



Language Access Plan

Department of Human Resources Development
April 13, 2023

INTRODUCTION

The purpose of this Language Access Plan (LAP) is to take reasonable steps to ensure persons with limited English proficiency (LEP) gain meaningful access to the Department of Human Resources Development's (DHRD) services and programs. For the purposes of this LAP, limited English proficient (LEP) persons include individuals who do not speak English as their primary language and who self-identify as having a limited ability to read, write, speak, or understand English. Such persons may be eligible to receive language assistance with respect to a particular service, benefit, or encounter at no charge of their own.

This LAP applies to all DHRD programs and divisions, though we note that given the requirement of English proficiency for all or nearly all State Jobs, DHRD has very limited contact with LEP individuals. This LAP supersedes DHRD's previous plan dated November 22, 2016.

REPORTING REQUIREMENTS

R1. Designation of Language Access Coordinator (LAC)

DHRD's Equal Employment Opportunity Personnel Program Officer, Zachariah Wadsack, has been designated as DHRD's LAC.

R2. LAC's or LAC proxy's attendance at meetings

DHRD's LAC has attended at least one meeting convened by the Office of Language Access (OLA). The LAC will continue to attend these meetings; if the LAC is unavailable, a proxy will attend in the LAC's place.

R3. LAP has been updated within past two years

This document constitutes the most recent update to DHRD's LAP. On an ongoing basis, the LAC will ensure the LAP is updated every two years in accordance with OLA's requirements.

FOUR FACTOR ANALYSIS

F4. Number/proportion of LEP persons served or encountered has been identified and measured

DHRD requires its programs to semiannually submit to the LAC logs documenting the number of encounters each program has had with LEP persons during the given reporting period. A questionnaire has also been developed and posted on the department's intranet (see attached). DHRD programs are instructed to fill out the questionnaire and submit it to the LAC when they encounter LEP persons needing or requesting services. The LAC compiles the data received into a report that is submitted to OLA twice a year.

F5. Descriptions of services, programs, or activities that serve eligible populations which includes their nature and importance

DHRD is the central human resources department for the Executive Branch. The department is headed by the Director. The Director's Office includes the Deputy Director, Administrative Services Office (ASO), Information Systems Office (ISO), and an Administrative Assistant position that is primarily responsible for analyzing the State's vacancies and writing the Act 57 report. In addition, the Equal Employment Opportunity (EEO) Office promotes compliance with State EEO policies and federal and State non-discrimination laws by providing guidance and training to Executive Branch departments on maintaining

workplaces free of discrimination, harassment, and retaliation based on any protected class. There is some potential for LEP members of the public and employees of other departments to directly contact the Director, Deputy Director, and EEO Office; it is less likely LEP individuals would have a need to contact the ASO, ISO, and Administrative Assistant.

In addition, DHRD is comprised of four divisions: Employee Relations Division, Labor Relations Division, Employee Claims Division, and Employee Staffing Division. It is most likely LEP persons would require interpretation and/or translation to access services provided by the Employee Staffing Division, as this division is public facing and has a high volume of communications with applicants for State jobs.

- Employee Relations Division

Includes five branches: Classification, Compensation, Benefits, Training, and Personnel Transactions. Classification is responsible for managing the State's classification system for all positions and upholding the merit principle as defined by HRS 76-1. Compensation develops and maintains the State's compensation program, including providing technical assistance on pay-related matters during collective bargaining and interest arbitration, administering the EMCP Performance Evaluation Program, and providing support to the Executive Salary Commission. Benefits develops, implements, and administers various statewide no-cost/low-cost benefit programs. Training provides support to all Executive Branch departments, including forming partnerships with departments' subject matter experts to develop and provide facilitator-led and online on-demand trainings. Personnel Transactions oversees the State's Human Resources Management System (HRMS), which contains the job records and personal data of Executive Branch civil service and exempt employees. It also ensures that personnel actions taken by departments are compliant with State and federal laws, rules, and regulations, collective bargaining agreements, executive orders, policies, and procedures.

- Labor Relations Division

Primary responsibilities include assisting with negotiations of all collective bargaining agreements in the State; providing interpretations of and advising on the application of the agreements; and administering the performance appraisal system for non-EMCP employees.

- Employee Claims Division

Responsible for planning, managing, and administering the State's self-insured workers' compensation program; executing return to work services, including the management of accommodations; AND overseeing safety and accident prevention.

- Employee Staffing Division

Responsible for conducting recruitment activities for the State Executive Branch. This entails certification, which entails the initiation of recruiting departments' vacancies; recruitment of positions and screening qualifications of applicants; and examination, which is determining candidates' suitability for State jobs by conducting criminal history checks, reviewing driving records (if applicable), querying the national sex offender registry, inquiring into employment history, and any other checks required under State or federal laws.

F6. Frequency which LEP individuals encounter services, programs, or activities has been measured

During March 2023, DHRD's LAC sent out a survey to all DHRD programs; the survey covered the reporting period of January 2021 through December 2022. The responses indicate that during this

reporting period, no interpretation and/or translation requests from LEP individuals seeking to access DHRD services were received. Going forward, on a semiannual basis (in January and July), the LAC will survey DHRD programs and if needed, follow up and work with each program to ensure survey responses are submitted.

In order to monitor and measure meaningful access of DHRD services to the LEP population, a questionnaire (attached) has been developed and distributed to all programs. DHRD staff are instructed to fill out the questionnaire and submit it to the LAC each time they come into contact with LEP persons needing services.

The information the LAC will collect through questionnaires includes the following:

- DHRD office servicing the LEP person;
- Language requested by the LEP person;
- Type of language service requested;
- Type of oral language service utilized;
- Number of documents translated; and
- Date the service was provided.

Semiannual surveys will request the above information in addition to the number of times within a reporting period DHRD staff interacted with LEP persons seeking DHRD services.

F7. The resources available and potential costs of making services accessible has been weighed against the costs of not providing services

DHRD understands that providing interpretation to LEP individuals who need access to services is required by law, and non-compliance would mean exposure to liability. Furthermore, as stated in DHRD Policy and Procedure 601.001, Discrimination/ Harassment-Free Workplace Policy (“EEO Policy”), the State is committed to promoting and maintaining a productive work environment free of any form of discrimination based on a person’s protected class, which includes national origin, citizenship, race, and ancestry. The EEO Policy is intended to protect all applicants for employment, employees, and individuals providing services to the State on a non-paid basis from discriminatory conduct. Consistent with this commitment, DHRD will strive to offer an inclusive, welcoming environment for LEP job applicants, employees, and any other individuals seeking DHRD’s services by ensuring appropriate interpretation assistance is provided.

As stated above, based on the most recent survey responses from DHRD programs, there have been no reported encounters in which interpretation or translation assistance was required to access DHRD services. Should such assistance be needed, DHRD will first attempt to utilize a State-contracted service provider (CTS LanguageLink or Voiance Language Services LLC). If unavailable, DHRD will request services from local vendors to provide language access services to LEP persons requesting assistance. A list of DHRD’s language service resources is included below.

When interpretation services are provided, the LAC will log the total amount spent on providing interpretation assistance and a breakdown of the amounts spent by language. If an analysis of the data reflects that additional resources may be needed, the LAC will work with the Director’s Office and relevant program(s) to assess the needs and request more resources.

F8. Limitations are well-substantiated if limited due to resource concerns.

As DHRD's records indicate no LEP encounters have taken place, there is no basis to establish the existence of any limitations. However, DHRD will continue to monitor LEP interactions by routinely surveying its programs. If limitations should arise, the LAC will analyze the data and work with each program and DHRD's Director to assess the needs and, if necessary, request more resources to ensure LEP persons are able to access DHRD's services.

F9. Method of provision of language services (oral or written) has been determined for providing services

In the event interpretation/translation is requested, DHRD will utilize a State-contracted vendor or other local vendor to provide language access services.

NOTICE OF SERVICE AVAILABILITY

N10. Plan for notifying LEP clients that free language assistance is provided

All DHRD offices that have been identified as most likely LEP access points (The Director's Office, EEO Office, and Employee Staffing Division) have at least one prominently displayed Notice of Language Services Multi-Lingual Poster (attached) informing LEP individuals that DHRD will provide free interpretation services.

In addition, DHRD is in the process of adding a Babel Notice in the 14 most requested languages on its website's homepage (<https://dhrd.hawaii.gov>) to help LEP web users understand that DHRD's services can be accessed with the assistance of free language services. The notice will indicate that DHRD will provide language services free of charge and provide a contact number for DHRD's LAC.

N11. Sample of materials used for notification

Please see the attached Notice of Language Services Multi-Lingual Poster. DHRD will refer to DLIR's Babel Notice as a model for the notice that will be posted on the DHRD homepage.

N12. Link(s) to website notice in 14 major languages, including right to free interpreter services and a telephone number within agency to request interpreter services

As noted above, DHRD is in the process of adding a Babel Notice in the 14 major languages to its website's homepage. The notice will inform LEP web users of the LAC's contact information and the right to free interpreter services.

ORAL LANGUAGE SERVICES

OL13. Description of how agency will select and provide interpretation services

To ensure that LEP persons are provided access to the activities and services that DHRD provides, DHRD will provide oral interpretation services pursuant to the following procedures:

- **In person:** If an LEP individual appears to be seeking assistance, but has difficulty communicating, DHRD staff are trained to first attempt to determine the person's language using the Notice of Language Services Multi-Lingual Poster posted in the worksite area. Next, the DHRD employee will immediately contact the LAC. The LAC will request a telephonic or virtual interpreter from a State-contracted vendor or, if needed, the LAC will arrange for in-person interpretation from a local company's professional interpreter. The latter may require

some waiting time depending on the interpreter's availability, and it may be necessary to schedule a future appointment.

- Over the phone/remotely: First, DHRD staff will attempt to verbally ascertain the LEP individual's language and whether the individual would like an interpreter free of charge. If DHRD staff is unable to ascertain this through verbal interaction, they will contact the LAC. The LAC will contact a State-contracted vendor for a telephonic or virtual interpreter. If needed, the LAC will arrange for in-person interpretation from a local company's professional interpreter. This option may require some waiting time depending on the interpreter's availability, and it may be necessary to schedule a future appointment.

Whether an LEP individual is requesting services in person or remotely, if a multi-lingual staff volunteer in DHRD who speaks the same language is available, the LAP will first try to contact the volunteer so that basic information can be conveyed. When notified by OLA that training in the fundamentals of interpretation, including the Interpreter Code of Ethics and Confidentiality, is available, the LAC will notify staff volunteers of the training opportunities. Generally, volunteer staff (unless qualified or professional interpreters) may interpret only for the purpose of providing basic information and to facilitate the provision of a qualified professional interpreter.

OL14. Description of how the agency will ensure competency of interpreter services

DHRD will primarily rely on State-contracted vendors listed by the State Procurement Office (SPO) and other professional service providers to ensure competent and qualified interpreters are provided to LEP persons. The LAC will follow up with the DHRD program to ensure the service was provided to the LEP person. In addition, the LAC will monitor any complaints from LEP persons relating to the quality of the interpreter services provided and will reconsider using a certain service provider if there appears to be a pattern of complaints about that provider.

OL15. Description of how the agency will provide timely interpretation services

DHRD staff are trained to notify the LAC as soon as possible when any LEP persons are requesting services. The LAC will immediately attempt to obtain telephonic interpretation through a State-contracted vendor. If no State-contracted vendor has an available interpreter in the requested language, the LAC will utilize local interpreter services described above and noted in the resources list below.

OL16. Outline of the type of oral language services, e.g. in-person, telephonic interpretation, etc.

As described in OL13 above, DHRD will utilize telephonic, virtual, and in-person interpretation services.

OL17. Agency has a vendor for telephonic interpretation

DHRD primarily will utilize State-contracted vendors; if needed, local vendors will be contacted.

OL18. Statement that the use of family members or friends as interpreters is highly discouraged and communicated throughout the agency

Language access training will be provided to all DHRD staff. The training will advise that it is not appropriate to have relatives, friends, or minors serve as interpreters.

OL19. List of dual and multi-lingual employees who may be called upon to provide interpretation services in the event of an emergency

A list of dual and multi-lingual employees who may be called upon to provide interpretation services in the event of an emergency has been compiled and will be maintained by the LAC (see WL25 below). The list includes the language(s) the employees can speak or read, their degrees of fluency, and their contact information. These employees understand they may be called upon in the event of an emergency but will only be asked to assist with communicating basic information, such as guiding the LEP person to a certain office or to determine the type of services the LEP person is seeking.

WRITTEN LANGUAGE SERVICES

WL20. Description of how the agency will select and provide translation services

At this time, based on the most recent surveys of DHRD programs, there have been no language access requests since January 2021. Furthermore, as noted above, of all the offices in DHRD, the Director's Office, EEO Office, and Employee Staffing Division are the most likely to be approached by LEP job applicants and employees. However, because English proficiency is a minimum requirement for most, if not all, State jobs, it is unlikely DHRD would receive requests for translations of vital documents.

If a request for a translation of written material is received, the LAC will arrange for an oral interpretation of the document(s) to assist the LEP individual. If the LAC determines a written translation would be most effective in each situation, the LAC will first approach State-contracted vendors to request the service. If none can provide the translation, the LAC will contact local service providers.

WL21. Description of how the agency will ensure competency of translation services

DHRD will employ the same methods described in OL14 to ensure competency of written translation services. That is, DHRD will primarily rely on vendors listed by SPO and other professional service providers to ensure competent and qualified translations are provided to LEP persons. The LAC will follow up with DHRD program to ensure the document and/or service was provided to the LEP person. In addition, the LAC will monitor any complaints from LEP persons relating to the quality of the translation services provided and will reconsider using a certain service provider if there appears to be a pattern of complaints about that provider.

WL22. Description of how the agency will provide timely translation services

As described in OL15 above, DHRD staff are also trained to notify the LAC as soon as possible when any LEP persons are requesting translations of written documents. As explained in WL20 above, the LAC will contact State-contracted vendors, or, if needed, local service providers to provide translation services.

WL23. List of vital documents translated, along with translated languages including agency specific information related to COVID-19

As explained above, there have been no requests for written translations in any DHRD program since January 2021, and DHRD programs are unlikely to encounter LEP persons. As such, no written materials have been translated.

WL24. Justification is included when safe harbor provision is used

As previously stated, based on the most recent survey results, there have been no requests for interpretation/translation received by DHRD programs. As such, historically, there has not been a need for any written materials to be translated.

WL25. List of dual and multi-lingual employees who may be called upon to provide translation in the event of an emergency

1. Fanny Takehara, Human Resources Specialist, Employee Assistance - Benefits, Cantonese (conversational), 587-1074.
2. Cecilia Moats, Human Resources Specialist, Classification Branch, Cantonese (conversational), 587-1005
3. Andrew Yim, Personnel Program Officer, Labor Relations Division, Cantonese (limited proficiency), 587-0922
4. Signe Nakamura-Dureza, Administrator, EEO Office, Japanese (conversational), 587-1162

TRAINING

T26. A plan detailing how staff (current, future) are trained to provide appropriate services

A training module explaining the LAP will be developed and will be mandatory for all DHRD staff. Upon approval of the LAP, the training will be made available to current staff through the State's learning management system (LMS). Staff will be instructed to complete the training within 90 days of its availability. New hires in DHRD will be required to take this training as a part of their onboarding process. DHRD employees will be required to retake the training every five years.

Each January and July, when the LAC surveys DHRD programs, reminders regarding proper protocols to follow during LEP encounters will be included in the emails. In addition, at those times, the LAC will communicate with the DHRD Human Resources Specialist to confirm that any new employees completed the training. Additionally, the LAC will inform all DHRD programs of other training opportunities offered by OLA and/or other agencies and will encourage attendance.

T27. Training plan includes the training topic(s), who is responsible for implementing training, audience for training, and frequency of training

The LAC is responsible for ensuring that all employees complete the training in providing services to LEP persons. The training will cover how to recognize a request for language access by an LEP person, what to do when an LEP encounter arises, the LAC's role and contact information, and the requirement that DHRD employees retake the training every five years, among other important points. As noted above, each January and July, the LAC will also send reminders about proper protocols to follow when interacting with an LEP person seeking DHRD services.

AGENCY INTERNAL MONITORING

A28. Description of how LAP will be monitored to ensure compliance

The LAC will monitor program compliance through the questionnaires and surveys received from DHRD programs (described above) and by being in regular communication with DHRD programs that receive interpretation/translation requests from LEP persons. The LAC will also consult with OLA to ensure DHRD's compliance with the requirements.

A29. Written documentation of language access policies and procedures

This LAP serves as the documentation of DHRD's language access policy and procedures and will be distributed to all DHRD programs.

A30. Process for managing and recording complaints

The LAC will monitor and record LEP encounters reported by DHRD programs, including complaints received, via the questionnaires and surveys described above. The LAC will consult with OLA regarding any LEP complaints received to ensure appropriate action is taken.

A31. Description of data collection process and data sources used to compile language access services usage, refusal, and demographics

As described above, DHRD staff will be advised that as they come into contact with LEP persons needing services, staff should fill out the aforementioned questionnaire and submit it to the LAC. As previously noted, the LAC will semiannually survey DHRD programs for data from each reporting period (January to June and July to December). If any program does not respond to the survey within the designated timeframe, the LAC will follow up with the program to ensure responses are submitted. The information contained within the questionnaire and survey is listed in F6 above.

A32. Process of informing and monitoring subcontractors of legal obligation to provide language assistance to LEP individuals

The language access training to be provided to all DHRD employees will state that subcontractors who may need to interact with LEP persons must be informed of the obligation to provide language assistance. However, due to the nature of services provided by DHRD, DHRD staff would generally be the initial point of contact for LEP individuals. Therefore, DHRD staff would be in a position to identify LEP individuals and their needs prior to their interaction with subcontractors. Accordingly, in nearly all cases, DHRD will be able to take the appropriate steps to ensure that language assistance is provided before an LEP person would need to communicate with a subcontractor.

CONCLUSION

The LAC will review this plan every two years for compliance with OLA's requirements. Any recommended revisions will be forwarded to the DHRD Director for approval. The LAC will ensure that any revisions to the LAP are disseminated to each DHRD program. All DHRD programs shall comply with this plan.



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Department of Human Resources Development

DHRD Language Assistance Resources

State-Contracted Service Providers

Corporate Translation Services Inc. dba Language Link (CTS LanguageLink)

Tel: 1 (888) 338-7394

Web: <https://language.link/>

Voiance Language Services LLC

Tel: 1 (520) 573-2367

Web: www.voiance.com

Local Language Service Providers

Language Services Hawai'i – (808) 892-3446

- Offers in-person, telephonic, and video remote interpretation
- 50+ languages available
- Medical and legal interpreters available
- Telephonic interpretation – available on demand 24/7 by phone
- Translation services available
- Services, quotes, consultation, or advice can be requested via phone or email at LSH@LanguageServicesHawaii.com
- Web: <https://languageserviceshawaii.com/about.htm>

Helping Hands Hawai'i's - Bilingual Access Line – (808)-526-9724, Option 1

- Telephonic interpretation – 24/7, 200+ languages available on-demand
- In-person interpretation – 19 languages available
- Translation services available
- Services can be requested via phone or via email at bal@helpinghandshawaii.org

Pacific Gateway's Hawai'i Language Bank – Mjay: (808) 773-7051 or Claudy: (808) 773-7052

- Interpretation and translation services provided Monday-Friday, 8:00am to 4:30pm
- Must request a minimum of 3 hours of services
- Requests must be made 2-3 days in advance
- Services can be requested via phone or email at hlb@pacificgatewaycenter.org

LIMITED ENGLISH PROFICIENCY QUESTIONNAIRE

This questionnaire should be completed by DHRD staff who provide services to an individual who is limited English proficient (LEP). An LEP person is someone who does not speak English as their primary language and who self-identifies as having a limited ability to read, write, speak, or understand the English language. Please complete the questionnaire each time an LEP person is served and immediately submit it after the interaction to DHRD's Language Access Coordinator:

Zachariah Wadsack, EEO Program Officer
Email: zachariah.k.wadsack@hawaii.gov
Phone: (808) 587-2661 | Room: 1003

Name of DHRD Employee: _____ Date: _____

DHRD Division/Office: _____

Name of LEP Person (if known): _____

1. What is the language requested? (E.g. Burmese, Cantonese, Chamorro, Chuukese, Ilokano, etc.)

2. Select all types of language access services requested by this person:

- Oral interpretation (oral rendition of a spoken message from one language to another)
- Written translation (conversion of written materials from one language into written text in another language)
- Sight translation (interpreter orally converts written text to another language)
- Other language access service requested (please describe):

3. If oral interpretation was used, select all types of oral language services utilized:

- Staff volunteer
- Contracted in-person interpreter via an interpreter agency
- Contracted telephone interpreter via an interpreter agency
- Other oral interpretation service (please describe):

4. Number of documents for which written translations were provided: _____

5. Was the LEP person satisfied with the interpretation/translation service? Please explain:

Thank you for your assistance!

Please point here if you need an interpreter in this language (at no cost to you).

<u>Hawai'ian:</u>	E kuhikuhi mai 'oe i 'ane' i ke pono ka mahelē'ōlelo ('a'ohē kāki).
<u>日本語 (Japanese):</u>	日本語の通訳が必要な方は、ここを指差してください (通訳費用はかかりません)。
<u>한국어 (Korean):</u>	통역을 필요로 하 시면 다음 약속일 전에 반듯이 통역이 필요하다고 말씀하셔야합니다. 비용은 부담않아서도됩니다.
<u>普通话(华语/國語) (Mandarin):</u>	如果您需要讲普通话的免费翻译，请指这里。(如果您需要講國語的免費翻譯，請指這裡。)
<u>廣東話 (Cantonese):</u>	如果您需要講廣東話的免費翻譯，請指這裡。
<u>Ilokano:</u>	No masapulmo ti paraipatarus iti Ilokano nga awan bayadna, pakitudom ditoy.
<u>Tagalog:</u>	Kung kailangan mo ng libreng tagasalin sa Tagalog, pakituro lamang dito.
<u>Cebuano (Visayan):</u>	Kung kinahanglan nimo ug libre nga tighubad sa Binisaya, itudlo lang diri.
<u>Tiếng Việt (Vietnamese):</u>	Xin chỉ vào đây nếu bạn cần thông dịch viên cho ngôn ngữ này (bạn sẽ được cung cấp thông dịch viên miễn phí).
<u>မြန်မာ (Myanmar):</u>	သင်နားလည်သောစကားနှင့်, ဘာသာပြန်အလိုရှိပါက ယခုနေရာသို့ညွှန်ပြပါ။ အထက်ပါစကား အတွက်နောက်တစ်ဆင့်ဆက်သွယ်ရန်လိုအပ်ပါသည်။
<u>ภาษาไทย (Thai):</u>	กรุณาชี้มาที่ข้อความนี้ ถ้าคุณต้องการล่ามภาษาไทย (โดยที่คุณไม่ต้องเสียค่าใช้จ่ายใดๆ)
<u>ភាសាខ្មែរ (Khmer):</u>	សូមបង្ហាញនៅក្រុងនេះមក បើសិនជាអ្នកត្រូវការអ្នកបកប្រែភាសានេះ (អ្នកមិនត្រូវការចំណាយអ្វីទាំងអស់)។
<u>ອັກສອນລາວ (Lao):</u>	ກະລຸນາຊົມໃສ່ບ່ອນນີ້ ຖ້າທ່ານຕ້ອງການລ່າມພາສາລາວ (ໂດຍທີ່ທ່ານບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ)
<u>Marshallese:</u>	Jouj im jitōñe ijin elañe kwoj aikuji juōn am ri-ukok ilo kajin in (ejjelok wōnāān ñian yuk).
<u>Chuukese:</u>	Itini awenewenan ikeei ika pwún kopwe néúnéú emén chón chiakú nón fóosun eei fénú (kosap wisenméeni noum eei chón chiakú).
<u>Chamorro:</u>	Matka pat apunta este yangen un nesisita intetpiti gi fino Chamorro (dibadí este na sitbesio).
<u>Pohnpeian:</u>	Menlau idih wasa ma ke anahne soun kawehwe (sohte isais).
<u>Kosraean:</u>	Nunak munas srisrningac acn se nge fwin kom enenu met in top nuke kahs lom an sifacna (kom ac tia moli).
<u>Yapese:</u>	Fa'anra bet'uf bae' ninge ayweg nem nge abweg e thin rom (ni dabmu pii'pulwon) meere mog aray.
<u>Yapese (Outer Island):</u>	Gobe sor gare go tipeli bwo semal yebe gematfa kepatal menel le yetwai yor paluwai ngalug.
<u>Samoan:</u>	Fa'amolemole tusi lou lima i'i pe 'ā 'e mana'omia se fa'amatala'upu i le gagana lea (e te lē totojiina se tupe).
<u>Tongan:</u>	Tuhu ki heni kapau 'e fiema'u ha taha ke fakatonulea 'oku ta'etotongi.
<u>Русский (Russian):</u>	Если вам нужен бесплатный переводчик русского языка, пожалуйста укажите пальцем на это предложение.
<u>Español (Spanish):</u>	Por favor señale aquí con el dedo si necesita un intérprete (sin ningún costo para usted).

