



Plan for Translating Informational Materials

The goal of this plan is to establish a timeframe and guidelines for the translation of informational materials and notices that detail services and activities provided to residents. In contrast with vital documents, these materials are considered lower priority documents for translation. The City will make all possible efforts to translate them in a timely manner. However, the vital documents and other high importance documents shall remain a priority for translation.

The Office of Multicultural Affairs (OMA) keeps two positions dedicated for translation and interpretation. The OMA receives daily requests for translation and interpretation from departments, agencies and offices across the City.

For accessing translation services with the OMA, City employee shall consider the following:

- a) Contact the OMA at 804-646-0145, or at:
askofficeofmulticulturalaffairs@richmondgov.com
- b) Send the request with the subject "Translation Request" including the document to be translated in a file with the digital version in a modifiable format. If the document is a flyer that contains artwork, send the text in a word processor without the artwork. The OMA will reply to the requestor with instructions if the document cannot be modified.
- c) The OMA will give an estimated time for the completion of the translation. If the translation is urgent, note it on the request including a deadline and the OMA staff will try to accommodate your request.

Should you have any questions, contact the OMA at 804-646-0145, or at:
askofficeofmulticulturalaffairs@richmondgov.com

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