

# LANGUAGE ACCESS ALLIES



Nearly 150,000 adults in Erie County have a hard time reading and writing the English language. This includes people born and raised in Erie County. When someone struggles to read English, they will also struggle to understand written instructions, public health and safety messages, and other important materials. Literacy is the ability to read, write, speak and listen in a way that lets us communicate effectively. Literacy is a survival skill individuals need to make informed decisions.

## DO YOU KNOW THE DIFFERENCE?

### INTERPRET

To translate orally or into sign languages the words and meaning of a person speaking or signing a different language.

### TRANSLATE

To express the sense and meaning of text from one language into another.



### PLAIN LANGUAGE

Communication that is clear and easy to understand for its intended audience, regardless of language or medium used to communicate. Plain language text is free from slang, idioms, and references.

### FOR YOUR WIRELESS DEVICE

Free apps that help with accessibility, translation, and interpretation from your smartphone or tablet.

#### [Apple Translate App](#)

Live translates text or talking. High quality audio playback (for pronunciation). Sounds like a real human talking. Available in 12 languages for download to use offline.

#### [Google Translate App](#)

Live translates text or talking in 73 languages. High quality audio playback. Available in 60 languages for download to use offline.

#### [Microsoft Translate App](#)

Live translates text or talking. High quality audio playback with audio slow down playback speed. Includes a phrasebook with many commonly used phrases. Available in 45 languages for download to use offline.

### LOCAL SERVICES

#### [International Institute of Buffalo](#)

Professional interpretation and translation services.

[translation@iibuff.org](mailto:translation@iibuff.org)

716-898-1594

#### [Journey's End Refugee Services](#)

Professional interpretation & translation services.

[interpreting@jersbuffalo.org](mailto:interpreting@jersbuffalo.org)

716-882-4963  
ext. 201

### OTHER SERVICES

#### [Language Line Solutions](#)

Professional interpretation & translation services.

[www.language.com](http://www.language.com)

1-888-445-0761

### NEED MORE SUPPORT?

#### [International Institute of Buffalo](#)

Offers training for those needing to provide interpretation and/or translated materials as well as written and oral proficiency exams in many languages.

## THIS FREE RESOURCE IS OFFERED BY THE ERIE COUNTY OFFICE OF HEALTH EQUITY

The Erie County Office of Health Equity's vision is for everyone in Erie County to achieve maximum health and wellness. The Office of Health Equity is located within the Erie County Department of Health.



Erie County  
Department of  
Health



Public Health  
Protect. Promote. Prevent.

OFFICE OF HEALTH EQUITY  
[www.erie.gov/health-equity](http://www.erie.gov/health-equity)

ENGLISH

# MULTILINGUAL SERVICES & PROGRAMS

**ReadyErie** is Erie County's preparedness app. It is available for residents to make emergency plans and receive critical information and alerts from Erie County during emergencies. Answer 5 basic questions and receive your personalized Emergency Preparedness Plan.

- Get instant access to evacuation maps and safe routes.
- Find the nearest emergency shelter & special services in your area.
- Receive alerts from ReadyErie.
- Create a family emergency plan & access detailed go-kit supply lists.
- Broadcast your "I am safe" or "I need help" status with one single tap.

Visit: [www.erie.gov/readyerie](http://www.erie.gov/readyerie)

**Erie Path** is Erie County's smartphone app that helps parents and caregivers address mental and behavioral health challenges faced by children and adolescents. To explore, scan the code below or visit [www.erie.gov/eriepath](http://www.erie.gov/eriepath).



➤ ➤ ➤ **ReadyErie and EriePath both use a Google Translate widget to make information available in over 60 languages.** ⬅ ⬅ ⬅

**MEDICAL EMERGENCIES  
SUICIDE PREVENTION & CRISIS LIFELINE**

**DIAL 911  
DIAL 988**

Both 911 and 988 are available using TTY services and in 240+ additional languages through Language Line Solutions. When requesting a language with many dialects, try to share your country to help them decide which interpreter to connection you with.

## 211 WNY: Health and Human Services

**Dial 211**

211 WNY is a 24-hour free and confidential link to health and human services. Connect to services and assistance related to food and nutrition, health and wellness, housing, legal aid, mental health, substance use, support groups, domestic abuse, tax preparation, and more.

211 WNY is available in English and Spanish. Operators have access to an interpretation service to accommodate additional languages.

The Erie County Office of Health Equity offers **FREE** Mental Health First Aid Training for Adults Interacting with Other Adults AND Adults Interacting with Youth.

[716-858-2385](tel:716-858-2385)

**For more information on Mental Health First Aid, visit [www.erie.gov/mhfa](http://www.erie.gov/mhfa).**

**THIS FREE RESOURCE IS OFFERED BY THE**



Erie County  
Department of  
Health



Public Health  
Prevent. Promote. Protect.

**OFFICE OF HEALTH EQUITY**  
[www.erie.gov/health-equity](http://www.erie.gov/health-equity)

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