

More Tips...

- Consider language and culture when creating or updating grievance procedures.
- Provide easily understood and language-appropriate written materials.
- Display quality non-English signage and art/imagery associated with cultures in your community.
- Design a collaboration plan for working with diverse communities.
- Assess how staff and board members reflect the community in which the agency is providing advocacy.

Resources

- Language Identification Flash Cards:
<http://www.lep.gov/ISpeakCards2004.pdf>
- For more information about LEP and detailed agency-specific guidance, go to [LEP.gov](http://www.lep.gov)
- *Culture Handbook* by Sujata Warriar. Free copy at:
<https://www.futureswithoutviolence.org/userfiles/file/ImmigrantWomen/Culture%20Handbook.pdf>
- Washington State Coalition for Language Access:
<http://www.wascla.org/>
- WSCADV Crossing Borders – Immigration Project:
<http://wscadv.org/projects/crossing-borders-immigration-project/>