



## Interpretation Vendors

### How to use the I Speak Card:

1. During an in-person interaction, show the card to the individual and ask them to point to the language they speak.
2. Contact one of the vendors below. Vendors can provide 24/7 services.
3. Identify your department and code, as requested.
4. Say the language you need.
5. You will be connected with a certified interpreter.
6. For a Third Party Call or Conference Call, make this request verbally over the phone.
7. Go to the Recordkeeping section of this card, scan the QR code, and fill out the form.

### Contact a State Vendor:

- **Propio (State Contract: )**
  - FWD: 913-914-9304, #
  - FPR: 802-500-7088, #
  - DEC: 913-914-9304, #
  - Secretary's Office: 802-278-0235, #
- **BIG Language Services Inc. (VT Contract: )**
  - 877-963-7466
    - FWD:
    - FPR:
    - DEC:
    - Secretary's Office:
- **Worldwide Interpreters, Inc (VT Contract: )**
  - 800-207-1424
    - FWD:
    - FPR:
    - DEC:
    - Secretary's Office:

For a more extensive list of contractors, including American Sign Language, written, and in-person services, contact your Civil Rights Liaison.

After using this tool to provide language access services, please document your experience using the Recordkeeping Microsoft Form linked below:

<https://forms.office.com/g/dS6DLq8SBF>



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To file a discrimination complaint, for questions, free language services, or requests for reasonable accommodations, please contact ANR's Nondiscrimination Coordinator at [ANR.CivilRights@vermont.gov](mailto:ANR.CivilRights@vermont.gov) or visit [ANR's online Notice of Nondiscrimination](#).



FREE LANGUAGE SERVICES | SERVICES LINGUISTIQUES GRATUITS  
 भाषासम्बन्धी निःशुल्क सेवाहरू | SERVICIOS GRATUITOS DE IDIOMAS | 免費語言服務  
 BESPLATNE JEZIČKE USLUGE | БЕСПЛАТНЫЕ УСЛУГИ ПЕРЕВОДА  
 DỊCH VỤ NGÔN NGỮ MIỄN PHÍ | 無料通訳サービス | ነጻ የቋንቋ አገልግሎቶች  
 HUDUMA ZA MSAADA WA LUGHA BILA MALIPO | BESPLATNE JEZIČKE USLUGE |  
 အခမဲ့ ဘာသာစကား ဝန်ဆောင်မှုများ | ADEEGYO LUUQADA AH OO BILAASH AH | خدمات لغوية مجانية

The Vermont Agency of Natural Resources and its departments are committed to ensuring meaningful public participation of all people.

**Use this resource to assist people who speak languages other than English and use methods other than spoken language.**

For questions, problems, or more information about interpretive services, including accessing in-person or written services, contact [anr.civilrights@vermont.gov](mailto:anr.civilrights@vermont.gov).

*Updated September 2024*

## I Speak Card

## Communications Card

## Recordkeeping

## Language Identification

Use this card to identify the language a member of the public uses. Then select a State-approved vendor for interpretive services and dial their number.

### I SPEAK...

Arabic		العربية
Bosnian		Bosanski
Burmese (Myanmar)		ဗမာ (မြန်မာ)
Croatian		Hrvatski
French		français
German		Deutsch
Haitian Creole		Kreyòl Ayisyen
Hindi		हिंदी
Japanese		日本語
Mandarin		國語
Nepalese		नेपाली
Russian		Русский
Serbian		Српски
Somali		Soomaali
Spanish		Español
Swahili		Kiswahili
Tagalog		Tagalog
Vietnamese		Tiếng Việt

Use the Communications Card to interact with members of the public who communicate using methods other than spoken language.

## Preferred Method of Communication



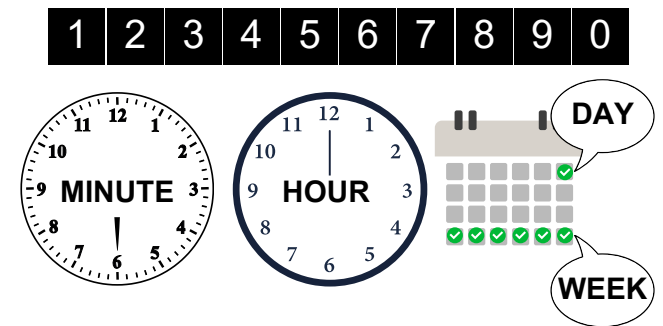
## Quick Communication



## Medical Assistance



## Numbers, Time, and Letters



## Other Assistance

