

- a. Limited English Proficiency – LEP, those customers who do not speak English as their primary language and have a limited ability to read, write, speak or understand English.
- b. Vital Documents – A document, paper or electronic that contains information that is critical for accessing the provider/agency services.
- c. Safe Harbor – The threshold that permits programs to decide when a written translation is required to comply with title VI of the Civil Rights Act of 1964. The thresholds for written translations of agency vital documents will be provided for each eligible language group that constitutes at least 10% of the population of persons eligible to be served or encountered by programs in the service area.
- d. It shall be the policy of the Town of Howey-in-the-Hills to take every reasonable step to ensure that timely communication, accurate communication and access to all individuals regardless of national origin or primary language.
- e. The Town recognizes the importance of effective and accurate communication between Staff and the diverse community we serve.
- f. The Town of Howey-in-the-Hills does not retaliate against any member of the Public for requesting language assistance, and encourages and trains Staff to ensure that they are communicating effectively with LEP persons.

#### Policy 5.3. RECRUITING

- A. SUBJECT: Employee recruitment.
- B. PURPOSE: To provide a uniform procedure for recruitment of the Town's employees.
- C. POLICY: A uniform procedure for the recruitment of Town employees will promote equal opportunity (as defined by law) in employee hiring practices.
- D. PROCEDURE
  - 1. A need for recruitment of employees arises when any of the following occurs:
    - a. A vacancy in a classified position exists and it is determined that it will be filled. Wherever a vacancy is to be filled, the Department Director under whose authority the position falls shall notify the Town Mayor of the need and shall indicate the class of the position.
    - b. A new position is proposed by the Town Mayor and approved by the Town Council.
    - c. Temporary help is necessary because of seasonal or other employment needs as set by the Town Mayor.

In all of the above situations the Town Clerk or his/her designee will be notified by the Town Mayor of the need to advertise the position and to accept applications.

- 2. A vacancy in a classified position must be filled by appointment of a probationary or temporary employee.
- 3. All appointments to Town service shall be made according to merit and fitness. Merit and fitness may be ascertained by examination. Examinations shall relate to these matters that will test the capacity and fitness of the candidates to discharge efficiently the duties of the position for which the examinations are held.