TRAINING

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BULLETIN

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"Department Training Bulletins shall be used to advise members of current police techniques and procedures and shall constitute official policy."

LANGUAGE ACCESS

The purpose of this Training Bulletin is to set forth Department policy and procedure to inform Department personnel of the need to provide language access services when encountering a Limited English Proficient (LEP) person which are consistent with federal, state and local law.

Personnel are reminded not to sacrifice officer safety or put the public at risk for the sake of providing language services to an LEP individual.

BACKGROUND

Language barriers impede effective and accurate communication in a variety of ways. Language barriers can often times inhibit or even prohibit individuals with limited English proficiency from accessing and/or understanding important rights, obligations, and services, or from communicating accurately and efficiently in different situations. Hampered communication with limited English proficient victims, witnesses, suspects, and community members can jeopardize safety and create evidentiary and investigative challenges.

OPD recognizes the importance of effective and accurate communication between its personnel and the diverse community it serves.

DEFINITIONS AND TERMINOLOGY

Interpretation

The act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning.

• Interpretation Services

Over-the-phone interpretation services are available 24 hours a day, 7 days a week and can be arranged directly or through the Communications Section. OPD has a contract with a service provider to provide telephonic interpretation assistance in most languages.

• Limited English Proficiency (LEP) Person

Individuals whose primary language is not English and who have a limited ability to read, write, speak, or understand English.



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• Primary Language

The language in which an individual is most effectively able to communicate.

• Selectively Certified Bilingual

Department personnel who have identified themselves as "bilingual" and have demonstrated, through a formal testing procedure, certified by the Department of Human Resources Management, competency to communicate in the source language by demonstrating the ability to listen to a communication in one language (source language) and orally convert it to another language (target language) while retaining the same meaning.

Additionally, the Personnel Section maintains a complete list of Selectively Certified Bilingual personnel (members and employees).

• Self-Identified Bilingual

Department personnel who have identified themselves as having limited basic language skills and conversational comprehension and can engage an LEP person in a "conversational" manner.

NOTE: The Daily Detail generated by the Automated Scheduling and Staffing Management System (TeleStaff) is capable of listing bilingual members (Selectively Certified Bilingual and Self-Identified Bilingual).

• Translation

The replacement of written text from one language (source language) into an equivalent written text into another language (target language) while keeping the context and meaning the same.

POLICY

The Department shall provide language assistance services to LEP persons when performing law enforcement functions, upon request, or as a part of the Department's community policing philosophy.

OPD shall take reasonable steps to ensure timely and accurate communication and access to all individuals regardless of primary language.

IDENTIFICATION OF PRIMARY LANGUAGE

Personnel need to determine whether the individual can speak and understand the English language during the initial contact with an individual. This may be accomplished by simply asking the person. In the event the individual has difficulty speaking or understanding the question, personnel shall take appropriate steps to advise the LEP person that language assistance services (interpreters) are available free of charge to LEP persons if assistance is requested or required.

A Language Identification Card (TF-3331) (Appendix) is available to Department personnel
to facilitate in the identification of the primary language in order to provide the appropriate
interpretation services to LEP individual.



Personnel need only display the Language Identification Card to the LEP person so the person can identify the language they speak prior to calling a qualified bilingual member, contract, or professional interpretation service.

 In the event the LEP person does not appear able to read or understand the language identification card, the member may call the contracted telephonic interpretation service for assistance.

USES FOR AN INTERPRETER

Personnel may need to utilize the services of an interpreter for incidents involving vehicular/pedestrian traffic stops, preparing offense reports, taking statements, to provide verbal and written assistance in the Miranda admonition process, serving warrants and restraining orders, crowd/traffic control, and for obtaining permission for a consent search. Failure to use an interpreter may jeopardize an investigation and result in a violation of civil rights.

• Police Contacts

In the event a member encounters an LEP person during a police contact (e.g., traffic enforcement stop, detention, or arrest) members must consider utilizing the services of an interpreter to explain the purpose, action, and/or resolution of the police contact.

• Miranda

The Miranda admonition shall be provided to an LEP suspect in his/her primary language before any questioning when there is any doubt that the suspect does not understand English. A qualified interpreter must be present during the Miranda admonition to protect the integrity of the investigation and prosecution.

• Follow-Up Investigative Interviews

The member needs to consider seeking the assistance of an interpreter to conduct follow-up investigative interviews if an LEP person requests an interpreter or is experiencing difficulty communicating with the member.

• Formal Interviews

Effective communication and accuracy of victim and witness statements is a priority in criminal investigations. Failure to protect the rights of LEP individuals during arrests and custodial interviews may present a risk to the integrity of the investigation and prosecution.

Personnel need to consider seeking the assistance of an appropriately qualified interpreter when admonishing suspects, taking formal statements, conducting any formal victim/suspect interviews, and/or completing required forms or reports involving a victim and/or suspect which may potentially be of evidentiary value.

If unavailable, personnel may seek qualified assistance from another law enforcement agency, when practical.



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• Consent Searches / Search Warrants

Members need to consider seeking the assistance of an interpreter prior to conducting a consensual search or executing a search warrant of an LEP person and/or their property if requested by the LEP person or when an LEP person is experiencing difficulty communicating with the member or understanding the procedure.

• Offense Reports Requirements

Whenever an offense report is prepared regarding an incident involving an LEP person, the offense report shall identify the primary language spoken by the LEP individual, the person who provided the interpretation/translation and the manner in which interpretation/translation services were provided.

• Translated Documents

Transcribing audio and written documents submitted by LEP individual(s) into English must be considered when such evidence is essential to continue the investigation and/or prosecution of a criminal case or an internal investigation, or when directed by the Chief of Police, a magistrate, or other competent authority.

DETERMINING THE TYPE OF INTERPRETER NEEDED

Personnel need to determine the type of interpreter needed depending on the circumstances of the incident while taking into consideration issues, such as, the gravity of the incident, officer/public safety, cost, time factor, and the need to protect the integrity of the investigation and prosecution. Each class of interpreter has advantages and disadvantages. Some of the pros and cons include, but are not limited to, the following:

- Selectively Certified Bilingual Personnel
 - o Pros
 - Trained in law enforcement and procedures
 - No cost
 - Readily accessible 24/7
 - Language skills have been tested
 - Available for future testimony
 - o Cons
 - Availability subject to scheduling
 - Limitation of available languages
 - May have verbal but not written skills
- Self-Identified Bilingual Interpreter
 - o Pros
 - Readily accessible 24/7
 - Time Saver
 - No cost
 - More reliable than family member, etc.
 - Less biased than family member, etc.
 - More familiar with laws and procedures
 - Available for future testimony



o Cons

- Availability subject to scheduling
- Language skills may not be recognized by courts (to protect the integrity of the investigation and prosecution)
- May have verbal but not written skills
- May be limited to basic conversational comprehension
- Limitation of available languages

• Telephone Interpreter

- o Pros
 - Readily accessible 24/7 through Communications Section
 - Extensive directory of interpreters
 - No cost
 - Reliable
 - Extensive access to different dialects

o Cons

- Trained in law enforcement and procedures
- Can be time consuming to interpret via phone
- Not available for translation services
- Not available for future testimony
- Family members, neighbors, friends, volunteers, bystanders or children
 - o Pros
 - Time saver
 - Pre-established rapport
 - No cost

o Cons

- Not necessarily reliable
- Unknown competency with English language
- Biased
- May be unavailable for future testimony
- Maturity of interpreter or privacy of interpretation may not be suitable or practical

• Court Certified Interpreter

- o Pros
 - Recognized by the courts
 - Protects the integrity of the investigation and prosecution
 - Highest level of language competency for a foreign language

Cons

- Not readily accessible appointment needed
- Cost

APPENDIX

Language Identification Card (TF-3331) Exemplar

84	Bengali আপনি কোন ভাষায় কথা বলেন - জানান । আপনার সেবার জনো একজন অনুবাদক আসবেন	বাংলা স্ক্র্য
85	Bhojpuri रीआके मातृमासा का बा ? रोआतेल एगो दुपामिया बोतादेत जाईत ।	भोजपुरी 🐒
83	Gujarati તમારી ભાષા ઈશારાથી ખતાવા. તમારા માટે ભાષાંતર કરનાર ખોલાવી ઋપાશે.	ગુજવતી ≅∑
82	Hindi अपनी भाषा इशारे से दिखाइये । आपके लिए दुमाषिया बुलाया जाऐगा ।	हिन्दी 🐒
88	Malayalam നിന്നപ്പോട വാത്തറിയിലും തർജീവക്ഷനൈവിളിനേന്നതാ	ශ; JewanGr ≗විI
81	Nepali आफ्नो भाषा चिनाउनु होस् । तपाईको भाषा बोले व्यक्ति बोलाइने छ ।	नेपाली 😭
80	Punjabi ਅਪਣੀ ਬੋਲੀ ਇਸ਼ਾਰੇ ਨਾਲ ਦਸੋ । ਤੁਹਾਤੇ ਵਾਸਤੇ ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲਾ ਬੁਲਾਇਆ ਜਾਐਗ	र्धनाची हिंद्र
89	Sinhalese ඔබේ නායාව වෙයින් යෙන්වන්න, සිංහල සහා සරන සොනෙස් හොයනවා	පුංගල පුණු
137	Tamil எத்த மேற்பில் துவிபாலிகள் வேண்டும். அதை விரலால் காண்பித்தவும்.	ங்கிலம் ஆ
	த்தந்த துவிபாஷீகனுடன் இனேவு விரைவில் செப்பப்ப	iGit.

Α	frica	
27	Amharic ማጸደናደዎ ያማልከቱ ስከተረ ፕሚስ መጣነው	ስ º ግረና 😵
90	Arabic أشر الى لغتك وسننادي المترجم حالاً.	اللغة العربية
19	Bambara I bolo da i fakan kan. An benna kuma yelemaba	Bamanankan 😵 iga do wele.
58	French Montrez-nous quelle lang Nous vous fournirons un	Français 😵 ue vous parlez. re interprète.
22	Hausa Nûna yàrenkà/yàrenkì. A à kirà tafintà.	Hausa 😵
59	Italian Faccia vedere qual è la se Un interprete sarà chiama	Italiano 😵 ua lingua. ito.
51	Portuguese Aponte seu idioma. Providenciaremos um inté	Português 😸
1+1	Portuguese Creole Ponta pa bu lingua. Un intrepeto ta ser chuma	_
142	Somali Tilmaan afka aad ku hada Tarjumaan ayaa la wacaya	
6	Swahili Onyesha lugha yako. Tutamwita mtu atakayeku	Kiswahili 😭 fasiria.
H	Tigrinya ናብቋጓቋገስመልከተ ተረጓሚኪመጽስስዩ	ት ግረና <i>ፕ</i> ሬን
50	Wolof Wan nu sa lakk. Negal dinanu la wutal ab	Wolof द्वा tekkikat.
1	Yoruba Tóka si èdè re.	Yorùbá 😪

N	iddle Ea	st		
90	Arabic الى لغتك ادي المترجم حالاً.	أشر وسنة	للغة العربية	F
72		nւ ո՞ր մէկ լեզուն կ սրգմանիչ մը կա		F
139	Assyrian ومنع د د افاع د د د د	מבער <i>ך</i> מבייר ד	Z50AZ	F
111	Dari زبان گپ میزنید؛ میاید.	شما بکدام بگ ترجمار	دری	F
107		یزبانی که صحبت میا برای شما مترجم میاه	فارسى	F
106	Hebrew ל השפה שלך ותרגם מיד	הצבע עי	גכרית	7
140	Kurdish	ن خوّت دەستىشان بىكە ومانىنكت بۇ بانگ دەكد		· F
110	Pashto سره خبری وکری.	خپله ژبه وبينه. ژربه ترجمان در	ېشتو	F
112		ilinizi gösterin. üman çağırıyoru	Türkçe ız.	FE.
Α	sia			
	China	清指認您的語言 以便爲您請翻譯	请指认您的语言 以便为您请翻译	
31	Canton	ese 廣東語	广东话	E
38	Chaoch	ow 潮州話	潮州话	E
32	Fukiene	ese 福建話	福建话	E
35	Mandar	in 🗷 🏻	国语	B
	Shangh	ai 上海話	上海话	

42	Burmese ခင်မျာရဲ့ဘာ သာ စ ကား ကို တေ စ ကား ပြနီ ဧခါ ဧပးမယ်။	သက်ပေါ့ဖါ၊ မြေနီမာှစေကား၊ရ
48	Cambodian សូមចង្អុលភាសាអ្នក យើងនិងហៅអ្នកទកប្រែមកជូន	ភាសាខ្មែរ 🤉
46	Hmong Thov taw tes rau koj yar Peb yuav hu ib tug neeg	Hmoob 5 n lus. txhais lus rau koj.
50	Indonesian Tunjukkan bahasamu. Jurubahasa akan disediak	Bahasa Indonesia 🤋
40	Japanese あなたの話す言葉を指さし 通訳を呼びます。	日本語ってください。
41	Korean 당신이 쓰는 말을 지적하세요. 통역관을 불러 드리겠어요.	한국말 영
43	Laotian ຊີ້ບອກພາສາທີ່ເຈົ້າເວົ້າໄດ້ ພວກເຮົາຈະຕິດຕົນາຍພາສາໃຫ້	พาสาลาว รั
51	Malay Tunjukkan yang mana ba Seorang jurubahasa akan	Bahasa Malaysia 🧣 hasa anda. diberitahu.
15	Mien Nuqv meih nyei waac ml yie heuc faan waac mien	
47	Thai ข่ายนี้ให้ราคูหน่อยว่าภาษาใหม่คือ แล้วราจะจัดหาล่ายให้ท่าย	്ട് ബീഷന ബ്ലാസ്സ്ഷന
19	Vietnamese Chỉ rõ tiếng bạn nói. Sẽ có một thông dịch viên n	Tiếng Việt 😭

70	Albanian Tregoni me gisht gjuhën që fli Do të gjejmë një përkthyes pë	Shqip S≨i tni. rju.
72	Armenian Ցոյց տուեք ո՞ր մէկ լեզուն կը խ որպէսզի թարգմանիչ մը կանչե	
136	Basque Zeure izkuntza atzamarragaz e Euzkeratzail bateri deituko deu	
69	Bulgarian Бъ Посочете Вашия език. Ние ще извикаме преводач за I	лгарски език 🚱 Зас.
152	Catalan Assenyali amb el dit el seu idi Es trucarà a un intèrpret.	Català 🐒 oma.
67	Croatian Molim Vas, pokažite nam Vaš j Zvat ćemo tumača za Vas.	Hrvatski 😭 ezik.
63	Czech Ukažte, který je váš jazyk. Zavoláme tlumočníka.	Česky 🚱
55	Danish Peg på dit sprog. En tolk vil blive tilkaldt.	Dansk 📆
56	Dutch Wijs uw taal aan. Wij zullen u een tolk geven.	Nederlands 🐒
77	Estonian Näidake oma emakeelele. Me muretseme teile tõlgi.	Eesti Keel 🐒
52	Finnish Osoittakaa teidän kielenne. Tulkki kutsutaan auttamaan tei	Suomi 😭
SH	French Montrez-nous quelle langue vo Nous vous fournirons un/e inte	
57	German Zeigen Sie auf Ihre Sprache. Wir rufen einen Dolmetscher a	Deutsch 😭 n.
71	Greek Δείξτε ποιά γλώσσα μιλάτε κα θα κληθεί ένας διεφμηνέας.	Ελληνικά 🚱
65	Hungarian Válassza ki az ön által beszélt r	Magyar 😭

	Pao verour mingi i tuik.	
59	Italian Faccia vedere qual è la sua lir Un interprete sarà chiamato.	Italiano 😵 ngua
75	Lithuanian Parodyk tavo kalbamą kalbą. Vertėjas bus pakviestas.	Lietuvių Kalba 😵
68	Macedonian Posočete molim Vaš jezik. Ke vikame prevodilac Vas da o	Makedonski 餐 loide.
54	Norwegian Pek på ditt språk. En tolk vil bli tilkalt.	Norsk &
62	Polish Proszę wskazać na swój język Tłumacz zostanie poproszony	Polski ≨ ojczysty. do telefonu.
61	Portuguese Aponte seu idioma. Providenciaremos um intérpret	Português ∰. e.
66	Romanian Indicați limba pe care o vorbiți Veți fi pus in legătură cu un in	
78	Russian F Укажите, на каком языке Вы г Сейчас Вам вызовут переводчи	
148	Serbian Молим Вас, покажите нам Ваг Зваћемо тумача за Вас.	Српски € п језик.
64	Slovak Ukážte na vašu reč. Zavoláme tlmočníka.	Slovensky 🐒
60	Spanish Señale su idioma. Se llamará a un intérprete.	Español 🐒
5.5	Swedish Peka ut Ert språk. En tolk kommer att tillkallas.	Svenska 😭
76	Ukrainian Укр. Покажіть, якою мовою ви гово Зараз викличуть вам переклада	аїнська Мова 😪 рите. 14а.
135	Yiddish	ייריש? קבּ

133 Icelandic

Icelandic Bentu á þitt tungumál. Það verður hringt í túlk.	Islenska 😭
Italian Faccia vedere qual è la sua l Un interprete sarà chiamato.	Italiano 😭 ingua.
Lithuanian Parodyk tavo kalbamą kalbą. Vertėjas bus pakviestas.	Lietuvių Kalba 😭
Macedonian Posočete molim Vaš jezik. Ke vikame prevodilac Vas da	Makedonski 😭 doide.
Norwegian Pek på ditt språk. En tolk vil bli tilkalt.	Norsk 😭
Polish Proszę wskazać na swój język Tłumacz zostanie poproszony	Polski 😭 ojczysty. do telefonu.
Portuguese Aponte seu idioma. Providenciaremos um intérpre	Português 😭
Romanian Indicați limba pe care o vorbi Veți fi pus in legătură cu un i	
Russian Укажите, на каком языке Вы Сейчас Вам вызовут переводч	
Serbian Молим Вас, покажите нам Ва Зваћемо тумача за Вас.	Српски ЖЛ нш језик.
Slovak Ukážte na vašu reč. Zavoláme tlmočníka.	Slovensky 😭
Spanish Señale su idioma. Se ilamará a un intérprete.	Español 😭
Swedish Peka ut Ert språk. En tolk kommer att tillkallas.	Svenska 🐒
Ukrainian Ук Покажіть, якою мовою ви гов Зараз викличуть вам переклад	раїнська Мова 🖘 орите. 1244.
Yiddish זט אָן אױף אײַער שפּראַך. װעט אַנקלינגען אַן איבערזעצער.	יודיש 🖘

Íslenska 🖘

Pacific Islands			
120	Aklan Ituro mo ro atong hambae. Magtawag kami et mag-interprete.	Aklanon 😭	
127	Fijian Dusia na nomu vosa. Ena qai kacivi edua mi vakavaka o	Kaiviti %∏ lewa.	
113	Ilocano	Ilokano 🖘	

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Toishanese எய்க்

Ilokano 😪 Itudom iti saom. Umayab kam iti interprete 50 Indonesian Bahasa Indonesia 🐒

Tunjukkan bahasamu. Jurubahasa akan disediakan.

51 **Malay** Bahasa Malaysia **11** Tunjukkan yang mana bahasa anda. Seorang jurubahasa akan diberitahu.

126 **Samoan** Gagana Samoa Tusi lou 'a'ao i lau gagana. O le a vala'auina se tasi e fa'amatala 'upu mo 'oe.

117 **Tagalog**Pakituro mo nga ang iyong wika.
Magpapatawag ako ng interprete. Tagalog 🖘

128 **Tongan** Tuhu kihe lea 'oku ke lea 'aki. 'E fetu'utaki kihe fakatonulea. Tonga 🖘

Iorth America, South America, and Caribbean

58	French	Français 🙊
	Montrez-nous quelle langue vous	parlez.
	Nous vous fournirons un/e interp	rète.

129 Haitian Creole Kreyòl Ayisyen 🐒 Montre lang ou-a. Yap voye chèche yon entèprèt.

144 **Navajo** Saad béé honisinígíí níla' bee bik'idiilnííh. Ata' halne'é la' nábich;' hodoonih.

Providenciaremos um intérprete. Português 🖘

Spanish Señale su idioma. Se llamará a un intérprete. Español 🐒





B

TF-3331 (Nov 09)

Language Identification Card

As a Language Line Services customer you have access to over-the-phone interpretation 24 hours a day, 7 days a week. Use this Language Identification Card in a face-to-face situation, to determine which language a person speaks. The Language ID Card lists the languages most frequently encountered in North America, grouped by the geographical region where they are commonly spoken.

 To use the Language ID Card efficiently, locate the geographical region where you believe the non-English speaker may be from. (Pacific Islands, Europe, etc.)

 Show the person the languages listed for that region. The message underneath each language says: "Point to your language. An Interpreter will be called."

Sample:

English Point to your language. An Interpreter will be called. English 🗐

· Refer to your Quick Reference Guide (QRG) to access an interpreter through Language Line Services. In most cases, an interpreter is

available within seconds.

If you are unable to identify the language, our representative will help you.

Please note Listing of languages within this card does not guarantee availability of interpreters in these languages line services interprets from English into more than 140 languages, only the most requested languages are listed here. This list is subject to change based upon demand.