

## **DEPARTMENT GENERAL ORDER 08-11**

OFFICE of the CHIEF OF POLICE  
AMENDS: None

DATE: November 6, 2008

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### **LANGUAGE INTERPRETATION SERVICES**

#### **I. PURPOSE.**

With the presence of large numbers of non-English speaking individuals in the nation, the need for language interpreters has grown exponentially. The procedural guidelines contained herein are intended to provide direction relative to in-house department use of a language interpreter.

#### **II. GENERAL INFORMATION.**

The Language Line service currently used by the department will be utilized for on-street language services only (Refer Directive 94-03 or SOP 401.01.00). In-house needs will be satisfied by the Global Village Language Center . Operating 24 X 7, 365 days per year, staffed with trained interpreters and linguists, the Global Village Language Center will provide department personnel with access to individuals who speak 50 or more languages. As such, when a department employee must communicate with a non-English speaking person within the police department, once supervisory or command approval has been obtained, they need only to dial a single phone number to obtain needed assistance.

Informational cards relative to the interpretation services and contact number provided by the Global Village Language Center have been issued to all operational personnel. These should be retained as a ready reference source.

#### **III. PROCEDURES.**

##### **A. Contacting the Service**

When a member of this department has a non-English speaking person that needs to be interviewed, interrogated, etc. within the confines of the police department, the below listed steps should be followed:

- 1). The employee will attempt to identify the language of the person they are dealing with.
- 2). The employee will contact the Global Village Language Center at 1-314-989-9112 and advise the service what language is needed. If the employee is unable to identify the language, they are to advise the service of that fact. The language center will then send an interpreter to this agency to identify the language and/or serve as a translator for this department.

#### B. Use of the Service

- 1). Employees are to speak slowly and distinctly to the interpreter so that there is no confusion as to the information sought.
- 2). Employees are to avoid the use of technical terms, slang or jargon, and speak in laymen's terms as much as possible.
- 3). Interpreters will relay officer's questions to the person of interest, and reply as if that person was speaking directly to the officer. It will then be up to the officer to record the answers for inclusion into an investigative report.
- 4). Interpreters have been instructed on legal issues and interviewing techniques, and will testify in court if required to do so.
- 5). ECDC has been provided with this information and will contact the center as required.

#### C. Payment for Service

The costs for Global Village interpretation services are set at a standard hourly rate. Following employment of an interpreter, the language center will issue an invoice to the department, at which time payment will be made.

BY ORDER OF:

THOMAS J. BYRNE  
Chief of Police

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