

LUDLOW HOUSING AUTHORITY

**LANGUAGE ACCESS
PLAN POLICY**

Adopted by the Board of Commissioners

DATE: August 23, 2022

I. INTRODUCTION

The Ludlow Housing Authority (“LHA”) is committed to ensuring equal access to its programs and services by all residents, regardless of primary language spoken.

Pursuant to 760 CMR 4.02(1)(e), Massachusetts Local Housing Authorities must adopt and enforce a Language Access Plan (“LAP”) regardless of whether they receive federal funds. The Department of Housing and Community Development (DHCD) has provided “DHCD LAP Guidance to Program Administering Entities” as an appendix to its Language Access Plan.

Persons who do not speak English as their primary language and who have a limited ability to read, write, or understand English may be considered Limited English Proficiency (“LEP”) individuals.

DHCD in its “DHCD LAP Guidance to Program Administering Entities,” has encouraged LHAs to utilize this four-factor self-assessment method. The LHA has completed an LEP four-factor self-assessment (“Attachment A”).

Using the LEP self-assessment as a guide, the LHA has prepared this LAP, which defines the actions to be taken by the LHA to ensure LHA compliance with Title VI and/or DHCD requirements with respect to LEP individuals. The LHA will periodically review and update this LAP in order to ensure continued responsiveness to community needs and compliance with 760 CMR 4.02(1)(e).

II. GOALS OF THE LANGUAGE ACCESS PLAN

The goals of the LHA’s LAP include:

- To ensure meaningful access to the LHA’s housing programs by all eligible individuals regardless of primary language spoken.
- To ensure that all LEP individuals are made aware that the LHA will provide free oral interpretation services to facilitate their contacts with and participation in programs administered by the LHA.
- To provide written translations of vital documents to LEP individuals speaking priority languages.
- To ensure that LHA staff are aware of available language access services and how these services need to be used when serving LEP individuals.
- To provide for periodic review and updating of this LAP and services in accordance with community needs.

III. LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE

See "Attachment A" for data analysis of LEP populations.

IV. TYPES OF ASSISTANCE NEEDED BY LEP INDIVIDUALS

Most contacts between the LHA and LEP individuals involve meetings, written communications and phone calls where information is exchanged. Examples include interactions by applicants with LHA staff during the application process leading up to and including placement in housing, as well as periodic contact between residents and LHA staff related to management, maintenance and lease compliance issues. Oral language assistance services may be needed for these contacts. Oral language assistance service may come in the form of "in-language" communication (a demonstrably qualified bilingual staff member communicating directly in an LEP person's language) or interpretation services. These services may also be necessary to communicate with LEP individuals when written materials are insufficient.

Other contacts involve the exchange and review of printed materials, some of which may be considered "vital documents." Vital documents may be defined as any document that is critical for ensuring meaningful access to the recipients' major activities and programs by beneficiaries generally and LEP individuals specifically. The LHA will strive to provide translation services as necessary and as resources permit for any document considered vital for an applicant's, tenant's, or participant's meaningful program access as provided in section V.B below ("Written Translation").

V. LANGUAGE ASSISTANCE TO BE PROVIDED

To promote equal access to LHA programs and services by LEP individuals, the LHA will implement the following array of Language Access services:

A. Identification of LEP Individuals and Notices

Use of "I Speak...Language Identification Flashcards": To help identify LEP individuals and determine the appropriate Language Access, the LHA will post and make available "I Speak...Language Identification Flashcards" in common areas and by request. Applicants and residents can use these guides to indicate their primary language. During the tenant selection screening process, LHA staff will make appropriate arrangements for interpretation services generally using either a bilingual staff person or a telephone interpretation service.

Notices of Oral Interpretation Services: Subject to budget constraints and in consideration of the four-factor self-assessment described on Attachment A, the LHA will provide free access to language assistance for staff contact with LEP individuals. The LHA will prominently post multi-language notices in common areas which indicate that free language assistance is available upon request (see Attachment). The LHA will also gather data on requests for language assistance by language to inform its four-factor self-assessment.

B. Language Access Measures

Oral Interpretation - Staff: When feasible, bilingual LHA staff will be utilized to communicate with LEP individuals in their native languages and to assist them in reviewing LHA materials, answering questions about LHA programs, and responding to LHA forms and information requests. Currently, LHA employs one (1) staff member who speaks Spanish.

Oral Interpretation - Telephone Support: Subject to budget constraints and in consideration of the four-factor self-assessment described on Attachment A, if the qualified bilingual LHA staff member is unavailable to communicate with an LEP individual who is requesting assistance, the LHA will use the services of a professional telephone interpretation service, including when an LEP individual uses an "I Speak...Language Identification Flashcard" (see attached copy of cards) to signify that they speak a non-English language. When these contacts involve review of LHA forms and procedures, the LHA will schedule the call so that the telephonic interpreter has the opportunity to first review the relevant form or procedure. The LHA will only utilize interpretation services which demonstrate a high degree of training and professionalism among the interpreter staff. The LHA currently utilizes a service which provides trained and certified interpreters and coverage for a multitude of languages. LHA staff will be trained in how to access this service, which will be available as needed for LEP applicants and residents.

Oral Interpretation - In Person Assistance: Subject to budget constraints and in consideration of the four-factor self-assessment described on Attachment A, in limited instances where telephone interpretation services or the use of bilingual LHA staff are determined insufficient to ensure meaningful access, in-person assistance may be needed. Examples of contacts where in person assistance may be requested includes termination hearings and evictions. Due to the considerable expense often involved in providing in person assistance, unless in-person interpretation is available at low cost through community resources, the LHA will generally strive to use telephonic assistance, as resources permit. If the LEP individual does not wish to use the free interpretation services offered by the LHA, the LEP individual may provide their own qualified interpreters at their own expense.

Oral Interpretation - Use of Other Interpreters not provided by the LHA: As noted above, LEP individuals will be informed that the LHA will provide them with free access to oral interpretation services via bilingual LHA staff or qualified, trained contractors as needed. If the LEP individual requests their own qualified trained interpreter this will be allowed at the individual's own expense. Use of family members and friends as interpreters is allowed. Staff will be advised to be alert to the potential for any conflict of interest or competency issue that may arise from the involvement of family or friends.

Written Translation: The LHA will strive to translate documents that are vital to meaningful program access as resources permit and in consideration of the four-factor self-assessment

referenced in Attachment A. Priority languages for translation are identified in Attachment A. Vital documents are those that are critical for ensuring meaningful access to the LHA'S major activities and programs by beneficiaries generally and LEP persons specifically. Meaningful program access generally requires awareness of, and ability to participate in, procedures for applying to the program, for meeting the requirements of the program, and for enjoying important benefits of the program. Meaningful program access also requires awareness of rights and services; otherwise, LEP persons may effectively be denied such access.

Written or "vital documents" include:

- Application-related documents
 - Lease-related documents
 - Rent redetermination-related documents
 - Consent and complaint forms
 - Written standard notices of rights, denial, loss or decreases in benefits or services, and other notices relating to hearings/conferences/grievances
 - Notice to quit and eviction-related documents
-
- *Non-Vital or Non-translated Written documents:* For documents not considered "vital documents" or not immediately translated, a notice must be placed on the document which states in the most frequently encountered languages identified under the administering entity's Language Access Plan (LAP), "This is an important document. Please contact the Ludlow Housing Authority, at 114 Wilson Street, Ludlow, MA 01056 or at telephone number 413-589-7272 for free language assistance" (see "Attachment C")

 - *Legal documents:* In the case of legally binding documents such as a lease, although a translated copy of the document should be provided, the English version of the document is the one that is legally binding and considered the official document. The translated document is to be used as a reference tool only. A brief statement will be included on these documents in the language which the document has been translated into which states: "This document is for informational purposes only. The English version of this document is considered the legally binding document" (see Attachment D")

 - *Translation of written documents:* for LHA program documents, including those that are highly individualized (such as ineligibility, termination or appeal notices), the LHA will, to the extent feasible within administrative and fiscal limits, translate these documents based on an assessment utilizing the four-factors discussed above

 - *Note on timing-related rights:* A person with LEP will not be penalized or denied meaningful and effective access because of an LHA's inability to provide timely translation or interpretation services. This would include allowing additional time for translation and/or interpretation without impacting an applicant's position on the LHA waitlist.

- *Review and updating:* The LHA will periodically review and update the list of vital documents to reflect those documents which are considered vital to applicants and/or residents, and will also track existing translated documents that need to be updated for consistency with updated English-language documents.

C. Staff Training and Coordination

The LHA will provide training on LEP awareness and required assistance actions under the Language Access Plan for employees. This will include:

Training: The LHA will make reasonable efforts to avail its staff and employees of any available trainings on Language Access. LHA employees and staff who regularly interact with LHA clients will be encouraged to complete periodic refresher trainings on Language Access.

LEP Coordinator: The LHA has designated the LHA Robin Carvide, Executive Director as the LEP Coordinator, responsible for ongoing updating of LEP analysis, addressing staff and public questions and issues related to LEP matters and providing ongoing LEP training.

D. Providing Notice to LEP Individuals

To ensure that LEP individuals are aware of the language services available to them, the LHA will post LEP notices in multiple languages in the LHA's common area and will make LEP notices available upon request.

E. Monitoring and updating the Language Access Plan

The LAP will be reviewed and updated periodically as needed. The review will assess:


- Whether there have been any significant changes in the composition or language needs of the LEP population in Hampden County and/or based on LHA data;
- A review to determine if additional vital documents require translation;
- A review of any issues or problems related to serving LEP individuals which may have emerged; and
- Identification of any recommended actions to provide more responsive and effective language services.

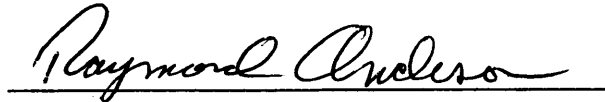
Adopted by the Board of the Ludlow Housing Authority on: _____

Date August 23, 2022


Susan Stanek, Chairperson


David Sepanek, Vice Chairman


Audrey Polmanter, Treasurer


Raymond Anderson, Tenant Board Member


John Baldwin, Board Member


Robin Carvide, Board Secretary

Attachments:

Attachment A: LHA's Four Factor Self-Assessment Analysis Regarding LEP Individuals

Attachment B: Language Assistance Protocols

Attachment C: Important Document Notice

Attachment D: Legal Notice Translation

Attachment A: LHA’s Four-Factor Self-Assessment Analysis Regarding Limited English Housing Proficiency (LEP) Individuals

1. Assessing the number and properties of LEP individuals served or encountered in the eligible service population.

Data estimates are based on the following data sources:

- (a). Census data at the County level (for estimating potential LEP applicants encountered by the LHA):

See data graph (attached) compiled by DHCD, Division of Public Housing of the citizens of Hampden County aged 5 years and over for which English is spoken “less than very well.”

<u>Language Spoken at home</u>	<u>Total Number</u>	<u>Percentage of Population</u>
Spanish	27,900	6.38
French	882	.20
Creole	198	.05
Italian	735	.17
Portuguese	2,743	.63
German	42	.01
Greek	288	.07
Russian	2,312	.53
Polish	1,741	.40
Croatian	184	.04
Persian	182	.04
Gujarati	101	.02
Hindi	44	.01
Urdu	233	.05
Chinese	785	.18
Japanese	11	.00
Korean	508	.12
Cambodian	268	.06
Hmong	43	.01
Thai	70	.02
Laotian	72	.02
Vietnamese	1,217	.32
Tagalog	68	.02
Arabic	518	.12
Hebrew	16	.00

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

(b). Municipal Data (For use only where the % of LEP population speaking the language in the Town is greater than the percentage for the County):

See data graph attached compiled by DHCD, Division of Public Housing of the citizens of Ludlow aged 5 years and over for which English is spoken “less than very well.”

<u>Language Spoken at home</u>	<u>Total Number</u>	<u>Percentage of Population</u>
Spanish	160	3.15
French	25	.49
Italian	14	.28
Portuguese	1,277	25.11
Russian	21	.41
Polish	153	3.01
Chinese	27	.53
Tagalog	10	.20

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

(c.) Applicant data...total applicants 6,809 (e.g., data on CHAMP application languages for estimating applicant LEP population served):

<u>Language Spoken at home</u>	<u>Total Number</u>	<u>Percentage of Population</u>
English	6,423	94%
Spanish	370	5%
Haitian	2	0%
Portuguese	7	0%:

(d.) Tenant data (e.g., data on primary languages and communication preferences by language for estimating tenant LEP population served):

Portuguese 12 Spanish 13 Polish 1

(e.) Others (e.g., data on telephonic or in-person interpretation usage by language, data from surveying other organizations serving LEP persons in the LHA’s region):

Unable to get any data.

Based on the above data sources, the following languages are priority languages for translation, in descending order of priority for translation:

- | | |
|---------------|------------|
| 1. Portuguese | 5. French |
| 2. Spanish | 6. Russian |
| 3. Polish | 7. Italian |
| 4. Chinese | 8. Tagalog |

2. Assessing the frequency with which LEP individuals come into contact with the program, activity, or service.

We have not had an occasion to utilize the service. LEP individuals have always had their own interpreters.

3. Assessing the nature and importance of the program, activity or service provided by the program.

This service will prove to be invaluable in the event of a tenant's dire need of translation of documents or if the tenant needs to communicate a problem or emergency to us.

4. Assessing the resources (e.g., translation services, bilingual staff, community resources, etc.) available to the LHA and costs.

Considering the benefits that will be gained by this service and our staff, etc., the cost is reasonable and is of great assistance to the tenants who will most appreciate it.

Attachment B: Language Assistance Protocols

Name of Interpretation Services International Translation Company

Address: 70 Warren Street, Suite 1, Boston, MA 02119

Telephone Number: 617-606-0144 Fax Number: 617-505-1101

Email Address:
request@itctranslation.net

Website: itctranslation.net

LHA Authorization #: Four (4) individuals have been selected by the Executive Director to call in to the service on an as-needed basis. Each person has been assigned their own Authorization number. They are as follows: Susan Stanek, Board Chair - 413-233-8114; Robin Carvide, Executive Director; Norma Hernandez, Tenant Lease Coordinator; and Colin Rogers, Supervisor of Maintenance - all at 413-589-7272.

Identifying Need for Language Assistance:

Persons with LEP will often be able to convey, including through third parties, their need for language assistance, although in some instances one or more of the following steps may be necessary to identify the language and the nature of the assistance sought.

1. Utilize "I Speak cards" where walk-ins occur to identify what language the person reads or speaks. I Speak cards are available at the following website: <https://www.lep.gov/sites/lep/files/media/document/2020-02/crcl-i-speak-booklet.pdf>
2. Consult available LHA staff who can provide initial support in identifying languages and assistance needed by persons with LEP who come into direct contact with the LHA in person, by telephone, or in writing.
3. Utilize LHA's over-the-phone telephonic services account with International Translation Company.

Note: Persons with LEP must not be turned away or told that they must secure their own interpreter or translator. Language assistance through interpreter or translator services as appropriate must be sought as soon as possible and timing related rights must be preserved while such services are being sought.

Protocols and Procedures for Providing Oral Language Assistance (Interpretation):

Select appropriate method for providing interpretation on a case-by-case basis depending on the nature and importance of the communication, including whether in-person interpretation is necessary for providing meaningful access to programs and services. The following are interpreter resources for consideration:

a) *LHA Staff:* Mrs. Norma Hernandez, the Tenant Lease Coordinator, is proficient and fluent in Spanish. She is available ½ days in the afternoons, Monday through Thursday. When not on duty in her regular position, she can be reached at home if we need her assistance to interpret for us.

b) *Community/other resources* (e.g., non-profit assistance or inter-agency partnerships) Currently, there are none available at this time.

c) Currently, the International Translation Company is to be used for over-the-phone interpretation. Useful tips for using interpreter services and further protocols for telephonic interpretation are provided below.

d) *In-Person Assistance:* In limited instances where in-person assistance is necessary to ensure meaningful access and use of bilingual LHA staff is determined to be insufficient or inappropriate (e.g., due to a conflict of interest), The International Translation Company will meet with the concerned parties over Zoom, or if necessary will arrive on-site at the LHA location to meet in person with the person who requires translation.

Protocols for Using Over-the-Phone Interpretation:

Call International Translating Company - 617-606-0144. Each of the four people selected to be a liaison to this service has his/her own pin number and will input this number when requested. The liaison will follow the instructions as issued by the Translating Company.

Additional Protocols for Administrative Staff

- 1) Utilize staff resources or the service to:
 - a. Determine the LEP caller's question or issue.
 - b. Obtain the LEP caller's name, contact information, and best times when he or she can be reached.
 - c. Inform the LEP caller that the appropriate staff person will contact the caller.

- 2) After the call ends, let the appropriate staff person who would handle the caller's type of question/issue know that the caller requires follow-up with language interpretation and specify for the staff person the information corresponding to paragraph (1) (a) - (c.) above as well as whether the issue appears to be time sensitive.

- 3) Assist the staff person to utilize staff resources or over-the-phone interpretation to follow-up with the LEP caller.

Note: the following are useful tips for utilizing over-the-phone interpreter services:

- Explain to the interpreter the purpose of the communication (i.e., assistance filling out a housing application). It is also helpful, particularly for more complex situations, to give the interpreter a brief overview and description of the information to be conveyed.
- Provide brief explanations of technical terms of art that may come up during the communication, such as eligibility, income limits, recertification, lease violation, etc.
- Speak as if talking directly with the person with LEP and not with the interpreter. It may be helpful to check in with the interpreter to make sure he/she is understanding what you are saying. If in person, face the person with LEP and look at him/her and not the interpreter.
- Speak in short sentences and enunciate words.
- Express one idea at a time and allow the information to be interpreted prior to continuing.
- Avoid using acronyms, such as HUD, DHCD, etc.
- Inform the interpreter when you are no longer in need of his/her services.

Protocols and Procedures for Providing Written Language Assistance (Translation):

1) Translation of vital documents:

A. *LHA Staff*

LHA staff person who is eligible to translate/interpret Spanish (only one staff person is qualified and she is only proficient in Spanish and English) is Norma Hernandez, the Tenant Lease Coordinator. During her working hours, she will be contacted through the office telephone at 413-589-7272. Off duty telephone calls will be made to 413-589-7272, the office telephone number which will be handled by the Answering Service and forwarded to her at home. She will be paid at a rate of 1 ½ times her normal salary for the amount of time it takes from the time she leaves her house and returns home and straight time for the hours that she is contacted via cell phone to interpret.

B. *Community/Other Resources (e.g., non-profit assistance or inter-agency partnerships).*
At this time, there is none available.

C. Currently, the International Translation Company as noted above is to be used for all other written document translations.

2) *To the extent important documents have yet to be translated, free language assistance terminology translated in other languages must be inserted with the document (see "Attachment C").*

3) *For legally binding documents, such as a lease, the translation must be accompanied by a statement in the language of the translated document indicating that the translated document is for informational purposes only and that the English version is considered the legally binding document (see "Attachment D").*

Attachment C: Important Document Notice

This is an important document. Please contact the International Translation Company at 617-606-0144 for free language assistance.

Este documento es muy importante. Favor de comunicarse con el Ludlow Housing Authority en 413-589-7272 para ayuda gratis con el idioma. (Spanish)

Este é um documento importante. Entre em contato com o Ludlow Housing Authority no número 413-589-7272 para obter assistência gratuita com o idioma. (Portuguese)

Dokiman sila a enpòtan. Tanpri kontakte Ludlow Housing Authority la nan 413-589-7272 pou asistans gratis nan lang. (Haitian Creole)

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 Ludlow Housing Authority 聯絡方式：413-589-7272。 (Chinese, Traditional)

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 Ludlow Housing Authority 联络方式：413-589-7272。

(Chinese, Simplified)

Это весьма важный документ. Свяжитесь с сотрудником Ludlow Housing Authority на предмет оказания бесплатной помощи по переводу на иностранный язык (413-589-7272). (Russian)

(Phone #)

នេះគឺជាឯកសារសំខាន់។ សូមទំនាក់ទំនង Ludlow Housing Authority តាមរយៈ 413-589-7272 ដើម្បីទទួលបានជំនួយ ផ្នែកភាសាដោយឥតគិតថ្លៃ។ [Mon-Khmer, Cambodian]

Đây là một tài liệu quan trọng. Vui lòng liên hệ Ludlow Housing Authority tại 413-589-7272 để được hỗ trợ ngôn ngữ miễn phí. (Vietnamese)

Kani waa dukumentiyi muhiim ah. Fadlan Ludlow Housing Authority kala soo xiriir 413-589-7272 si aad u hesho gargaar xagga luqadda oo bilaash ah. (Somali)

هذه وثيقة مهمة. يرجى الاتصال بـ 413-589-7272 Ludlow Housing Authority للمساعدة اللغوية المجانية.

(Arabic)

Ce document est très important. Veuillez contacter le Ludlow Housing Authority au afin 413-589-7272 d'obtenir une assistance linguistique gratuite. (French)

Il presente è un documento importante. Si prega di contattare il Ludlow Housing Authority al 413-589-7272 per avere assistenza gratuita per la traduzione. (Italian)

Το παρόν έγγραφο είναι σημαντικό. Παρακαλώ επικοινωνήστε με την Ludlow Housing Authority στο τηλέφωνο 413-589-7272 για δωρεάν γλωσσική βοήθεια. (Greek)

Jest to ważny dokument. Proszę skontaktować się z Ludlow Housing Authority pod numerem 413-589-7272 aby uzyskać bezpłatną pomoc językową. (Polish)

이것은 중요 문서입니다. 무료 언어 지원을 위해서는 Ludlow Housing Authority 413-589-7272 에 연락하십시오.

(Korean)

これは重要な文書です。無料の言語サービスについては、Ludlow Housing Authority の 413-589-7272 までご連絡ください。

(Japanese)

Սա կարևոր փաստաթուղթ է: Խնդրում ենք կապվել Ludlow Housing Authority 413-589-7272 եզվակալան ձրի օգնության համար: (Armenian)

ນີ້ແມ່ນເອກະສານທີ່ສໍາຄັນອັນໜຶ່ງ. ກະລຸນາຕິດຕໍ່ກັບ Ludlow Housing Authority ທີ່ 413-589-7272 ເພື່ອຂໍຄວາມຊ່ວຍເຫຼືອທາງດ້ານການເວົ້າພາສາໂດຍບໍ່ໄດ້ເສຍຄ່າ. (Lao)

Ovo je važan dokument. Za besplatnu pomoć vezanu za jezik, molimo vas kontaktirajte Ludlow Housing Authority na 413-589-7272. (Serbo-Croatian)

یہ ایک اہم دستاویز ہے۔ زبان سے متعلق مفت مدد کیلئے براہ کرم 7272-589-413 میں Ludlow Housing Authority سے رابطہ کریں۔

(Urdu)

આ એક અગત્યની દસ્તાવેજ છે. કૃપા કરીને મફત ભાષાક્રીય સહાય માટે Ludlow Housing Authority પર 413-589-7272 ની સંપર્ક કરો. [Gujarati]

เอกสารนี้มีความสำคัญ โปรดติดต่อ Ludlow Housing Authority ที่ 413-589-7272 สำหรับบริการช่วยเหลือ
ด้านภาษาได้ฟรี

(Thai)

از طریق Ludlow Housing Authority این سند مهمی است. لطفا جهت دریافت خدمات رایگان زبان با 7272-589-413

تماس حاصل فرمایید.

(Farsi) 413-589-7272 Ludlow Housing Authority

Attachment D: Legal Notice Translation

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)

Этот документ приведен только со справочно-информационными целями. Английский вариант этого документа является юридически обязательным к исполнению. (Russian)

ឯកសារនេះគឺសម្រាប់ជូនជាព័ត៌មានស្របច្បាប់។ ឯកសារនេះជាភាសាអង់គ្លេសត្រូវបានចាត់ទុកជា ឯកសារចងក្រងប្រកាសព្រឹត្តិការណ៍ផ្លូវច្បាប់។ (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)

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(Arabic)

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Այս փաստաթղթի նպատակն է համար և միայն: Այս փաստաթղթի նպատակն է համարվում իրավաբանորեն պարտավորեցնող փաստաթուղթ: (Armenian)

ນີ້ແມ່ນເອກະສານໃຊ້ເພື່ອໃຈໃນຈຸດປະສົງຂອງການໃຫ້ຂໍ້ໃຈຂໍ້ມູນເທົ່ານັ້ນ. ເອກະສານນີ້ທີ່ໃຊ້ບັນສະບັບຖືກຕ້ອງຕາມກົດໝາຍຈະແມ່ນສະບັບພາສາອັງກິດເທົ່ານັ້ນ. (Lao)

Ovaj dokument služi samo u informativne svrhe. Verzija ovog dokumenta na engleskom jeziku se smatra zakonski obavezujućim dokumentom. (Serbo-Croatian)

یہ دستاویز صرف معلوماتی مقاصد کیلئے ہے۔ اس دستاویز کا انگریزی ورژن قانونی طور پر پابند کرنے والا دستاویز ہے۔

(Urdu)

આ દસ્તાવેજ માત્ર માહિતીના હેતુઓ માટે જ છે. આ દસ્તાવેજનું અંગ્રેજી સંસ્કરણ કાનૂની રીતે બાધ્ય દસ્તાવેજ ગણવામાં આવશે. (Gujarati)

เอกสารนี้สำหรับใช้เป็นข้อมูลเท่านั้น ฉบับภาษาอังกฤษของเอกสารนี้ถือเป็นเอกสารที่มีภาระผูกพันตามกฎหมาย

(Thai)

این سند صرفاً جهت اطلاع می باشد. تنها نسخه انگلیسی آن از لحاظ قانونی یک سند تعهدآور است.

(Farsi)