

***If You Do Not Speak English and Go To  
the Family Justice Center's Office to Combat Domestic Violence...  
Executive Order 120***

- ✓ ***You must receive...***  
Free language assistance services when you contact the Family Justice Center or any related office or facility for help.
- ✓ ***What languages are covered?***  
Arabic, Bengali, Chinese, French, Haitian-Creole, Hebrew, Hindi, Korean, Polish, Russian and Spanish, Turkish and Urdu.

- ✓ ***What kind of free language assistance services?***

**You should be provided with...**

- 1) Translation of essential public documents<sup>1</sup>, including:
    - (a) Client Brochures describing the services available at the Centers<sup>2</sup>
    - (b) Client needs sheets
    - (c) New client visit checklist
    - (d) Domestic Violence Brochure<sup>3</sup>
    - (e) Sexual Assault Brochure<sup>4</sup>
  - 2) Language Line Program:
    - (a) All NYC police precincts have direct, instant access to interpreters 24 hours a day to help immigrant victims of domestic violence.
    - (b) All Family Justice Centers in Brooklyn and Queens are equipped with Language Line telephones in key areas of the Center.
  - 3) Multilingual staff on-site in Family Justice Centers (Brooklyn and Queens);
  - 4) Posters in the lobby of the Centers near the security and reception areas, saying in multiple languages, "Point to your language and an interpreter will be called. Interpretation is provided at no cost to you."
  - 5) The Center's Auto Attendant, which answers the main telephone number in multiple languages.<sup>5</sup>
  - 6) Multilingual links to translated pages on the OCDV homepage in 2009.
- ✓ ***Contact information:*** dial 311; or the NYC Domestic Violence Hotline: 1-800-621-4673, TD: 1-866-604-5350.

<sup>1</sup> An essential public document is any material given to clients by Family Justice Center administrative staff members that clients need to complete or read on their own.

<sup>2</sup> Available in English and Spanish.

<sup>3</sup> Available in 11 languages: Arabic, Bengali, Bosnian, Chinese, English, French, Haitian-Creole, Hindi, Korean, Russian, Spanish and Urdu.

<sup>4</sup> Available in 14 languages: Arabic, Bengali, Bosnian, Chinese, English, French, Greek, Haitian-Creole, Hindi, Japanese, Korean, Russian, Spanish and Urdu.

<sup>5</sup> Queens: Bengali, English, Hindi, Korean, Mandarin, Spanish;  
Brooklyn: English and Spanish.