Table 2. Best Practices for LEP Communication During Wildfire Response

Practice	IMT[4]	Host Unit (DNR or other land manager)
Work to identify local vendors for translation and interpretation during wildfire incidents to reduce the time it takes to initiate translation. Provide the names of these vendors to incoming IMTs during the in-brief or PIO Briefing Packet.		☑ See Language Assistance Measures, below. The Washington State Emergency Management Division Language Bank (in development) can also be used to identify vendors capable of meeting emergency-related timelines.
Provide Appendix C, Language Assistance for Dispatch and Ordering Managers to local dispatch centers ahead of fire season.		☑ This information can be provided at IMT pre-season review conferences or trainings. For non-State agencies, this information is provided as a starting point for potential vendors.
Prepare a PIO Briefing Packet for incoming IMTs with key community information, including information on LEP communication strategies.		☑ Several host units have excellent briefing packets which can be used as a model (see Okanogan-Wenatchee National Forest example, below).
Review LEP population data as soon as practical after dispatch. Contact the local emergency managers to identify whether there is a significant seasonal or migrant LEP population present in the impacted area.	☑ PIO and LOFR. See Identifying LEP Populations Potentially Impacted by Wildfire, above.	

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[4] Abbreviations for Public Information Officer (PIO) and Liaison Officer (LOFR) are used throughout this table.

Practice	IMT[4]	Host Unit (DNR or other land manager)
Secure translation and interpretation of information early in the incident, for the duration of the incident. These services should be secured well in advance of team transitions if translation and interpretation is provided by a team member in order to prevent gaps in service. **Translation/Interpretation Ordering Procedure:** See Appendix B for a sample General Message order for both known and unknown vendors. Appendix C, Language Assistance for Dispatch and Ordering Managers, can be submitted with the order.	☑ PIO. See Language Assistance Measures, below.	
Reach out to local community centers; employers and their unions; and community, civil rights, and legal aid organizations to share wildfire information and serve as a trusted conduit. These organizations may provide additional insight on effective methods of communication in the local community.	☑ PIO or LOFR. If host unit does not have this information prepared in advance of the incident, transmit this information to the host unit for use by future teams (and the host unit itself) after incident completion.	☑ This can be completed before the incident as part of a PIO Briefing Packet or part of a jurisdiction-specific LEP communication plan.
Consider hosting a cooperators meeting focused on LEP community needs. This may require interpretation services.	☑ PIO or LOFR.	
Utilize ethnic news media to disseminate translated information.	☑ PIO.	☑ Establishment of working relationships with key media outlets before a wildfire increases the effectiveness of communication during a wildfire.

Practice	IMT[4]	Host Unit (DNR or other land manager)
If the wildfire has a significant impact to LEP populations, contact the Washington EMD LEP coordinators for assistance developing an incident-specific LEP communication plan. **EMD LEP Coordinator:** Contact Lewis Lujan or Sergio Madrid Lewis.Lujan@mil.wa.gov Sergio.Madrid@mil.wa.gov 253-512-7138 or 253-512-7164	☑ PIO. If an incident-specific LEP communication plan is developed, ensure it is available to the host unit after incident completion.	☑ Host units can work with the Washington EMD LEP coordinators in advance of an incident to prepare a communication plan.
In Washington, local emergency management agencies are required to plan for language access during their local Comprehensive Emergency Management Plan process. These plans may be a valuable resource during the incident and should be reviewed whenever possible.	☑ PIO and/or LOFR.	
When PIOs are in the field or at a location available to the public, carry "I Speak" cards to assist in the identification of languages spoken by the community. Sample cards and materials can be found here: https://www.dhs.gov/publication/dhs-language-access-materials	☑ PIO.	
Include information on LEP communication efforts, including any technological barriers, in the close-out packet.	☑ PIO.	
Transmit any LEP communication resources developed during the incident, including community contacts and communication plans, to the host unit prior to departure.	☑ PIO and/or LOFR.	

Example: On the Okanogan-Wenatchee National Forest, local public affairs officers have put a contract in place for translation services in advance of fire season. Translation services can be ordered through expanded dispatch. The process is clearly outlined in the Okanogan-Wenatchee National Forest Information Staffing Guide, a key pre-season planning resource.