



What is the Language Access Plan?

The Town of Chapel Hill's Language Access Plan (LAP) establishes policies and procedures that ensure non-English speaking communities can access Town resources and services.

What language services does the Town provide?

We prioritize our primary languages for the following services:

- Translation of Town documents and written information. If available, we may also provide spoken, audio, or video communication.
- Interpretation for Town meetings, such as Town Council, public information, and community engagement meetings.
- Interpretation equipment loans for the Chapel Hill community to support multilingual meetings. More info [here](#).

Secondary languages and other languages are available upon request.

All Chapel Hill residents that prefer a non-English language have the right to access these language services at no charge to themselves. Please note, we only provide language assistance for the Town of Chapel Hill government services, like garbage or library services. We cannot assist residents with other language needs, such as medical or court appointments.

How do I request the Town's language services?

To request language services, please leave a voicemail in your preferred language at 919-969-5105. State your name and the reason for your call. Our team will contact you with a phone interpreter within 48 hours.

What are the Town's primary and secondary languages?

The Town's primary languages are Burmese, Karen, Mandarin Chinese, and Spanish. Because these languages are commonly spoken and highly requested, we prioritize them for language services.

The Town's secondary languages are Arabic, French, Japanese, Korean, Kinyarwanda, Pashto, Rohingya, and Swahili. Because Public Housing, Police, and our community partners provide services in these languages consistently, we prioritize them for language services as needed.

Who should I contact if I have more questions?

To learn more about the Town's language services, contact languageservices@chapelhillnc.gov or 919-969-5105.