🌐 Bilingual & Multilingual Support Lines

Optimized v2.0 · Oct 2025 · English · Español · Kreyòl Ayisyen

1 · Purpose

Ensure every City/CRA public communication includes parallel language access lines in **Spanish** and **Haitian Creole**, visible and consistent with ADA/Title VI compliance.

2 · Standard Lines (for web, PDF, print, or email footers)

Language	Standard Wording	Usage Notes
English (Reference)	*For information in another language, visit [URL] or call [TEL].*	Use when bilingual space is limited (single-line summary).
Español	*Para información en español, visite [URL] o llame al [TEL].*	Default Spanish line. Place directly below English body text or footer.
Kreyòl Ayisyen	*Pou enfòmasyon an kreyòl, tanpri vizite [URL] oswa rele [TEL].*	Default Creole line. Always include accent marks ("kreyòl").

3 · Design & Placement Best Practices

- ✅ **Hierarchy:** Keep bilingual lines in a smaller font size (≈ 12 px / 9 pt) but same font family as body (Public Sans / Inter).
- ✅ **Contrast:** Maintain ≥ 4.5 : 1 ratio; avoid light gray text on color bands.
- ✅ **Spacing:** Separate from main body text by ≥ 8 px padding or a thin rule line.
- ✅ **Consistency:** Always group languages together — English → Spanish → Creole — to build resident familiarity.
- ✅ **Visibility:** Place at:
    - Bottom of **web pages** (footer or accessibility section).
    - End of **press releases / PDFs**.
    - **Email footers** after contact block.

  > Branding: Use gold or light-blue accent dot or separator "·" between phrases if space permits.

4 · Quick-Insert Snippets

HTML (web):

```
<p lang="es">Para información en español, visite <a href="[URL]">[
<p lang="ht">Pou enfòmasyon an kreyòl, tanpri vizite <a href="[URL]
```

Email (plaintext):

```
Español: Para información en español, visite [URL] o llame al [TEL]
Kreyòl Ayisyen: Pou enfòmasyon an kreyòl, tanpri vizite [URL] oswa
```

5 · Optional Language Expansion (for future)

Language	Recommended Phrase	Use Case
Português	*Para informações em português, visite [URL] ou ligue [TEL].*	When ≥ 5% population requests translations.
French (if regional need)	*Pour des informations en français, visitez [URL] ou appelez [TEL].*	Tourist or emergency notices.

6 · QA & Compliance Checklist

Item	Pass ✓ / Fix ⚠	Notes
Correct spelling/accents (kreyòl → not "creole")		
URLs localized if available (e.g., /es subpage)		
Font + contrast meet ADA standards		
Contact number active in all languages		
Placement verified (footer / PDF / email)		