



language. access. multicultural. people.

August 1, 2020

Hello,

Our mission at Language. Access. Multicultural. People. (LAMP) is to empower individuals and build relationships by bridging cultural and linguistic divides. Though we are based in St. Louis, our non-profit organization serves across the Midwest providing interpreting, translation, and training solutions. This comprehensive language access support makes a wealth of life-giving, and in some instances life-saving, services available to Limited English Proficient (LEP), deaf, and Hard-of-Hearing (HOH) people in our region.

The COVID-19 (Novel Coronavirus) pandemic has rapidly reshaped our lives, and we applaud all those on the frontlines providing critical healthcare services. At LAMP, we remain dedicated to protecting the well-being of our community, clients, and employees. We are aware that some clients are serving individuals with compromised immune systems and other health risks, as well as individuals at private residences.

LAMP continues to adhere to the recommendations of both our clients and the CDC. **As of August 1, 2020, we have reinstated our face-to-face/in-person services.** However, if desired, clients may still choose to utilize our available remote language access services including:

- **Over the Phone Interpreting (OPI)**
- **Video Remote Interpreting (VRI)**
- **3-way video communication**
- **Written translations**

This ongoing situation impacts everyone, and those facing communication barriers to accessing care are some of the most vulnerable among us. Rest assured all our services, including VRI and OPI interpretation, are available 24/7 either scheduled or on-demand for those in need. For more information, visit us at www.lampinterpreters.org/contact-us/ or call us at **(877) 240-6398**.

For the most current information regarding COVID-19 and recommendations for protecting yourself, you can visit www.cdc.gov, www.health.mo.gov or call the 24 hour hotline at (877) 437-8411.

Thank you for your understanding and support as we do our best to navigate this crisis.

Sincerely,

Eduardo Vera, Executive Director