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Language Access Plan

I. Purpose and Authority

Introduced and passed in 2021 under Nevada's Senate Bill 318 (SB318), NRS 232.0081 requires state agencies to equip themselves with language access services to better assist persons with limited English proficiency. The specific intent of NRS 232.0081 is as follows: "Persons with limited English proficiency require and deserve meaningful, timely access to government services in their preferred language." Moreover, it makes it clear that 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 Cannabis Compliance Board (Board) is committed to complying with NRS 232.0081, specifically the objective 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 protocol for employees of the Board to follow when providing services to, or interacting with, individuals who have limited English proficiency. Following this protocol is essential to the success of our mission to govern Nevada's cannabis industry through strict regulation of all areas of its licensing and operations, protecting the public health and safety of our citizens and our visitors while holding cannabis licensees to the highest ethical standards.

II. General Policy

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 intends to take all reasonable steps to provide limited English proficiency (LEP) individuals with meaningful access to their services and programs.

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 industry the Cannabis Compliance Board regulates and communicate effectively with the Board.

This Plan applies to all Board programs and services.

The Board endorses the following policies:

- The Cannabis Compliance Board 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 agency, 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 a 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.
- No staff may suggest or require that LEP individuals provide their own interpreters to receive agency services.
- The Language Access Coordinator can be contacted at any time at the following email: LanguageAccess@ccb.nv.gov. This contact information will remain publicly available on the Board's website.

III. Profile of Clients of the Cannabis Compliance Board

Based on a survey of our staff, our preliminary assessment is that the Board has a limited LEP constituency. Our primary services include assisting individuals with renewing cannabis licenses and registering for or renewing cannabis establishment agent cards. Pursuant to NRS 678B.340 and NRS 678B.250(5) a person may not hold ownership, be employed, or volunteer in a cannabis establishment without registering for a cannabis establishment agent card with the Board and must renew their cannabis establishment license annually. These requirements are facilitated through our government registration website, Accela.

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 and programs without regard to any language impediments. The Board currently collects demographic information from individuals applying for a cannabis establishment agent card, including if the applicant has a preferred language other than English. Since the introduction of this question, approximately 1.21% have indicated that they have a preferred language other than English and such languages include Spanish and Chinese.

As part of our public safety mission, the Board plans to develop more industry resource media and educational content to inform the public on cannabis safety. The Board and its staff will ensure that public-facing information is inclusive of other languages to better inform limited English proficiency Nevadans, and visitors to Nevada, about cannabis safety.

IV. Cannabis Compliance Board Language Access Services and Procedures

The Board has recognized staff members who are available to assist those with limited English proficiency to access the required information to become a registered cannabis establishment employee and be in compliance with Board regulations. The Board also makes every reasonable effort to offer these language access services to any member of the public who may be contacting the Board for any reason.

Internal Oral, Written, and Sign Language Services

Language	Read	Write	Speak/Sign	Location
American Sign Language			X	CC/LV
Turkish	X	X	X	LV
Indonesian	X	X	X	LV
Samoan	X	X	X	LV
Spanish	X	X	X	LV

If an individual cannot be served by the Board's current oral, written, or sign language access services, the Board will utilize one of the active statewide contracts for translation and interpreter services offered by the state, which can be found here:

<https://www.purchasing.nv.gov/statewide-contracts/translation-interpretation/>

Providing Notice for Language Assistance Services

All public-facing staff will be made aware of appropriate language assistance services. Those seeking services may also request language assistance by contacting the Board staff at the following email

LanguageAccess@ccb.nv.gov, which is listed under the Contact CCB tab on the Board's website.

V. Implementing The Language Access Services of the Cannabis Compliance Board

To fulfill the goals of this Plan, the Language Access Coordinator will provide staff with the necessary training to ensure that staff 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 seek assistance from the Language Access Coordinator.
- How to document the mode of communication and preferred language of an LEP individual to better understand the needs of those accessing the Board's services and ensure that equitable access is available throughout the duration of their interactions with the Board and staff.
- How to report these interactions to the Language Access Coordinator.

In addition to staff training and field collection of LEP individuals' language needs, we have also added a voluntary question on our cannabis agent card survey where applicants can indicate if they have a preferred language other than English. The LAP and the services available will be updated based on data collected.

VI. Evaluation of and Recommendations for the LAP of the CCB

The Board is committed to providing our limited English proficient individuals full access to our services and programs and is committed to monitoring the policies and procedures stated above to ensure that limited English proficiency Nevadans are receiving equitable access to the Board's services.

The Language Access Coordinator will continue to develop and monitor this plan, and update it biennially based on cannabis agent card applicant data and language accommodation requests documented by our staff. They will also continue to update the internal database of staff that can assist in a language other than English. We will also track any costs we may incur by using external, state-sanctioned resources; however, we do not foresee any budget implications with the current plan. We do not have any recommendations to the legislature at this time.