



NEW MEXICO ENVIRONMENT DEPARTMENT



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Petroleum Storage Tank Bureau Procedures for Providing Language Services: Telephone Inquiries and In-Person Contact

In accordance with New Mexico Environment Department ("NMED") Policy and Procedure 07-11 titled "Limited English Proficiency ("LEP") Accessibility and Outreach Policy" and dated February 6, 2018, the Petroleum Storage Tank Bureau ("PSTB") establishes these written procedures for addressing telephone calls and in-person inquiries received from individuals of limited English proficiency.

1.0 Telephone Inquiries

1.1 Spanish-Speaking Persons: Santa Fe Main Office

A. When a telephone call is received in the Santa Fe office from a person of limited English proficiency whose primary language is Spanish, and it is evident that business cannot be conducted effectively in English, Santa Fe staff shall utilize the following PSTB personnel to field the telephone call:

- Micaela Fierro (Tanks Operation Support Program – Santa Fe: **505-476-4394**)
- Marth Juarez (Tanks Operation Support Program – Santa Fe: **505-476-5554**)
- Adrian Jaramillo (Prevention and Inspection Program – Santa Fe: **505-476-6031**)

B. In the event the above-listed staff are not immediately available to assist, PSTB staff shall obtain a call-back number and inform the LEP individual that they will receive a call later when a Spanish-speaking employee is available. The staff member who received the telephone call shall coordinate with one of the above-listed staff to place a two-way telephone call to the LEP individual at their earliest convenience.

C. In the event the above-listed staff or the NMED's Translation Program staff (**Ana Maria MacDonald, Translation Program Manager at 505-827-6891**) are not available to return the telephone call to the LEP individual in a timely manner, the staff member who received the telephone call shall use telephonic language interpretation services contracted through the Office of the Secretary (**Language Link Phone Services 1-888-338-7394**). The PSTB staff member shall place a three-way call from the Santa Fe office involving the LEP individual and the language interpretation services contractor. Instructions for placement of three-way calls are attached to this Procedure.

1.2 Spanish-Speaking Persons: District/Field Offices

A. When a telephone call is received at a district/field office from a person of limited English proficiency whose primary language is Spanish, and it is evident that business cannot be conducted effectively in English, PSTB staff shall obtain a call-back number and inform the LEP individual that they will receive a call at a later time.

B. PSTB staff shall attempt to utilize the following PSTB personnel to serve as interpreters during a conversation with the LEP individual:

- Micaela Fierro (Tanks Operation Support Program – Santa Fe: **505-476-4394**)
- Marth Juarez (Tanks Operation Support Program – Santa Fe: **505-476-5554**)
- Adrian Jaramillo (Prevention and Inspection Program – Santa Fe: **505-476-6031**)

The PSTB staff member shall place a three-way call from the district/field office location involving one of the above-listed staff and the LEP individual. Instructions for placement of three-way calls are attached to this Procedure.

C. In the event one of the above-listed staff or the NMED's Translation Program staff (**Ana Maria MacDonald, Translation Program Manager at 505-827-6891**) are not available to provide interpretation services during a telephone call with the LEP individual, the staff member who received the telephone call shall use telephonic language interpretation services contracted through the Office of the Secretary (**Language Link Phone Services 1-888-338-7394**). The PSTB staff member shall place a three-way call from the district/field office location involving the LEP individual and the language interpretation services contractor. Instructions for placement of three-way calls are attached to this Procedure.

1.3 Languages Other Than Spanish: All Offices

A. When a telephone call is received from a person of limited English proficiency whose speaks a language other than Spanish, and it is evident that business cannot be conducted effectively in English, PSTB staff shall attempt to identify the language spoken by the LEP individual, obtain a call-back number, and inform the LEP individual that they will receive a call later.

B. The PSTB staff member who received the telephone call shall use telephonic language interpretation services contracted through the Office of the Secretary (**Language Link Phone Services 1-888-338-7394**). The PSTB staff member shall place a three-way call from his/her office location involving the LEP individual and the language interpretation services contractor. Instructions for placement of three-way calls are attached to this Procedure.

2.0 In-Person Contact

2.1 Spanish-Speaking Persons: Santa Fe Main Office

A. When a person of limited English proficiency whose primary language is Spanish appears at the Santa Fe PSTB office, and it is evident that business cannot be conducted effectively in English, PSTB staff shall request the involvement of one of the following PSTB personnel:

- Micaela Fierro (Tanks Operation Support Program – Santa Fe: **505-476-4394**)
- Marth Juarez (Tanks Operation Support Program – Santa Fe: **505-476-5554**)
- Adrian Jaramillo (Prevention and Inspection Program – Santa Fe: **505-476-6031**)

B. In the event that the above-listed staff are not immediately available to provide communication in Spanish, the PSTB staff member who received the LEP individual shall attempt to contact the NMED's Translation Program staff, **Ana Maria MacDonald, at 505-827-6891** for interpretation services. The PSTB staff member shall place a two-way call from the Santa Fe office to NMED's Translation Program staff and conduct a conversation involving the LEP individual and PSTB staff.

C. In the event none of the above-listed staff or the NMED's Translation Program staff (**Ana Maria MacDonald, Translation Program Manager at 505-827-6891**) are not immediately available to provide communication in Spanish, the PSTB staff member who received the LEP individual shall use telephonic language interpretation services contracted through the Office of the Secretary (**Language Link Phone Services 1-888-338-7394**). The PSTB staff member shall place a two-way call from the Santa Fe office to the language interpretation services contractor and conduct a conversation involving the LEP individual, PSTB staff, and language interpretation services contractor.

2.2 Spanish-Speaking Persons: District/Field Offices

A. When a person of limited English proficiency whose primary language is Spanish appears at a district/field office, and it is evident that business cannot be conducted effectively in English, PSTB staff shall attempt to utilize any available Spanish-speaking NMED personnel present at the district/field office.

B. In the event Spanish-speaking NMED personnel are not available at the district/field office, PSTB staff shall attempt to engage the following PSTB personnel to serve as interpreters during a conversation with the LEP individual:

- Micaela Fierro (Tanks Operation Support Program – Santa Fe)
- Marth Juarez (Tanks Operation Support Program – Santa Fe)
- Adrian Jaramillo (Prevention and Inspection Program – Santa Fe)

The PSTB staff member shall place a two-way call from the district/field office one of the above-listed staff, and conduct a conversation involving the LEP individual and PSTB staff.

C. In the event Spanish-speaking PSTB or other NMED staff are not available to participate in a conversation with the LEP individual, the PSTB staff member who received the LEP individual shall use telephonic language interpretation services contracted through the Office of the Secretary (**Language Link Telephonic 1-888-338-7394**). The PSTB staff member shall place a two-way call from the district/field office to the language interpretation services contractor and conduct a conversation involving the LEP individual, PSTB staff, and language interpretation services contractor.

2.3 Spanish-Speaking Persons: At Facilities (during inspections or site visits)

A. When PSTB staff need assistance to conduct business with a person of limited English proficiency at a facility (during inspections or site visits), and it is evident

that business cannot be conducted effectively in English, PSTB staff shall identify the language spoken by the LEP individual (see the attached "I Speak" language reference guide) and use telephonic language interpretation services contracted through the Office of the Secretary (**Language Link Phone Services 1-888-338-7394**).

- B. The PSTB staff member shall place a two-way call from the PSTB office to the language interpretation services contractor and conduct a conversation involving the LEP individual, PSTB staff, and language interpretation services contractor.

2.4 Languages Other Than Spanish: All Offices and at Facilities

- A. When a person of limited English proficiency whose speaks a language other than Spanish appears at an NMED office or at a facility where PSTB staff are conducting inspections or site visits, and it is evident that business cannot be conducted effectively in English, PSTB staff shall identify the language spoken by the LEP individual (see the attached "I Speak" language reference guide) and use telephonic language interpretation services contracted through the Office of the Secretary (**Language Link Phone Services 1-888-338-7394**).
- B. The PSTB staff member shall place a two-way call from the PSTB office to the language interpretation services contractor and conduct a conversation involving the LEP individual, PSTB staff, and language interpretation services contractor.

Attachments:

Language Link Telephonic Tips & Advice Sheet
How to Access Over the Phone Interpretation Services
Email: ClientRelations@Language.Link
Point to your language sheet
Clarification for Step 4 and 5 on How to Access the Phone Interpretation
I Speak Language Identification Guide (Other Languages)

Signatures:

Approval:



Dana Bahar, Chief, PSTB

Date

7/10/2018

Approval:



J.C. Borrego, Acting Director, Resource
Protection Division

Date

7/11/18

8/1/15

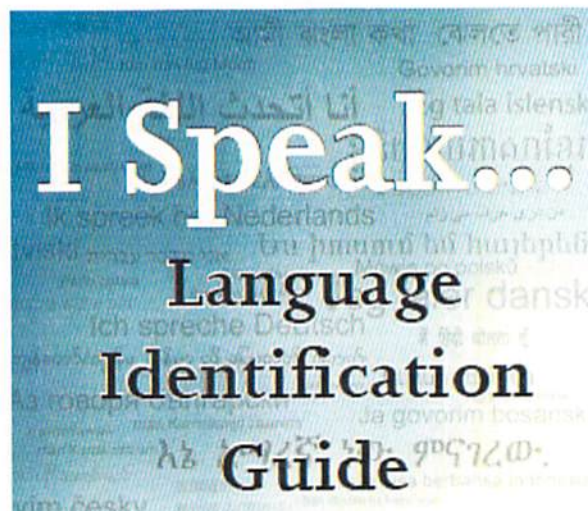
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Instructions for Three-Way (Conference) Calls

1. Fujitsu phones (Santa Fe office)
 - a. Call first party, ask them to hold.
 - b. Press the "FLASH" button and wait for dial tone.
 - c. Dial the code to access an outside line and the full telephone number (including area code) for the second party.
 - d. When the second party answers the call, tell them that you are initiating a three-way call.
 - e. Press the "FLASH" button; all three parties will be on the call.

2. Avaya phones (District/Field offices)
 - a. Call first party, ask them to hold.
 - b. Press the "CONF" button to place the first call on hold; wait for dial tone.
 - c. Dial the code to access an outside line and the full telephone number (including area code) for the second party.
 - d. When the second party answers the call, tell them that you are initiating a three-way call.
 - e. Press the "JOIN" button; all three parties will be on the call.

A
Amharic አኒ የምናገረው አማርኛ ነው።
Arabic أنا أتكلّم العربية
Armenian Ես խոսում եմ հայերեն
B
Bengali আমি বাংলা বলতে পারি
Bosnian Ja govorim bosanski
Bulgarian Аз говоря български
Burmese ကျွန်ုပ်တို့က မြန်မာစကားပြောပါတယ်
C
Cambodian ខ្ញុំប្រើប្រាស់ភាសាខ្មែរ
Cantonese 我講廣東話 (Traditional) 我讲广东话 (Simplified)
Carolinian I parle carolin
Croatian Govorim hrvatski
Czech Mluvim česky
D
Danish Jeg taler dansk
Dari من نری حرف می زنم
Deutsch Ich spreche hier Niederlande
E
Estonian Ma räägin eesti keelt
F
Finnish Puhun suomea
French Je parle français
G
German Ich spreche Deutsch
Greek Μιλώ τα ελληνικά
Gujarati હું ગુજરાતી બોલું છું
H
Haitian Creole M pale kretyòl ayisyen
Hebrew אני מדבר עברית
Hindi मैं हिंदी बोलता हूँ।
Hmong Kuv hais lus Hmoob
Hungarian Beszélök magyarul



I	M
Icelandic Ég tala íslensku	Mandarin 我講國語 (Traditional) 我讲国语/普通话 (Simplified)
Indonesian Saya berbicara bahasa Indonesia	Mongolian Би МОНГОЛ ХЭЛ ЯРЬДАГ
Illocano Agnasak ti Ilocano	N
Italian Parlo italiano	Norwegian Jeg snakker norsk
J	P
Japanese 私は日本語を話す	Persian من فارسی صحبت می کنم.
K	Polish Mówię po polsku
Korean 한국어 합니다	Portuguese Eu falo português do Brasil (for Brazil) Eu falo português de Portugal (for Portugal)
Kurdish min axanina Be Kurdî Qsa bikana	Punjabi ਮੈ ਪੰਜਾਬੀ ਬੋਲਦਾ ਹਾਂ।
Kurmanji ax zanina ch kurmanji beavtina	
L	
Laotian ຂ້ອຍປາກົດພາສາລາວ	
Latvian Es runāju latviski	
Lithuanian Aš kalbu lietuviškai	

Human trafficking is a form of modern-day slavery and involves the use of force, fraud, or coercion to exploit men, women or children and subject them into some type of labor or commercial sex act. Any minor exploited for commercial sex is a victim of human trafficking, even if not induced by force, fraud, or coercion.

Trafficking victims can be any age, race, gender, or nationality. Victims can find themselves in a foreign country and may not speak the language.

Report human trafficking to the U.S. Department of Homeland Security (DHS) Immigration and Customs Enforcement (ICE) Homeland Security Investigations (HSI) Tip line at 1-866-347-2423 or online at www.ice.dhs.gov/tips. The HSI Tip line is available 24/7 with language capability in over 200 languages and dialects. If calling from outside the United States, please call the non-toll free worldwide number of 802-872-6199.

To get help from the National Human Trafficking Resource Center (NHTRC) call 1-888-373-7833 or text HELP or INPO to 233733. The NHTRC is a national, toll-free hotline available to answer calls from anywhere in the country, 24 hours a day, 7 days a week, every day of the year with language capability in over 170 languages. The NHTRC is not a law enforcement or immigration authority and is operated by a nongovernmental organization funded by the federal government.

To get digital copies of this poster or "I Speak" booklet, visit www.dhs.gov/blue-campaign or contact the 2012 Blue Campaign at BlueCampaign@ice.dhs.gov

R
Romanian Vorbesc românește
Russian Я говорю по-русски
S
Serbian Ja govorim srpski
Sign Language (American)
Slovak Hovorím slovensky
Slovenian Govorim slovensko
Somali Waxaan ku hadlaa af-Soomaal
Spanish Yo hablo español
Swahili Ninawasema Kiswahili
Swedish Jag talar svenska
T
Tagalog Marunong akong mag-Tagalog
Tamil நான் தமிழ் பேசுகிறேன்
Thai พูดภาษาไทย
Turkish Türkçe konuşurum
U
Ukrainian Я розмовляю українською мовою
Urdu میں اردو بولتا ہوں
V
Vietnamese Tôi nói tiếng Việt
W
Welsh Dwi'n siarad Cymraeg
X
Xhosa Ndiithetha isiXhosa
Y
Yiddish איך רעד יידיש
Yoruba Mo nso Yorùbá
Z
Zulu Ngiyabizwama isiZulu



www.dhs.gov/blue-campaign
Email: BlueCampaign@ice.dhs.gov
Report suspicious activity to
1-866-347-2423

"I Speak" is provided by the Department of Homeland Security Office for Civil Rights and Civil Liberties (OCR/L). Other resources are available at www.ice.dhs.gov. Special thanks to the Department of Justice Bureau of Prisoners and Prisoners and the Office of the Inspector General for their support and permission to use this "I Speak" guide. Permission may be required for the use of this Office of Civil Rights and Civil Liberties information other than as included in this booklet.

Form I-100-0001