

JOE LOMBARDO  
*Governor*



HELEN PARK  
*President*

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*Executive Secretary*

**STATE OF NEVADA  
BOARD OF PHARMACY**

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Reno, NV 89521

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**Language Access Plan**

**I. Purpose and Authority**

Nevada Revised Statute Chapter 232 and federal guidance on Title VI address the barriers persons with limited English proficiency face in accessing governmental programs and services.

Persons with Limited English Proficiency (LEP) require and deserve meaningful, timely access to government services in their preferred language. Moreover, it is the responsibility of government to provide that access:

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.

The Board of Pharmacy 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 of Pharmacy to follow when providing services to, or interacting with, individuals who have limited English proficiency. Following this Plan and protocol is essential to the success of our mission to protect the public interest by ensuring that only qualified persons and businesses are licensed in the state.

**II. General Policy**

The Board of Pharmacy recognizes that the population eligible to receive its services may include limited English proficiency individuals. It is the policy of the Board to ensure meaningful access to LEP individuals. The Board will adopt the following policies and procedures to ensure that LEP individuals can gain equal access to the services the Board of Pharmacy provides and regulates.

It is Nevada's policy to grant access to services or programs to every person regardless of their ability to speak, understand, read, or write English. The Board of Pharmacy intends to take all reasonable steps to provide LEP individuals with meaningful access to its services and programs. The Board seeks to reduce barriers by increasing its capacity to deliver services and benefits to people in their preferred languages.

The Board endorses the following policies:

- The Board of Pharmacy is committed to equity and will take all reasonable steps to provide limited English proficient (LEP) individuals with meaningful access to all its services, programs, and activities.
- The Board, rather than the LEP individual, bears the responsibility for providing appropriate language services, regardless of the LEP individual's preferred language, at no cost to the LEP individual.
- 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.
- Staff may not suggest or require that an LEP individual provide an interpreter in order to receive Board services.

Board of Pharmacy Language Access Coordinator:

Executive Director

775-850-1440

[pharmacy@pharmacy.nv.gov](mailto:pharmacy@pharmacy.nv.gov)

### **III. Profile of Clients of the Board of Pharmacy**

Our preliminary assessment is that the Board has a limited LEP constituency. Our primary “service” is licensing and regulating pharmacists, pharmaceutical technicians, practitioners that handle controlled substances, and businesses that handle and/or sell drugs, including controlled substances.

The Board currently collects limited demographic information from individuals applying for a license; the demographic information does not include LEP status, whether they identify as indigenous or as a refugee.

Going forward, the Board may periodically conduct a demographic survey to include questions about applicant's and licensees preferred language(s) 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, 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 U.S. English. The most common methods for the public to access services are through the Board's website and email communication.

#### **IV. Language Access Services and Procedures**

The Board does not have staff who can provide language assistance services.

The Board does not have any known LEP applicants or licensees. Currently it is not known whether any applicants or licensees identify as indigenous or refugee. The Board does not keep lists of LEP applicants or licensees. The Board does not generally receive requests for translation or American Sign Language Services for LEP applicants, licensees or the public.

Language access needs will be addressed in the following manner:

- The Board may utilize one of the active statewide contracts for translation and interpreter services offered by the state, if necessary, which can be found here:

[https://purchasing.nv.gov/Contracts/Documents/Translation\\_Interpretation/](https://purchasing.nv.gov/Contracts/Documents/Translation_Interpretation/)

- Board staff shall notify the Language Access Coordinator if they find that language access services are necessary for a LEP individual. It shall not be the responsibility of the LEP individual to secure language access services.

Providing Notice of Language Assistance Services:

All staff will be made aware of appropriate language assistance services. Those seeking services may also request language assistance by contacting the Board by email which is posted on the Board's website.

#### **V. Implementing the Language Access Services**

In order to fulfill the goals of this Plan, Board staff will be provided with the necessary training to ensure that they are familiar with the Language Access Plan and its related policies. This training will include:

- How to respond to LEP individuals via phone, writing, or in person.
- How to seek assistance with internal or state sanctioned language access resources.
- How to document the mode of communication and preferred language of an LEP individual to better understand the needs of those accessing services and ensure that equitable access is available throughout the duration of their interactions with the Board.
- How to report these interactions to the Executive Secretary.
- In addition to staff training, the Board will use the internal and state sanctioned resources to provide information in languages other than English.

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

The Board is committed to providing limited English proficient individuals full access to its services and is committed to monitoring the policies and procedures stated above to ensure that limited English proficiency Nevadans are receiving equitable access to Board services. The Board will solicit public comments on this initial Plan via its website and update

the Plan if necessary. Public comments will be accepted at all public meetings as required by Nevada's open meeting law.

Board staff will continue to develop and monitor this plan, and update it biennially, if necessary, based on applicant data, language accommodation requests documented by staff and any demographic data obtained through surveys and solicited public comments. We will also track any costs we may incur by using external, state sanctioned resources.