

CITY OF PHILADELPHIA LANGUAGE ACCESS CARD

The City of Philadelphia protects the rights of people who do not speak, read, write, or understand English. You can get free interpreter services when you need assistance or information from a City agency.

For interpreter services on the telephone:

Dial 3-1-1 for information about City government services. Dial 9-1-1 for emergencies. Please do not hang up while waiting for an interpreter.

For interpreter services at a City office:

Show this card to request an interpreter at no cost to you. This card is not required to receive interpreter services.

You can make a complaint if you do not receive assistance in your language:

Dial 3-1-1 to make a complaint with the Philadelphia Commission on Human Relations, or you can visit their office at 601 Walnut Street, Suite 300 South.

Remove the card below and use it when requesting language services at a City of Philadelphia agency. Keep this card with you at all times.

I speak Chinese.

I need assistance in Chinese. Please make note of my spoken language in your records.

The City of Philadelphia requires City agencies to ensure equal access to their programs. For information about City government services or to make a complaint with the Philadelphia Commission on Human Relations, dial 3-1-1.



DIAL 3-1-1



GLOBAL PHILADELPHIA



費城 語言通達卡

費城保護不會講、閱讀、書寫或理解英語人士的權利。在您需要市政機構提供協助或資訊時，您可獲得免費傳譯服務。

如欲獲取電話傳譯服務：

撥打 3-1-1 諮詢有關費城市府服務的資訊。撥打 9-1-1 諮詢應急服務。請勿在等候傳譯員接聽時掛線。

如欲獲取市辦事處傳譯服務：

出示該卡，申請一名傳譯員免費服務。無須該卡亦可獲得傳譯服務。

如果您得不到母語協助，可進行投訴：

撥打 3-1-1 向費城人際關係委員會投訴，或前往辦事處投訴，地址為：601 Walnut Street, Suite 300 South。



取下下方的卡片，並在需要費城市政機構提供語言服務時使用。請妥善保管該卡。

我說中文。

我需要中文翻譯。請在您的記錄中寫明我所使用的語言。

費城要求市政機構確保能公平享受其計畫。如欲瞭解有關市府服務的資訊，或向費城人際關係委員會投訴，請撥打 3-1-1。



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