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# CANNABIS COMPLIANCE BOARD STATE OF NEVADA

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## Language Access Plan

### I. Purpose and Authority

Nevada's Senate Bill 318 (SB318) and the federal guidance on Title VI both agree that language should not be a barrier to accessing governmental programs and services. As SB318 states, "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 is committed to complying with SB 318 and Title VI of the Civil Rights Act of 1964, 2 C.S. § 561 et seq. (Act 172 of 2006) 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 plan and protocol for employees of the Board to follow when providing services to, or interacting with, individuals who have limited English proficiency. Following this plan and 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

The Cannabis Compliance Board recognizes that the population eligible to receive its services includes limited English proficiency individuals. 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 CCB programs and services.

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 Cannabis Compliance Board intends to take all reasonable steps to provide LEP individuals with meaningful access to its services and programs. The Cannabis Compliance Board seeks to reduce barriers by increasing its capacity to deliver services and benefits to people in their preferred languages.

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 the 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 an LEP individual provide an interpreter in order to receive agency services.

### **Cannabis Compliance Board Language Access Coordinator:**

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### **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 "service" of registering for a cannabis establishment agent card is limited to those who have already obtained employment in a licensed cannabis establishment. Pursuant to NRS 67B.340 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.

The Board currently collects demographic information from individuals applying for a cannabis establishment agent card, including if an applicant identifies as indigenous. Going forward, the Board will update their demographic survey to include a question about applicants' preferred language(s) to better assess language access need.

As part of our public safety mission, the board plans to develop more media 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.

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.

### **IV. Cannabis Compliance Board Language Access Services and Procedures**

In this section, the Board has recognized staff members of the board 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.

### Oral, Written, and Sign Language Services

Language	Division	Read	Write	Speak/Sign	Location
American Sign Language	Inspections & Audit			X	LV
Lao	Inspections & Audit			X	LV
Spanish	Inspections & Audit	X	X	X	LV
Spanish	Licensing & Admin	X	X	X	CC
Thai	Inspections & Audit			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://purchasing.nv.gov/Contracts/Documents/Translation Interpretation/](https://purchasing.nv.gov/Contracts/Documents/Translation_Interpretation/)

### Providing Notice of 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 CCB at a designated email address, which will be posted on the Board’s website.

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

In order 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 CCB’s services and ensure that equitable access is available throughout the duration of their interactions with the Board.
- How to report these interactions to the Language Access Coordinator.

In addition to staff training and field collection of LEP individuals’ language need, we will also add 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. Based on our data collection and assessment of public need, once we have “vital” public facing cannabis safety information and forms, we will use the internal and state sanctioned resources to provide information in languages other than English.

## 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 CCB services.

The Language Access Coordinator will continue to develop and monitor this plan, and update it annually 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.