

The GHA may use contractors with pre-negotiated rates for the commonwealth as well as other competent local resources such as bilingual staff members from nearby PHAs.

(ii) Oral Interpretation – Over the Phone Interpretation

Subject to budgetary constraints and service availability the GHA may utilize over the phone interpretation (OPI). The GHA will only consider interpretation services which demonstrate a high degree of training and professionalism. The GHA will instruct staff as to how to access this service, and the service will be made available as needed for any LEP applicant, tenant or participant, subject to funding constraints.

The GHA currently has a contract with Bay State Interpreters, Inc. which provides services as requested by the GHA on an as needed basis. The GHA reserves the right to renegotiate a contract

with a different agency providing similar services if it determines it is in the best interest of the GHA.

b. Community-based resources available to be deployed to assist agency in meeting language access needs

(i) Non-Profit Assistance

Where feasible and as necessary, the GHA will make an effort to partner with non-profits and community groups which can provide competent oral interpretation services to community members. Examples of such agencies are as follows: Alternative House, Inc., Arbour Counseling Services, Arbour Counseling Services Latino Program, Children’s Friend & Family Services—A Division of Justice Research Institute, Eliot Community Human Services, Family Continuity Programs (FCP), International Institute of Lowell, Jewish Family and Children’s Services, Lahey/Northeast Behavioral Health, and South Bay Community Services. The Massachusetts Department of Mental Health (DMH) has created a *Multicultural Populations Mental Health Resource Directory* (updated as of 2019), which provides information on many organizations across the state that serve populations in other languages.

(ii) LEP Individual Requests own Interpreter

The GHA provides notice of availability of free language services. A multilingual notice offering interpretation free of charge is posted at the GHA. However, some LEP persons prefer or request to use a family member, friend or advocate as an interpreter. This will be allowed by the GHA.

The use of minor children is discouraged by the GHA. Exceptions may be made where the contact with the LEP person is of an urgent nature (i.e. emergency within the unit).

Staff is advised to be alert to the potential for any conflict of interest or competency issues that may arise from the involvement of family or friends, such as in domestic violence situations. If GHA staff persons have questions about the appropriateness of allowing family and friends as interpreters, they should consult with the LEP coordinator for guidance. The GHA reserves the

right to also have an additional qualified interpreter present if it is deemed necessary by the GHA.

6. Staff Training

a. Dissemination of the LAP

The GHA will disseminate the LAP to relevant program staff.

b. Staff Training

The GHA will train relevant staff on their responsibilities in regard to the LAP. Specifically, staff who are likely to have contact with LEP populations and who will be responsible for implementing the protocols described above will be trained to appropriately respond to LEP applicants, participants or tenants.

7. Notice to Public

The GHA will incorporate multi-lingual messages into program outreach documents which will state how a LEP person may request interpreter services. An example of one such message is (for example, “This is an important document. Please contact _____ for free language assistance.” These messages will be in the most commonly spoken languages.

The GHA will prominently post at its office multi-lingual notices of the right to request free interpretation services.

The GHA will attempt to partner with community agencies who work with LEP persons to solicit their assistance and cooperation in providing the necessary notification and assistance to LEP persons.

8. Agency Monitoring

The LAP coordinator will conduct periodic quality control reviews to ensure that staff persons are implementing the LAP appropriately.

At least every two years, the GHA will review this LAP and on an as needed basis update the LAP.

9. Complaints

A complaint¹ may be filed with the GHA Language Access Coordinator if an individual believes they have not received the services set out in this Plan. Complaints should be filed within 6 months of the alleged denial. To file a complaint with the Language Access Coordinator please submit the written complaint to:

Diane Drinan
Language Access Coordinator
Georgetown Housing Authority
23 Trestle Way
Georgetown MA 01833

¹ This is not an exclusive list in which to make complaints against the GHA. This is the GHA internal appeal procedure.

Exhibit A1 LEP Statistics Massachusetts

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LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

Survey/Program: American Community Survey Universe: Population 5 years and over TableID: B16001 Product: 2019: ACS 5-Year Estimates Detailed Tables

Notes Selections 1 Geo Years Topics Surveys Codes 123 Hide Transpose Filter Margin of Error Restore Excel Download More Data Map

	Massachusetts	
Label	Estimate	Margin of Error
▼ Total:	6,489,537	±221
Speak only English	4,942,231	±10,552
▼ Spanish:	592,436	±4,724
Speak English "very well"	349,239	±4,222
Speak English less than "very well"	243,197	±4,185
▼ French (incl. Cajun):	53,403	±1,935
Speak English "very well"	43,488	±1,712
Speak English less than "very well"	9,915	±867
▼ Haitian:	86,271	±3,905
Speak English "very well"	49,463	±2,803
Speak English less than "very well"	36,808	±2,079
▼ Italian:	30,081	±1,512
Speak English "very well"	22,198	±1,196
Speak English less than "very well"	7,883	±764
▼ Portuguese:	194,006	±5,212
Speak English "very well"	110,846	±3,510
Speak English less than "very well"	83,160	±2,897
▼ German:	15,900	±962
Speak English "very well"	14,382	±943
Speak English less than "very well"	1,518	±266
▼ Yiddish, Pennsylvania Dutch or other West Germanic languages:	3,857	±594
Speak English "very well"	3,481	±543
Speak English less than "very well"	376	±134
▼ Greek:	21,426	±1,386
Speak English "very well"	15,149	±1,163
Speak English less than "very well"	6,277	±689
▼ Russian:	40,744	±2,214
Speak English "very well"	24,777	±1,771
Speak English less than "very well"	15,967	±1,030
▼ Polish:	16,406	±1,152
Speak English "very well"	11,425	±895
Speak English less than "very well"	4,981	±526
▼ Serbo-Croatian:	4,646	±790
Speak English "very well"	3,159	±529
Speak English less than "very well"	1,487	±571
▼ Ukrainian or other Slavic languages:	8,654	±1,160
Speak English "very well"	6,268	±936
Speak English less than "very well"	2,386	±416
▼ Armenian:	6,215	±796
Speak English "very well"	4,881	±703
Speak English less than "very well"	1,334	±308
▼ Persian (incl. Farsi, Dari):	6,211	±876

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LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

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Label	Massachusetts	
	Estimate	Margin of Error
Speak English "very well"	4,881	±703
Speak English less than "very well"	1,334	±308
▼ Persian (incl. Farsi, Dari):	6,211	±876
Speak English "very well"	4,429	±668
Speak English less than "very well"	1,782	±436
▼ Gujarati:	12,223	±1,223
Speak English "very well"	8,028	±804
Speak English less than "very well"	4,195	±664
▼ Hindi:	26,051	±2,047
Speak English "very well"	21,691	±1,729
Speak English less than "very well"	4,360	±660
▼ Urdu:	7,626	±1,049
Speak English "very well"	5,628	±890
Speak English less than "very well"	1,998	±381
▼ Punjabi:	4,274	±1,000
Speak English "very well"	2,556	±617
Speak English less than "very well"	1,718	±563
▼ Bengali:	7,642	±964
Speak English "very well"	5,899	±742
Speak English less than "very well"	1,743	±454
▼ Nepali, Marathi, or other Indic languages:	14,225	±1,392
Speak English "very well"	9,152	±934
Speak English less than "very well"	5,073	±859
▼ Other Indo-European languages:	24,675	±1,620
Speak English "very well"	16,436	±1,074
Speak English less than "very well"	8,239	±997
▼ Telugu:	9,521	±1,077
Speak English "very well"	7,748	±912
Speak English less than "very well"	1,773	±399
▼ Tamil:	10,427	±1,235
Speak English "very well"	8,932	±1,110
Speak English less than "very well"	1,495	±344
▼ Malayalam, Kannada, or other Dravidian languages:	5,721	±877
Speak English "very well"	4,809	±706
Speak English less than "very well"	912	±311
▼ Chinese (incl. Mandarin, Cantonese):	135,121	±3,245
Speak English "very well"	67,135	±2,115
Speak English less than "very well"	67,986	±2,286
▼ Japanese:	8,859	±774
Speak English "very well"	5,235	±543
Speak English less than "very well"	3,624	±522
▼ Korean:	16,774	±1,214
Speak English "very well"	10,416	±796

// Search / Tables / B16001

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

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▼ Korean:	16,774	±1,214
Speak English "very well"	10,416	±796
Speak English less than "very well"	6,358	±679
▼ Hmong:	596	±373
Speak English "very well"	493	±334
Speak English less than "very well"	103	±79
▼ Vietnamese:	43,102	±2,287
Speak English "very well"	16,660	±1,224
Speak English less than "very well"	26,442	±1,580
▼ Khmer:	22,048	±1,525
Speak English "very well"	11,137	±1,086
Speak English less than "very well"	10,911	±694
▼ Thai, Lao, or other Tai-Kadai languages:	6,344	±831
Speak English "very well"	3,277	±533
Speak English less than "very well"	3,067	±526
▼ Other languages of Asia:	9,222	±1,181
Speak English "very well"	5,542	±785
Speak English less than "very well"	3,680	±724
▼ Tagalog (incl. Filipino):	9,072	±1,073
Speak English "very well"	7,098	±847
Speak English less than "very well"	1,974	±414
▼ Ilocano, Samoan, Hawaiian, or other Austronesian languages:	2,895	±546
Speak English "very well"	2,057	±461
Speak English less than "very well"	838	±231
▼ Arabic:	33,534	±2,306
Speak English "very well"	22,662	±1,806
Speak English less than "very well"	10,872	±944
▼ Hebrew:	7,121	±790
Speak English "very well"	6,383	±706
Speak English less than "very well"	738	±216
▼ Amharic, Somali, or other Afro-Asiatic languages:	10,252	±1,249
Speak English "very well"	5,984	±905
Speak English less than "very well"	4,268	±649
▼ Yoruba, Twi, Igbo, or other languages of Western Africa:	17,008	±1,566
Speak English "very well"	12,034	±1,218
Speak English less than "very well"	4,974	±897
▼ Swahili or other languages of Central, Eastern, and Southern Africa:	14,721	±1,511
Speak English "very well"	11,610	±1,246
Speak English less than "very well"	3,111	±570
▼ Navajo:	64	±58
Speak English "very well"	64	±58

// Search / Tables / B16001

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

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Speak English "very well"	64	±58
Speak English less than "very well"	0	±29
▼ Other Native languages of North America:	656	±214
Speak English "very well"	588	±205
Speak English less than "very well"	68	±56
▼ Other and unspecified languages:	7,276	±833
Speak English "very well"	5,620	±683
Speak English less than "very well"	1,656	±354

Exhibit A2 LEP Statistics Georgetown MA and Essex County



Department of Housing and Community Development

Division of Public Housing

Choose an LHA:

Georgetown Housing Authority

CENSUS DATA

Census Name:

Georgetown town, Essex County, Massachusetts

	City/Town Data		County Data	
Languages spoken at home among individuals age 5+ with limited English proficiency:	Total Number	Percent of Total Population (age 5+)	Total Number	Percent of Total Population (age 5+)
Spanish	10	0.13	46,507	6.57
French	0	0.00	1,173	0.17
Creole	0	0.00	984	0.14
Italian	0	0.00	1,382	0.20
Portuguese	0	0.00	4,090	0.58
German	0	0.00	199	0.03
Yiddish	0	0.00	13	0.00
Greek	0	0.00	1,168	0.17
Russian	0	0.00	2,095	0.30
Polish	0	0.00	537	0.08
Croatian	0	0.00	207	0.03
Armenian	0	0.00	77	0.01
Persian	0	0.00	171	0.02
Gujarati	0	0.00	232	0.03
Hindi	0	0.00	26	0.00
Urdu	0	0.00	136	0.02
Chinese	0	0.00	2,085	0.29
Japanese	0	0.00	233	0.03
Korean	17	0.21	771	0.11
Cambodian	0	0.00	2,196	0.31
Hmong	0	0.00	0	0.00
Thai	0	0.00	23	0.00
Laotian	0	0.00	72	0.01
Vietnamese	0	0.00	1,541	0.22
Tagalog	0	0.00	258	0.04
Hungarian	0	0.00	13	0.00
Arabic	0	0.00	1,157	0.16
Hebrew	0	0.00	54	0.01

Source: American Community Survey (U.S. Census Bureau), 2014-2019.

Note: Data on languages spoken at home are among individuals aged 5 years or older who have limited proficiency in English. "Total Number" represents the total number of people aged 5 years or older who speak a given language and who also have limited proficiency in English in a city/town or county. "Percent of Total Population" represents the number of people aged 5 years or older who speak a given language and who also have limited proficiency in English, divided by the total population aged 5 years or older (regardless of English proficiency) in a city/town or county. The U.S. Census Bureau defines "limited English proficiency" as those who report speaking English less than "very well".

One Moment Please

Language:	Written in Language	Phonetic Pronunciation
Albanian:	Nje minutë ju lutem.	nee-yeh mee-noo-teh you loo-tem
Arabic:	دقيقة من فضلك	dakika meen fahdlock (masculine) dakika meen fahdlick (feminine)
Chinese:	请稍候	ching show hoe
French:	Un moment s'il vous plaît.	uhn moe-mon seal-voov-play
German:	Einen Moment bitte.	eye-nen moment bee-teh
Gujarati:	મેહરબાની કરીને એક પળ થોભશો	meherbani kariné ek pul thobso
Haitian Creole:	Tanpri tann yon ti moman.	tan-pree tan yaw tee moe-maw
Hindi:	कृपया एक पल प्रतीक्षा करें	kreepya ek pal prateeksha karen
Italian:	Un momento per favore.	oon moe-mento pair fah-vore-ay
Japanese:	少々お待ちください。	shosho omachi kudasai
Korean:	잠깐 기다리세요	jam-kan ki-da-ri-se-yo
Polish:	Moment, proszę.	moment prosheh
Portuguese:	Um momento, por favor.	um moe-mento, poor fah-vor
Russian:	Подождите, пожалуйста.	padazhdite, pazhalusta
Spanish:	Un momento por favor.	oon moe-mento poor fah-vor
Swahili:	Subiri kidogo	soo-bee-re key-dough-go
Tamil:	தயவு செய்து ஒரு நிமிடம்	dye-ya-vu seydu oru nimi-dom
Vietnamese:	Xin chờ một chút	sin char moe-chew

Exhibit B “I Speak Card” also known as “Language Identification Flashcards”

- | | |
|--|------------------------|
| <input type="checkbox"/> <p>ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.</p> | 1. Arabic |
| <input type="checkbox"/> <p>Խոսողո՞ւմ ե՞սք նշո՞ւմ կատարե՞ք այս քանակուսու՞մ, եթե խոսո՞ւմ կա՞մ կարո՞ւմ ե՞ք հայերեն:</p> | 2. Armenian |
| <input type="checkbox"/> <p>যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।</p> | 3. Bengali |
| <input type="checkbox"/> <p>ល្អបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។</p> | 4. Cambodian |
| <input type="checkbox"/> <p>Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.</p> | 5. Chamorro |
| <input type="checkbox"/> <p>如果你能读中文或讲中文，请选择此框。</p> | 6. Simplified Chinese |
| <input type="checkbox"/> <p>如果你能讀中文或講中文，請選擇此框。</p> | 7. Traditional Chinese |
| <input type="checkbox"/> <p>Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.</p> | 8. Croatian |
| <input type="checkbox"/> <p>Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.</p> | 9. Czech |
| <input type="checkbox"/> <p>Kruis dit vakje aan als u Nederlands kunt lezen of spreken.</p> | 10. Dutch |
| <input type="checkbox"/> <p>Mark this box if you read or speak English.</p> | 11. English |
| <input type="checkbox"/> <p>اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بنید.</p> | 12. Farsi |

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérta vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această casuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

Exhibit C Notice of Availability of Language Assistance

Interpreter Services

You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.

English
Portuguese
Spanish
Tagalog
Urdu
Vietnamese
Yiddish

Russian

Русский

Вы имеете право на услуги бесплатного переводчика. Назовите, пожалуйста, свой язык. Медицинский переводчик будет вызван. Пожалуйста, подождите.

Serbian

Serbo-Croatian

Srpsko-Hrvatski jezik

Vi imate pravo na besplatnog prevodioca. Molimo vas da pokazete na vas govorni jezik. Lagalan prevodilac ce biti pozvan. Hvala I molimo vas da sacekate.

Somali

Soomaali

Waxaad xaq u leedahay in tarjumaan lacag la'aan ah laguugu yeero. Fadlan farta ku fiiq luqaddaada. Tarjumaan ayaa laguugu wacayaa. Ee fadlan sug!

Spanish

Español

Usted tiene derecho a un intérprete gratis. Por favor, señale su idioma y llamaremos a un intérprete. Por favor, espere.

Swahili

Swahili

Ni haki yako kuwa na mtafsiri bila malipo yoyote. Tafadhali chagua lugha yako kati ya hizi. Mtafsiri ataitwa. Tafadhali ngoja.

Tagalog

Tagalog

Ikaw ay may karapatan na magkaroon ng tagapagsalin na walang bayad. Ituro ang iyong wika. Ang tagapagsalin ay tatawagin. Maghintay.

Thai

ไทย

ท่านมีสิทธิ์ขอล่ามแปลภาษาโดยไม่เสียค่าใช้จ่ายใดๆ กรุณาชี้ที่ภาษาของท่าน กรุณาอสักครู่ เราจะโทรศัพท์เรียกล่ามให้ท่าน

Ukrainian

Українська

У Вас є право на безплатного перекладача. Будь ласка, вкажіть на Вашу мову, і Вам покличуть перекладача. Почекайте, будь ласка.

Urdu

اردو

آپ مفت ترجمانی کی خدمات کے مستحق ہیں براہ کرم اپنی زبان کی طرف اشارہ کیجئے آپ کے لئے ایک ترجمان کا انتظام کیا جائیگا براہ کرم انتظار کیجئے

Vietnamese

Tiếng Việt

Quý vị có quyền được một thông dịch viên miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi một thông dịch viên. Vui lòng chờ trong giây lát.

Haitian Creole

Kreyòl Ayisyen

Ou gen dwa a yon entèprèt gratis. Tanpri montre nou lang pa w la. N ap rélé yon entèprèt pou ou. Tanpri ret tann.

Hebrew

עברית

יש לך זכות להשתמש בשרותיו של מתורגמן ללא תשלום. אנא הצבע על השפה שלך. מיד ניצור קשר עם מתורגמן. אנא המתן.

Hindi

हिन्दी

आपको नि:शुल्क दुभाषिया (अनुवादक) प्राप्त करने का अधिकार है | कृपया अपनी भाषा की ओर इशारा करें | एक दुभाषिया (अनुवादक) को बुलाया जाएगा | कृपया प्रतीक्षा करें |

Hmong

Hmoob

Koj muaj cai txais kev pab txhais lus dawb tsis them nyiaj. Thov taw tes rau koj hom lus nov. Mam hu tus txhais lus. Thov nyob tos.

Italian

Italiano

Avete diritto ad un interprete. Il servizio è gratuito. Indicate la vostra lingua e attendete; un interprete sarà chiamato al più presto.

Japanese

日本語

通訳を無料でご利用になれます。該当する言語を指示して下さい。通訳を手配いたしますのでお待ち下さい。

Khmer

ខ្មែរ

លោក-អ្នកមានសិទ្ធិជូរមានអ្នកបកប្រែម្នាក់ដោយមិនគិតថ្លៃ។ សូមមេត្តាចម្រួល ទេវកាសារបស់លោក-អ្នក។ គេនឹងកោះហៅជូរអ្នកបកប្រែម្នាក់មក។ សូមមេត្តារង់ចាំ។

Korean

언어

여러분은 무료로 전문 통역자의 도움을 받을 권리가 있습니다. 왼쪽의 “한국어”를 손가락으로 가르켜 주십시오. 전문 통역자에게 연결 될 것입니다. 잠시만 기다려 주십시오.

Laotian

ລາວ

ທ່ານມີສິດຂໍນາຍແປພາສາໂດຍບໍ່ເສັຽຄ່າ. ກະລຸນາຊີ້ສຳພາສາຂອງທ່ານ. ນາຍພາສາຈະຖືກເອ້ີ້ນມາ. ກະລຸນາລໍຖ້າ.

Polish

Język polski

Masz prawo do korzystania z usług polskiego tłumacza. Usługa ta jest na nasz koszt. Proszę wskazać swój język. Proszę czekać. Łączymy z tłumaczem.

Portuguese

Português

Você tem o direito a um intérprete de graça. Por favor aponte para a língua que você fala. Um intérprete será chamado. Por favor espere.

Albanian

Shqip

Keni të drejtën për përkthyes falas gjatë vizitës mjeksore. Ju lutem tregoni me gisht gjuhën që flisni. Ju lutem prisni, do t'ju gjejmë një përkthyes për viziten mjekësore.

Amharic

አማርኛ

ያለምንም ወጪ, አስተርጓሚ የማግኘት ሙብት አለዎት :: የሚናገሩትንና የሚረዱብትን ቋንቋ በመጠቀም ያመልክቱ :: አስተርጓሚ እስኪጠራ ድረስ እባክዎ ይታገሱ ::

Arabic

عربي

يحق لك الحصول على خدمات ترجمة فورية دون أي مقابل. يُرجى منك أن تُشير بإصبعك الى لغتك كي نستدعي المترجم المعني. يُرجى منك الإنتظار لحين استدعاء المترجم.

Armenian

Հայերեն

Դուք ունեք քարգանձնիչ ունենալու իրավունք առանց որևէ վճարի: Խնդրում ենք սնտնանշեք ձեր լեզուն և քարգանձիչը կմտտենա: Խնդրում ենք սպասեք:

Bengali

বাংলা

আপনার অধিকার রয়েছে বিনামূল্যে একজন দোভাষী পাওয়ার। অনুগ্রহ করে আপনার ভাষা কোনটি তা দেখিয়ে দিন। একজন দোভাষীকে ডাকা হবে। অনুগ্রহ করে অপেক্ষা করুন।

Bislama

Cantonese

Chinese

Cape Verdean Creole

Criolu di Cabu Verdi

Nhôs tem direito a um intérprete gratuito di nhôs língua. Mostra qual qui nhôs língua pa nô podi tchoma intérprete. Nhôs aguarda um momento, por favor.

Czech

Danish

Dutch

English

Finnish

French

German

Greek

Hebrew

Hindi

Hungarian

Indonesian

Italian

Japanese

Korean

Latvian

Lithuanian

Macedonian

Malay

Malayalam

Marathi

Norwegian

Polish

Portuguese

Romanian

Russian

Serbian

Slovenian

Spanish

Swedish

Tagalog

Thai

Turkish

Vietnamese

Yiddish

Yucatec

Zulu

Cantonese

Chinese

Danish

Dutch

English

Finnish

French

German

Greek

Hebrew

Hindi

Hungarian

Indonesian

Exhibit D “One Moment Please” in 18 different languages

“One Moment Please”

Language:	Written in Language	Phonetic Pronunciation
Albanian:	Nje minutë ju lutem.	nee-yeh mee-noo-teh you loo-tem
Arabic:	دقيقة من فضلك	dakika meen fahdlock (masculine) dakika meen fahdlick (feminine)
Chinese:	请稍候	ching show hoe
French:	Un moment s'il vous plaît.	uhn moe-mon seal-voe-play
German:	Einen Moment bitte.	eye-nen moment bee-teh
Gujarati:	મેહરબાની કરીને એક પળ થોભશો	meherbani kariné ek pul thobso
Haitian Creole:	Tanpri tann yon ti moman.	tan-pree tan yaw tee moe-maw
Hindi:	कृपया एक पल प्रतीक्षा करें	kreepya ek pal prateeksha karen
Italian:	Un momento per favore.	oon moe-mento pair fah-vore-ay
Japanese:	少々お待ちください。	shosho omachi kudasai
Korean:	잠깐 기다리세요	jam-kan ki-da-ri-se-yo
Polish:	Moment, proszę.	moment prosheh
Portuguese:	Um momento, por favor.	um moe-mento, poor fah-vor
Russian:	Подождите, пожалуйста.	padazhdite, pazhalusta
Spanish:	Un momento por favor.	oon moe-mento poor fah-vor
Swahili:	Subiri kidogo	soo-bee-re key-dough-go
Tamil:	தயவு செய்து ஒரு நிமிடம்	dye-ya-vu seydu oru nimi-dom
Vietnamese:	Xin chờ một chút	sin char moe-chew

**Exhibit E Notice for Important Documents also known as
“Language Advisory”**

This is an important document. Please contact Georgetown_Housing Authority at 978-352-6331 for free language assistance.

Spanish Información en Español	Este documento es muy importante. Favor de comunicarse con el Georgetown Housing Authority en 978 352 6331 para ayuda gratis con el idioma.
Portuguese	Este é um documento importante. Entre em contato com o Georgetown Housing Authority no número 978 352 6331 para obter assistência gratuita com o idioma.
Haitian	Dokiman sila a enpòtan. Tanpri kontakte Georgetown Housing Authority la nan 978 352 6331 pou asistans gratis nan lang.
中國傳統信息	此文件為重要文件。如果您需要免費的語言翻譯幫助，請聯絡 Georgetown Housing Authority 聯絡方式：978 352 6331。
简体中文信息	此文件为重要文件。如果您需要免费的语言翻译帮助，请联络 Georgetown_Housing Authority 联络方式：978 352 6331。
Russian	Это весьма важный документ. Свяжитесь с сотрудником Georgetown Housing Authority на предмет оказания бесплатной помощи по переводу на иностранный язык. (978 352 6331)
Vietnamese Thông tin bằng tiếng Việt	Đây là một tài liệu quan trọng. Vui lòng liên hệ Georgetown Housing Authority tại 978 352 6331 để được hỗ trợ ngôn ngữ miễn phí.
Somali	Kani waa dukumentiyu muhiim ah. Fadlan Ho Georgetown using Authority kala soo xiriir 978 352 6331 si aad u hesho gargaar xagga luqadda oo bilaash ah.
French Informations en Français	Ce document est très important. Veuillez contacter le Georgetown_Housing Authority au 978 352 6331 afin d'obtenir une assistance linguistique gratuite.
Italian	Il presente è un documento importante. Si prega di contattare il Georgetown Housing Authority al 978 352 6331 per avere assistenza gratuita per la traduzione.
Greek	Το παρόν έγγραφο είναι σημαντικό. Παρακαλώ επικοινωνήστε με την Georgetown Housing Authority στο τηλέφωνο 978 352 6331 για δωρεάν γλωσσική βοήθεια.
Polish	Jest to ważny dokument. Proszę skontaktować się z Georgetown_Housing Authority pod numerem 978 352 6331 aby uzyskać bezpłatną pomoc językową.
Korean	이것은 중요 문서입니다. 무료 언어 지원을 위해서는 978 352 6331 Georgetown_Housing Authority 에 연락하십시오.
Japanese	これは重要な文書です。無料の言語サービスについては、978 352 6331 の Georgetown_Housing Authority までご連絡ください。

Armenian	Մտ կարևոր փաստաթուղթ է: Խնդրում ենք կապվել Georgetown Housing Authority 978 352 63310 լեզվական ձրի օգնության համար:
Lao	ນີ້ແມ່ນເອກະສານທີ່ສໍາຄັນອັນໜຶ່ງ. ກະລຸນາຕິດຕໍ່ກັບ Georgetown_Housing Authority ທີ່978 352 6331 ເພື່ອຂໍຄວາມຊ່ວຍເຫຼືອ ທາງດ້ານການແປພາສາໄດຍບໍ່ໄດ້ເສຍຄ່າ.
Serbo-Croatian	Ovo je važan dokument. Za besplatnu pomoć vezanu za jezik, molimo vas kontaktirajte Georgetown Housing Authority na 352 6331 [978]
Urdu	Georgetown Housing Authority میں 978-352-6331 سے رابطہ کریں۔ یہ ایک اہم دستاویز ہے۔ زبان سے متعلق مفت مدد کیلئے براہ کرم
Gujarati	આ એક અગત્યની દસ્તાવેજ છે. કૃપા કરીને મફત ભાષાકીય સહાય માટે 978 352 6331 Georgetown Housing Authority ની સંપર્ક કરો.
Thai	เอกสารนี้มี คี วามสำคัญ ้โปรดตติ อ่ GHAN ี่ 978-352-6331 สำหรับรกรจิ รขย่ เหลือ ดา ้ นภาษาไดฟ ร ี่
Farsi	از طریق 978-352-6331 Georgetown Housing Authority این سند مهمی است. لطفا جهت دریافت خدمات رایگان زبان با تماس حاصل فرمایید.

Exhibit F Notice for Translated Documents

This document is for informational purposes only. The English version of this document is considered the legally binding document.

Este documento es con el propósito de información solamente. La versión en Inglés de este documento es la que se considera válida legalmente. (Spanish)

Este documento é para fins informativos. Somente a versão em inglês deste documento é considerada um documento legalmente obrigatório. (Portuguese)

Dokiman sila a se pou enfòmasyon sèlman. Se vèsyon angle dokiman sila a nou konsidere antanke dokiman ki angaje devan lalwa. (Haitian Creole)

本檔僅供資訊瞭解之用。只有本檔的英文版本被看成具有法律效率的檔。
(Chinese, Traditional)

本文件仅供信息了解之用。只有本文件的英文版本被看成具有法律效率的文件。
(Chinese, Simplified)

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ឯកសារនេះគឺសម្រាប់ជូនព័ត៌មានតែប៉ុណ្ណោះ។ ឯកសារនេះជាភាសាអង់គ្លេសត្រូវបានចាត់ទុកជា
ឯកសារចងក្រងប្រកាសព្រឹត្តិការណ៍។ (Mon-Khmer, Cambodian)

Tài liệu này chỉ nhằm mục đích thông tin. Phiên bản tiếng Anh của tài liệu này được xem là một tài liệu có tính ràng buộc về mặt pháp lý. (Vietnamese)

Dokumentigan waa mid loogu tala galay mid wargelin ahaan oo kaliya. Qeybta ku qoran afka Ingiriiska ee dokumentigan ayaa u taagan dokumentiga sharciga ah. (Somali)

لا يستخدم هذه الوثيقة إلا للأغراض المعلوماتية فحسب. يعتبر الإصدار الإنجليزي لهذه الوثيقة وثيقة ملزمة قانونياً.
(Arabic)

Ce document est fourni à titre d'information uniquement. La version anglaise de ce document a caractère obligatoire. (French)

Il presente documento ha esclusivamente scopo informativo. La versione inglese del presente documento è il documento legalmente vincolante. (Italian)