



SACRAMENTO POLICE DEPARTMENT

GENERAL ORDERS



510.08

LIMITED ENGLISH PROFICIENT PERSONS

11-10-08

PURPOSE

The purpose of this order is to establish guidelines for Department employees to follow when providing services to, or interacting with, individuals who are Limited English Proficient (LEP) or hearing impaired.

POLICY

It shall be the policy of the Sacramento Police Department that employees take reasonable steps to ensure timely and equal access to all individuals by making a good faith effort to obtain the use of an interpreter when it is necessary to communicate with people who are Limited English Proficient (LEP) or hearing impaired.

PROCEDURE

A. GENERAL

1. This General Order, and the Limited English Proficiency (LEP) Plan, implements specific policy that requires personnel to know its contents and follow its guidelines when interacting with members of the LEP community.

B. DEFINITION

1. DEPARTMENT INTERPRETER - A department employee who is fluent in one or more foreign languages, or sign language, and is listed as such in the Language Locator.
2. LANGUAGE LOCATOR - A list of department employees who are fluent in a foreign language, or sign language.
3. LIMITED ENGLISH PROFICIENT (LEP) - Individuals who do not speak English as their primary language, and who have a limited ability to read, write, speak, or understand English.

C. COMMUNICATING WITH LEP PERSONS

1. When communicating with LEP persons or the hearing impaired, employees:
 - a. should not use family members, neighbors, friends, volunteers, bystanders or children to interpret for a LEP person unless exigent circumstances exist that affects the safety of the officers, the public, or would delay the apprehension of a suspect or preservation of evidence.
 - b. upon stabilizing the scene, shall determine the language of the individual by using language identification cards or assistance from the AT&T Language Line services.
 - c. if assigned to the Office of Operations, notify the Communications Center to request an on-duty department interpreter through the Language Locator in the CAD system, or
 - d. if assigned to other than the Office of Operations, contact the Personnel Services Division to make a request if they wish to contact a department interpreter through the Language Locator, or
 - e. utilize the AT&T Language Line as specified below.
2. If the LEP person indicates that he/she does not need or cannot use an interpreter, employees shall ensure that the LEP person understands what is being said and what they are agreeing to do. In that case, the SPD employee does not have to obtain an interpreter.

D. AT&T LANGUAGE LINE

1. General information
 - a. Employees shall use the AT&T Language Line when it is necessary to communicate with LEP persons and Department interpreters are unavailable.
 - b. Interpreter services for over 150 languages and dialects are available at all hours.

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- c. All employees shall be provided with a Language Line card and a Quick Reference Guide (QRG) card with instructions for use, the AT&T 800 phone number, and the Sacramento Police Department's access code (client ID number).
 - (1) SPD employees accessing the AT&T Language Line services for other than 911 caller emergencies at the Communications Center, shall utilize a separate access code (client ID number) than the State-reimbursed code for 911 operations.
 2. Features
 - a. When employees have contact with an LEP person, employees can dial the AT&T Language Line from any available telephone. An interpreter will relay information between the person and the employee.
 - b. Employees may pass the phone/handset back and forth or use available extension or speaker equipment.
 3. Training
 - a. AT&T Language Line provides training services per the contract, including a video tape and handout designated for employee retention.
 - b. Employees shall view the video tape and receive a handout.
 - c. The Training Division shall coordinate the LEP training.
 4. Accountability
 - a. Employees shall provide the AT&T Language Line operator with:
 - (1) the Department access code (client ID) number.
 - (2) the employee's last name.
 - (3) the employee's four digit badge/identification number.
 - b. The Fiscal Section shall maintain a monthly summary of charges for Language Line services used by employees.
 5. Use guidelines
 - a. AT&T Language Line services are intended for initial contacts and preliminary investigations, including interviews with victims, witnesses, and suspects.
 - b. AT&T Language Line services do not meet court certified interpreter requirements.
 - c. When calling the AT&T Language Line, employees shall :
 - (1) give language request to or request assistance from the operator in determining the LEP person's language.
 - (2) give the Department access code/client ID number, the employee's last name, and the employee's four digit badge/identification number.
 - (3) include the interpreter's ID number in the employee's report.
 - (4) inform the interpreter exactly what information is needed. Officers should communicate through interpreters using the first person (e.g. "please tell me your name, address", rather than "please ask him his name, address").
 - (a) When the interpreter has obtained the information, they will instruct the subject to return the phone to the employee.
 - (b) The interpreter will relay the requested information to the employee and await further instructions/requests.
 - (c) When the employee has concluded the use of the AT&T Language Line services, he/she shall say "End of call."
- E. HEARING IMPAIRED**
1. The Communications Division shall maintain TTY phone equipment for the hearing impaired. Hearing impaired individuals can reach the Communications Division at (916) 732-0110.
 2. The Communications Division shall maintain text message equipment. Hearing impaired individuals can use text message equipment to reach the Communications Division by:
 - a. sending a text message to 9169480106@archwireless.net on any portable text message capable device.
 - b. sending an E-Mail message to 9169480106@archwireless.net
 - c. utilizing the internet to send a text message page through www.archwireless.com to pager number 9169480106 with a text page or E-Mail response choice.

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3. Employees shall share this contact information with hearing impaired individuals who may need to contact the Communications Division.

F. CRIMINAL INVESTIGATIONS AND INTERROGATIONS

A qualified interpreter may be used for complex criminal investigations or custodial interrogations, with the approval of the Deputy Chief, Office of Investigations or designee.

1. A qualified sworn department interpreter from the Language Locator will be requested to interpret for the investigation or interrogation.
2. If no Department interpreter with the appropriate language can be located, the Communications Center will contact regional law enforcement agencies to identify a qualified interpreter upon approval of a supervisor.

G. LANGUAGE LOCATOR

The Personnel Services Division shall update the Language Locator each year, and distribute it to the appropriate Sections/Divisions.