



## PASSPORT TO LANGUAGES INC.



### RACIAL EQUITY PLAN

Since 1987, Passport To Languages Inc. has innovatively approached the complex issues involving race, to help people take action that is effective toward racial equity; with the goal of achieving advance opportunities and racial equity for all.

**HISTORY:** Prior to 1987, the city of Portland (and the state of Oregon in general) mainly had access to interpreters that were performing on a volunteer basis only. We created our agency to more widely serve communities that were lacking health equity due to language barriers. This involvement led to the professionalization of the interpreter industry and created actual jobs for people in these communities. As well, it ultimately led to state and national requirements of staffing interpreters for LEP patients and the wider community for those with diverse backgrounds and language needs.

**MISSION:** The mission of Passport To Languages Inc., is to link professional interpreters and translators to individuals and organizations seeking language access services. Our aim is to act as a trusted extension of our clients' team; producing results that positively impact their business objectives. We measure success for clients by being knowledgeable, friendly, flexible, punctual, responsive, and sincere. We place equally high value on internal staff as we do for our interpreters. Our team has a genuine enthusiasm for what they do, specifically having a strong interest in producing healthy outcomes, which results in clients wanting to work with us again.

- In order to align our staff and interpreter team with our mission and strategy, we deliberately train vertically to cover cultural competence. In doing so, we build awareness and acknowledgement of racial justice by providing deference, respect, and solutions to the diverse cultures that we serve in the market space. This applies to our internal workforce as well our interpreters and the communities we service downstream. We define racial justice as the systematic fair treatment of people of all races and backgrounds, resulting in equitable opportunities and outcomes for all. We work to advance racial justice by bridging the language gap, delivering consistent results across the communities we service, and engaging



in and celebrating in a wide variety of multi-cultural events. Passport To Languages trains its entire team to be committed to promoting and creating a harmonious community, in which the inherent worth of all individuals is recognized and valued, and civility and social justice are honored. We remain committed to racial equity and social justice by fostering inclusiveness, valuing diversity and racial representation, facilitating healing, and promoting avenues to equitable systems by addressing disparities in the workplace, healthcare and education. We do this with respect, self-awareness, authentic engagement, and a willingness to learn from one another and our communities

- We challenge ourselves and support each other to make a collective impact with tools and strategies that improve access to opportunity and well-being for all communities needing access to our services. We acknowledge and honor the fundamental value and dignity of all individuals by embracing cultural differences and remaining open to new experiences.
- Passport To Languages Inc. envisions a vibrant world in which people of all races and backgrounds can create, share and enjoy resources and relationships equitably, unleashing individual potential, embracing collective responsibility and generating global prosperity. We strive to be a leading values-driven social justice enterprise where the culture and commitment created by our multi-racial and diverse staff and interpreters- supports individual and organizational excellence and sustainability.
- Passport To Languages Inc. is also an active stakeholder in many cultural networks across the state. Some examples of this are the work that we do with Apano, Catholic Charities, Asian Health and Service Center, and Virginia Garcia, to name a few. Our involvement helps to address real issues going on the community, and also involves volunteerism that goes beyond the scope of just providing services in language access. This organizational work, along with other committed social sector leaders, helps families to have more of a positive impact on their community. Our involvement contributes to individuals' learning and creating new solutions for society's toughest problems, and serves to aggregate the best sector of knowledge.