

TRAINING



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.



- **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.



- **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**
 - Pros
 - Trained in law enforcement and procedures
 - No cost
 - Readily accessible – 24/7
 - Language skills have been tested
 - Available for future testimony
 - Cons
 - Availability subject to scheduling
 - Limitation of available languages
 - May have verbal but not written skills
- **Self-Identified Bilingual Interpreter**
 - 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



- 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
 - Pros
 - Readily accessible – 24/7 through Communications Section
 - Extensive directory of interpreters
 - No cost
 - Reliable
 - Extensive access to different dialects
 - 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
 - Pros
 - Time saver
 - Pre-established rapport
 - No cost
 - 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
 - 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

India, Pakistan, and Southwest Asia

84	Bengali আপনি কোন ভাষায় কথা বলেন - জানেন। আপনার প্রকার হলো কখনো অনুবাদক আনবেন।	বাংলা
85	Bhojpuri कहाँ से आपकी मूलभाषा है ? कहाँ से आपकी मूलभाषा है।	भोजपुरी
86	Gujarati તમારી માધ્યમ શ્રેણી શું છે. તમારો માતૃ ભાષા/ભાષા કયો/કયો છે.	ગુજરાતી
87	Hindi अपनी मूल भाषा क्या है ? आपके लिए प्रभाषित करना है।	हिन्दी
88	Malayalam നിങ്ങളുടെ മാതൃഭാഷാ ഏതാണ്? നിങ്ങളുടെ മാതൃഭാഷാ ഏതാണ്?	മലയാളം
89	Nepali आपको भाषा विनासु होए। तपाईंको भाषा बोले जति बासोले छ।	नेपाली
90	Punjabi ਮੁਢਲੀ ਬੋਲੀ ਹਿਸਾਬੇ ਕਾਲ ਚਲੇ। ਤੁਹਾਡੇ ਵਾਸਤੇ ਪਿਸ਼ੀ ਬੋਲਕ ਵਾਲਾ ਸੁਝਾਇਆ ਜਾਏਗਾ।	ਪੰਜਾਬੀ
90	Sinhalese ඔබේ මවුබස කුමක්ද? ඔබට මවු බස කුමක්ද?	සිංහල
137	Tamil உமது மொழி என்ன? (உமது மொழி என்ன?) உமது மொழி என்ன? (உமது மொழி என்ன?)	தமிழ்
79	Urdu آپ کون سی زبان میں بات کرنا پسند کریں گی؟ آپ کی مملکت کون کون سے حصوں میں ہے؟	اُردو

Africa

27	Amharic የአገሪቱ ግድግዳ የአገሪቱ ግድግዳ	አማርኛ
90	Arabic أنت أي اللغة العربية وستأدي المترجم حالاً.	اللغة العربية
19	Bambara I bolo da i fakan kan. An benna kuma yelembabaga do wele.	Bamanankan
58	French Montrez-nous quelle langue vous parlez. Nous vous fournissons un/e interprète.	Français
42	Hausa Nima yarenka/yarenki. A a kira tafinã.	Hausa
59	Italian Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	Italiano
61	Portuguese Aponte seu idioma. Providenciaremos um intérprete.	Português
141	Portuguese Creole Ponta pa bu lingua. Un intrepeto ta ser chamado.	Cabo Verdiano
142	Somali Tilmaan afka aad ku hadasho. Tarjumaan ayaa la wacayaaye.	Afsomali
26	Swahili Onyesha lugha yako. Tutumwita mtu atakayekufasiria.	Kiswahili
28	Tigrinya ናብ ተናገርኩም ነኝ ተናገርኩም ነኝ	ትግርኛ
20	Wolof Wan nu sa lakk. Negal dinanu la wutal ab tekkikat.	Wolof
21	Yoruba Tòka sí èdè re. À ó pé ògbífọ̀ wà.	Yorùbá

Middle East

90	Arabic أنت أي اللغة العربية وستأدي المترجم حالاً.	اللغة العربية
72	Armenian Որն էլի լեզունը որ խոսվո՞ւմ է? Որն էլի լեզունը որ խոսվո՞ւմ է?	Հայերեն
139	Assyrian ܩܘܪܝܢܐ ܕܥܘܪܝܢܐ ܩܘܪܝܢܐ ܕܥܘܪܝܢܐ	ܥܘܪܝܢܐ
111	Dari شما بکدام زبان گویش میکنید؟ ما یک مترجم میباریم.	دري
107	Farsi برای من صحبت میکنید نشان دهید. ما یک مترجم میباریم.	فارسی
106	Hebrew הצבע על השפה שלך נקרא למחרת מיד.	עברית
140	Kurdish زماى عۆت ده نیشانیان بکه نۆرهمابێکت بۆ باسگ ده کینه سه ده نه فون.	کوردی
110	Pashto خپله ژبه وېښه. زړه ترجمان د سره خبرې وکړي.	پښتو
112	Turkish Kendi anadilinizi gösterin. Size bir tercüman çağırıyoruz.	Türkçe

Asia

	China 请指認您的語言 以便為您請翻譯	請指認您的語言 以便為您請翻譯
31	Cantonese 廣東話	广东話
38	Chaochow 潮州話	潮州話
52	Fukienese 福建話	福建話
35	Mandarin 國語	國語
37	Shanghai 上海話	上海話
34	Taiwanese 台灣話	台灣話
36	Toishanese 台山話	台山話

Asia

42	Burmese ဤဘာသာစကားကို အဘယ်ဘာသာစကား အဖြစ် ခန့်မှန်းပါ။	မြန်မာစကား
48	Cambodian សូមប្រាប់ពីភាសា ដែលអ្នកនិយាយ។	ភាសាខ្មែរ
46	Hmong Thov tau tes rau koj yam lus. Peb yuav hu ib tug neeg txhais lus rau koj.	Hmoob
50	Indonesian Tunjukkan bahasamu. Jurubahasa akan disediakan.	Bahasa Indonesia
40	Japanese あなたの話す言葉を指さしてください。 通訳を呼びます。	日本語
41	Korean 당신이 쓰는 말을 지적하세요. 통역사를 불러 드리겠습니다.	한국말
45	Laotian ສូມອະທິບາຍສຳລັບ ພາສາທີ່ທ່ານກຳລັງ ນິຍາຍ.	ພາສາລາວ
51	Malay Tunjukkan yang mana bahasa anda. Seorang jurubahasa akan diberitahu.	Bahasa Malaysia
45	Mien Nuqy meih nyei waac mbuox yie luuz. yie heuc faan waac mienh bun meih oc.	Mienh
17	Thai กรุณาบอกภาษา ที่คุณกำลังพูด หรือเขียน.	ภาษาไทย
49	Vietnamese Chỉ rõ tiếng bạn nói. Sẽ có một thông dịch viên nói chuyện với bạn ngay.	Tiếng Việt

Europe

70	Albanian Tregoni me gisht gjubën që flitni. Do të gjejmë një përkthyes për ju.	Shqip
72	Armenian Որն էլի լեզունը որ խոսվո՞ւմ է? Որն էլի լեզունը որ խոսվո՞ւմ է?	Հայերեն
146	Basque Zeure izkuntza atzamarragaz erakutzi. Euzkerazil bateri deituko deutsagu.	Euzkera
69	Bulgarian Покажете Ваши език. Ние ще извикаме преводач за Вас.	Български език
152	Catalan Assenyali amb el dit el seu idioma. Es trucarà a un intèrpret.	Català
67	Croatian Molim Vas, pokažite nam Vaš jezik. Zvat ćemo tumača za Vas.	Hrvatski
65	Czech Ukažte, který je váš jazyk. Zavoláme tlumočnicka.	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 mütsitame teile tõlgi.	Eesti Keel
52	Finnish Osoittakaa teidän kielenne. Tulkki kutsutaan auttamaan teitä.	Suomi
58	French Montrez-nous quelle langue vous parlez. Nous vous fournissons un/e interprète.	Français
67	German Zeigen Sie auf Ihre Sprache. Wir rufen einen Dolmetscher an.	Deutsch
71	Greek Δείξτε ποιά γλώσσα μιλάτε και θα κληθεί ένας διερμηνεύς.	Ελληνικό
65	Hungarian Válassza ki az ön által beszélt nyelvet. Kapszolguk a tolmácsot.	Magyar

Europe

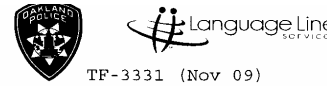
135	Icelandic Bentu á þitt tungumál. Það verður hringt í túlk.	Íslenska
59	Italian Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	Italiano
75	Lithuanian Parodyk tavo kalbamą kalbą. Vėrtėjas bus pakviestas.	Lietuvių Kalba
68	Macedonian Posočete molim Vaš jezik. Ke vikame prevodilac Vas da doide.	Makedonski
54	Norwegian Pek på ditt språk. En tolk vil bli tilkalt.	Norsk
62	Polish Proszę wskazać na swój język ojczysty. Tłumacz zostanie poproszony do telefonu.	Polski
61	Portuguese Aponte seu idioma. Providenciaremos um intérprete.	Português
66	Romanian Indicați limba pe care o vorbiți. Veți fi pus în legătură cu un interpret.	Românește
78	Russian Укажите, на каком языке Вы говорите. Сейчас Вам вызовут переводчика.	Русский Язык
148	Serbian Molim Vas, pokažite nam Vaš jezik. Zažamo tumača za Vas.	Српски
64	Slovak Ukažte na vašu reč. Zavoláme tlmočníka.	Slovensky
60	Spanish Señale su idioma. Se llamará a un intérprete.	Español
53	Swedish Peka ut Ett språk. En tolk kommer att tillkallas.	Svenska
76	Ukrainian Покажіть, якою мовою ви говорите. Зараз викличуть вам перекладача.	Українська Мова
135	Yiddish וויזט אן אױף אײער שפראך. מע וועט אנקלינגען אן אײבערװעצער.	ידיש

Pacific Islands

120	Akalan Ituro mo ro atong hambae. Magtagaw kami et mag-interprete.	Akalanon
127	Fijian Dusia na nomu vosa. Ena qai kacivi edua mi vakavaka dewa.	Kaiviti
113	Ilokan Iudom iti saom. Umayab kam iti interprete.	Ilokano
50	Indonesian Tunjukkan bahasamu. Jurubahasa akan disediakan.	Bahasa Indonesia
51	Malay Tunjukkan yang mana bahasa anda. Seorang jurubahasa akan diberitahu.	Bahasa Malaysia
128	Samoa Tusi lou 'a'ao i lau gagana. O le a vala'auina se tasi e fa'amatala 'upu mo 'oe.	Gagana Samoa
117	Tagalog Pakituro mo nga ang iyong wika. Magpapatagaw ako ng interprete.	Tagalog
128	Tongan Tuhu kihe lea 'oku ke lea 'aki. 'E fetu'utaki kihe fakatonulea.	Tonga

North America, South America, and Caribbean

58	French Montrez-nous quelle langue vous parlez. Nous vous fournissons un/e interprète.	Français
129	Haitian Creole Montre lang ou-a. Yap voye cheche you entèprèt.	Kreyòl Ayisyen
144	Navajo Saad béé honisnigíí nílá' be' biki'idííniíh. Ata' balné' la' náá'kí'kí' lodoomííh.	Diné
61	Portuguese Aponte seu idioma. Providenciaremos um intérprete.	Português
60	Spanish Señale su idioma. Se llamará a un intérprete.	Español



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:
- (41) English Point to your language. An Interpreter will be called.
- 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. Language Line Services interpreters from English into more than 140 languages, only the most requested languages are listed here. This list is subject to change based upon demand.