



DR. RANDY SHARP  
Board Chair

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Executive Director

## Nevada Funeral & Cemetery Services Board Language Access Plan

### Purpose and Authority

During its 2021 session, the Nevada State Legislature passed Senate Bill 318 (SB318). The bill addressed the barriers that persons with limited English proficiency face in accessing governmental programs and services. The bill specifically stated that State and local agencies and entities that receive public money have an obligation to provide meaningful, timely access for persons with limited English proficiency to the programs and services of those agencies and entities.”

Among other provisions, SB318 added Section 232.0081 to Chapter 232 of the Nevada Revised Statutes requiring each agency to develop a language access plan to assess and meet the needs of persons served by the agency who have limited English proficiency.

The Nevada Funeral and Cemetery Services Board (Board) is committed to complying with NRS 232.0081 to ensure meaningful access to State services and programs for individuals with limited English proficiency.

The purpose of this document is to establish an effective plan and protocol for employees of the Board to follow when providing services to, or interacting with, individuals with limited English proficiency. Following this plan and protocol is essential to the success of our mission to protect the health, safety and welfare of the public by regulating the funeral services profession.

### General Policy

The Board’s policy is to ensure meaningful access to its services to every person regardless of their ability to speak, understand, read, or write English. The Board recognizes that the population eligible to receive its services may include individuals with limited English proficiency. The Board seeks to reduce barriers by increasing its capacity to deliver services and benefits to people in their preferred languages. To that end the Board intends to take all reasonable steps to provide those individuals with meaningful access.

The Board adopts the following policies and procedures to ensure that persons with

limited English proficiency can gain equal access to the services the Board provides:

- The Board is committed to equity and will take all reasonable steps to provide individuals with limited English proficiency with meaningful access to all its services, programs, and activities.
- The Board, rather than the individual with limited English proficiency, bears the responsibility for providing appropriate language services, regardless of the individual's preferred language, at no cost to the individual.
- Board staff, at the initial points of contact, have the specific duty to identify and record language needs.
- Use of informal interpreters such as family, friends of the person seeking service, or other customers is not allowed. Minor children are prohibited from acting as interpreters.
- Board staff may not suggest or require that an individual with limited English proficiency provide an interpreter to receive Board services.
- The Board designates the Executive Director as the Language Access Coordinator.
- The Language Access Coordinator is responsible for developing and biennially revising the Language Access Plan to meet the requirements of NRS 232.0081.

### **Designated Language Access Coordinator Contact Information**

Stephanie Bryant McGee, Executive Director  
Address: 3740 Lakeside Drive, Suite 201, Reno, Nevada 89509  
Telephone: 775-825-5535  
Email: [nvfuneralboard@fb.nv.gov](mailto:nvfuneralboard@fb.nv.gov)

### **Profile of Clients of the Nevada Funeral and Cemetery Services Board**

The Board's preliminary assessment is that the Board has a limited constituency of individuals with limited English proficiency. The Board's primary service is licensing and regulating funeral arrangers, funeral directors, apprentice embalmers, embalmers, funerary facilities. All applicants must meet eligibility requirements which may include attaining a certain education level, passing one or more licensing examinations, or obtaining certification in their area of specialty.

Currently, the Board currently collects specific demographic information from individuals applying for a license. This demographic information does not include whether the individual identifies as indigenous or as a refugee, the preferred language, or the literacy level of such person. Going forward, the Board will periodically conduct a demographic survey to include questions about applicants' and licensees' preferred languages to better assess language access needs and to determine whether an individual identifies as indigenous or as a refugee.

The Board is committed to tracking the languages preferred for communication among the individuals with limited English proficiency whom the Board serves, so that the Board can better provide meaningful and timely access to the Board's services without regard to any language impediments.

The preferred language of the public and individual receiving services from the Board is US English. The most common methods for the public to access services are through the Board website and email communication.

### **Language Access Services and Procedures**

The Board is not aware of any applicants or licensees with limited English proficiency or of any applicants or licensees who identify as indigenous or as refugees. To date, the Board has not received a request for translation or American Sign Language Services from any applicant, licensee, or member of the public.

At this time, the Board does not have staff who can provide language assistance services. To address language access needs, the Board will use one of the active statewide contracts for translation and interpreter services offered by the State. A list of those contracts is available at: [https://purchasing.nv.gov/Contracts/Documents/Translation\\_Interpretation/](https://purchasing.nv.gov/Contracts/Documents/Translation_Interpretation/)

The Language Access Coordinator will ensure that all staff are aware of available and appropriate language assistance services. In addition, persons with limited English proficiency seeking services from the Board may request language assistance by contacting the Board at a designated email address, which will be posted to the Board's website.

### **Implementing Language Access Services**

To implement the policy of the Board with respect to providing access to services to individuals with limited English proficiency, the Language Access Coordinator will provide staff with the necessary training and resources to ensure that staff are familiar with the Language Access Plan and its related policies. This training will include:

- How to respond to individuals with limited English proficiency via phone, writing, or in person.
- How to seek assistance with internal or State-sanctioned language access resources.
- How to seek assistance from the Language Access Coordinator.
- How to document the mode of communication and preferred language of an individual with limited English proficiency to better understand the needs of those accessing services and ensure that the individual has timely and meaningful access to services throughout the duration of the person's

interactions with the Board.

- How to report these interactions to the Language Access Coordinator.

In addition to staff training, the Board will use the internal and State-sanctioned resources to provide information in languages other than English.

### **Evaluation of and Recommendations for the Language Access Plan**

The Board is committed to providing individuals with limited English proficiency full access to the services provided by the Board and is committed to monitoring the above-stated policies and procedures to ensure that individuals with limited English proficiency are receiving equitable access to Board services.

The Language Access Coordinator will continue to develop and monitor this plan and to biennially update the Language Access Plan based on applicant data and language accommodation requests documented by staff and demographic data obtained through surveys. The Board will also track any costs the Board may incur by using external, State-sanctioned resources.

The Board is exempt from the State Budget Act; all expenses are paid from fees received from licensed individuals.

The Board does not have any recommendations to the Legislature at this time.