

# LANGUAGE ASSISTANCE

## Options Available for Limited English-Proficient Clients

### Need Help? Free Language Assistance Available!

If you have difficulty understanding English, free language assistance or other aids and services are available upon request. Please inform your inspector or contact us at 309-679-6161 or [EH@peoriacounty.org](mailto:EH@peoriacounty.org) for more information. Some of the available options are highlighted below.

#### Consultations with a Bilingual Environmental Health Specialist (Spanish/English)

- Spanish -English Environmental Health Specialists are available for email, phone, or in-person consultations (based on availability of staffing) by emailing [EH@peoriacounty.org](mailto:EH@peoriacounty.org) or by calling (309)679-6161 to request an appointment.

#### Food Safety Inspection Form Translation

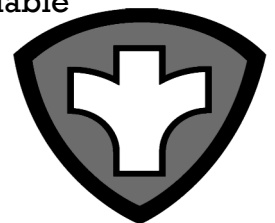
- Food Safety Inspection forms can be translated using Microsoft Word into many different languages upon request, including: Arabic, Cantonese, Chinese (simplified or traditional), French, German, Hindi, Japanese, Korean, Russian, Spanish, and Vietnamese.

#### Food Safety Educational Materials

- Spanish (Español) food safety education materials, forms, and applications are available on our website at [www.pcchd.org/322/Food-Safety-Educational-Materials](http://www.pcchd.org/322/Food-Safety-Educational-Materials).
- Arabic, Hindi, Korean, Russian, Simplified Chinese, Traditional Chinese, Spanish, and Vietnamese food safety educational materials are available on the FDA website at [www.fda.gov/food/retail-food-industryregulatory-assistance-training/retail-food-protection-industry-educational-materials](http://www.fda.gov/food/retail-food-industryregulatory-assistance-training/retail-food-protection-industry-educational-materials).

#### Language Line

- Our staff have access to the use of a language line with interpreters available to translate a variety of languages upon request, including: Arabic, Cantonese, Chinese (simplified or traditional), French, German, Hindi, Japanese, Korean, Russian, Spanish, and Vietnamese.



*For a list of online Food Safety Trainings in languages other than English, please see back page*

**Public Health**  
Prevent. Promote. Protect.

**Peoria City/County  
Health Department**

Environmental Health  
2116 N Sheridan Rd.

Peoria, IL 61604

(309) 679-6161

[Environmentalhealth@peoriacounty.org](mailto:Environmentalhealth@peoriacounty.org)

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## Options Available for Limited English-Proficient Clients

### **Certified Food Protection Manager (CFPM) Course & Exam (Online):**

- State Food Safety (statefoodsafety.com) - Spanish (Español), Chinese (普通话)
- NRFSP (nrfsp.com)- Spanish (Español)
- ServSafe (servsafe.com) - Spanish (Español), Chinese (普通话)
- Always Food Safe (alwaysfoodsafety.com) - Spanish (Español)
- AAA Food Handler (aaafoodhandler.com) - Spanish (Español)
- Tap Series (tapseries.com) - Spanish (Español), Chinese (普通话)

### **Allergen Awareness Training (Online):**

- State Food Safety (statefoodsafety.com) - Spanish (Español)
- ServSafe (servsafe.com) - Spanish (Español)
- AllerTrain (allertrain.com) - Spanish (Español), Chinese (普通话)
- Tap Series (tapseries.com)- Spanish (Español)
- Always Food Safe (alwaysfoodsafety.com)- Spanish (Español)

### **Food Handler Training (Online):**

- AAA Food Handler (aaafoodhandler.com) - Spanish (Español)
- 123 Food Safety (123foodsafety.com) - Spanish (Español), Chinese (普通话), Korean
- State Food Safety - Español, 普通话, 한국어, Việt, American Sign Language, Tagalog, Serbo-Croatian
- Efoodhandlers (efoodhandlers.com) - Spanish (Español)
- Food Service Learning (foodservicelearning.com) - Spanish (Español)
- NRFSP (nrfsp.com) - Spanish (Español)
- Always Food Safe (alwaysfoodsafety.com) - Spanish (Español)
- ServSafe (servsafe.com) - Spanish (Español), Chinese (普通话), Korean, Vietnamese
- Tap Series (tapseries.com) - Spanish (Español), Chinese (普通话), Vietnamese

**Please note:** this list is *not* all-inclusive. Additional ANSI approved course providers (both online and in-person) may be available. It is recommended to routinely check the online ANSI Directory for the most up-to-date information.



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