



Policy 1735

Subject

LANGUAGE ACCESS SERVICES FOR LIMITED ENGLISH PROFICIENT (LEP) PERSONS

Date Published

15 November 2017

Page

1 of 17

By Order of the Police Commissioner

POLICY

It is the policy of the Baltimore Police Department (BPD or Department) to take all reasonable steps necessary to ensure timely and meaningful access to law enforcement programs, services, and activities, regardless of national origin or primary language. When performing law enforcement functions, BPD members shall provide language assistance to limited English proficient (LEP) individuals whenever such assistance is requested or required. Such assistance shall be provided free of charge.

GENERAL

Title VI of the Civil Rights Act of 1964, Maryland Code, Article §10–1103 of 2002 and the Safe Streets Act of 1968 require recipients of Federal financial assistance to provide meaningful language access. More importantly, the BPD recognizes the importance of effective communication between its members and the diverse communities they serve.

Language barriers impede the effective delivery of law enforcement services in a variety of ways. Ineffective communication with LEP victims, witnesses, and suspects creates investigative and evidentiary challenges and prevents LEP individuals from fully understanding important rights, obligations, and services, and even jeopardizes safety.

PURPOSE

The purpose of this policy is to establish language access procedures for members to follow when encountering LEP individuals whose primary language is not English and who have a limited ability to read, write, speak, or understand English.

Be advised that communications with individuals who are deaf or hard of hearing are addressed in Policy 1103, *Communicating with Individuals Who Are Deaf and Hard of Hearing*.

DEFINITIONS

Exigent Circumstances — Emergency situations that require deviation from procedures, such as a threat to life, safety, or property; a fleeing suspect; or the potential loss or destruction of evidence.

Interpreting — The process of first fully understanding, analyzing, and processing a spoken or signed message and then faithfully rendering it into another spoken or signed language.

Limited English Proficiency (LEP) Person — An individual whose primary language is not English and who has a limited ability to read, write, speak, or understand English. LEP individuals may be competent in certain types of communication (e.g., speaking or understanding) but still be LEP for other forms of communication (e.g., reading or writing).

Language-Skilled Bilingual Member — A sworn or civilian member who is able to communicate in a language other than English but who has not been designated as qualified and proficient in a foreign language through the Department's formal qualification process.

Primary Language — The language in which an individual most effectively communicates. Members should note that many languages have regional variations (e.g., Puerto Rican vs. Honduran Spanish).

Professional Interpreter — A paid language professional, not a BPD member, who conveys a message produced in a *source language* into a *target language* in real time, and whose task is to convey every element of the message. This term can refer to a Telephone Interpreter or an On-Site Professional Interpreter.

Qualified Bilingual Member (QBM) — A sworn or civilian member who has been tested, trained and designated as qualified to provide language assistance. Independent entities provide proficiency testing in the member's identified foreign language and training through a formal procedure established by the Department's Strategic Services Bureau.

Sight Translation — The oral translation of a written text, i.e., the process of rendering written content in the *source language* into the *target language* in oral form in real time.

Translation — The process of rendering source language content into target language content into an accurate written form.

PROCEDURES FOR PROVIDING INTERPRETERS AND OTHER LANGUAGE ASSISTANCE

1. The Department will make every reasonable effort to provide meaningful and timely assistance to LEP individuals through a variety of available tools and methods, including language identification cards, translated forms and documents, and language interpreting. Language access will be provided to LEP individuals at no cost.
2. Members should generally follow the procedures described below in all encounters with LEP individuals, absent exigent circumstances. Although members have a variety of resources available, which resources may be needed for effective communication will depend on the circumstances, including the nature, importance, and duration of the communication at issue. To the extent exigent circumstances require a member to deviate from the procedures outlined below, members shall use the most reliable interpreter available on a temporary basis until the exigency has passed and then revert back to the procedures set forth in this policy.
3. When it is apparent in police-related matters that effective communication is not possible due to a language barrier, members shall take reasonable steps to provide language access in the LEP person's primary language.
 - 3.1. As a best practice, members should ask an individual in which language they prefer to communicate when speaking to the member.

- 3.2. The member shall not attempt to struggle through an encounter with an LEP person in English if it is clear that the individual cannot express themselves in English, or if he/she requests language assistance, unless presented with exigent circumstances.
4. Qualified interpreter services shall be available to members for the purpose of communicating with LEP individuals. Depending on the situation, members may access an interpreter by telephone or, alternatively, a contracted or qualified in-house interpreter (QBM) who can deliver interpreter services on site. Contact the Communications Section to determine if a QBM is available to respond to the scene or if a Telephone Interpreter or an On-Site Professional Interpreter needs to be called.

IDENTIFICATION OF PRIMARY LANGUAGE

1. Members should use the Language ID Card (see Appendix A) to aid in the identification of the primary language spoken by the LEP individual. The Language ID Card lists the foreign languages commonly encountered in the Baltimore area. For each of the languages listed, three sentences tell the LEP person to point to the LEP person's primary language and that an interpreter will be called to assist at no cost.
2. Language ID Cards are posted in all public reception areas of police buildings and can be accessed via Appendix A of this policy, and via a BPD-issued mobile phone (see Appendix B for assistance in locating the card on BPD-issued phones).
3. Members should show the Language ID Card to an LEP individual so that the LEP person may identify their primary language. If the LEP person is able to identify the primary language on the Language ID Card, the member shall then request the appropriate interpreter.
4. If the LEP person does not appear able to read or understand the Language ID Card, the member shall contact the department's telephone interpreter service to assist in identifying the LEP person's primary language.

USE OF QUALIFIED BILINGUAL MEMBERS (QBMs)

1. The Department maintains a corps of QBM interpreters who assist in providing language assistance to LEP individuals. These members have met oral proficiency standards established by the BPD and are qualified to serve as a Department-authorized interpreter in more complex communications.
 - 1.1. Members of the Command Staff (Captain or above for sworn members and Deputy Director or above for civilian members) cannot be designated as QBMs.
2. QBMs must demonstrate, through a formal procedure established by the Strategic Services Bureau, their competency to communicate in the foreign language. The Department also provides these members with training in interpreting techniques, roles, and ethics so that they understand and follow confidentiality and impartiality rules for interpreters.

- 2.1. Based on the scoring metrics provided by *Berlitz*, the vendor providing language testing, a score of B2 or higher (B2, C1 or C2) is considered proficient for the purposes of BPD's Qualified Bilingual Member criteria.
3. The Strategic Services Bureau shall establish a list of all QBMs and their contact information. The Language Access Program (LAP) Coordinator will maintain this list, update it whenever changes in certification are made, and share any updates with the Communications Section.
4. QBMs, when requested, may provide language interpreting between the requesting member and the LEP person. A QBM should not be expected to, nor should they agree to, take over a call or case from the requesting member.

NOTE: A primary officer remains the primary officer, whether or not a QBM assists in providing language assistance. The QBM's purpose is to provide language interpreting for the sake of facilitating communication between the primary officer and the LEP individual. Nevertheless, a QBM may need to break out of the role of interpreter if a safety or security risk arises.

5. To obtain the assistance of a QBM, members must:
 - 5.1. Make a request via Citywide for a Qualified Bilingual Member in a specified language;
 - 5.2. If no QBM responds, contact the Communications Section, which will query CAD for any active QBMs with that language and assist in connecting the requesting member to a QBM;
 - 5.3. If unsuccessful, Communications will refer to the list of QBMs and attempt to call relevant QBMs on the list.
 - 5.3.1. In the event a QBM is off-duty when called, the commander of the member requesting language assistance has the discretion to approve the QBM for overtime (or compensatory time, in the case of some civilian QBMs).
6. After responding to provide language assistance for a requesting member and LEP person, the QBM will provide prompt reporting to the Language Access Coordinator.

PROFESSIONAL INTERPRETER SERVICES

The BPD will provide Professional Interpreters in appropriate circumstances and/or when a QBM is not available to help facilitate communication with an LEP individual. Professional interpreters are available over the telephone, as well as on-site.

Telephone Interpreter Services

1. The Department has contracted with *Language Line Solutions* ("Language Line") to provide Professional Interpreter services by telephone in over 200 languages. Language Line interpreters are available to assist members by telephone on a 24/7 basis, 365 days a year.
2. Language Line interpreters may be used to communicate with an LEP individual. This communication may be at the scene of a crime or during a call for service. Language Line also

may be used to communicate with LEP persons who visit a district stationhouse or other police building. As a general rule, Language Line should be used for shorter and less complex communications or for emergency situations where immediate language access is necessary. The more lengthy, complex, and important the communication, having an on-site interpreter is preferable for effective communication. For example, where possible, members should not use Language Line to conduct formal witness and crime victim interviews or to interrogate a crime suspect. (See Appendix B, *Guide to Using Language Line*)

3. To access Language Line, members shall call **1-844-898-7554**.

NOTE: In case the above number does not work, the BPD's Language Line account can also be accessed by dialing **1-800-523-1786** and providing **Client ID 530787**.

- 3.1. Explain the situation to the operator (cell phone, 3-way call, speaker phone, etc.).
- 3.2. Advise the operator the language spoken by the LEP individual, if known.
- 3.3. Always speak in first person.
- 3.4. Talk directly to the LEP individual, not the interpreter.
- 3.5. Speak in one or two sentences and allow the Language Line operator enough time to interpret.
- 3.6. Be clear and concise and use your normal volume and pace.

On-Site Professional Interpreters

1. For more important, lengthy, and complex communications, including formal witness and crime victim interviews and suspect interrogations, members should use a QBM or an On-Site Professional Interpreter. When a QBM is unavailable, or when it is in the best interest of the Department and the integrity of an investigation, members may obtain assistance from an on-site Professional Interpreter provided by the BPD's approved vendor.
2. The assistance of an On-Site Professional Interpreter must be requested in writing, via an Administrative Report, Form 95, and approved by the member's commanding officer. If approved, the report must be forwarded to the LAP Coordinator for approval. If approved, the LAP Coordinator will then arrange for the services to be delivered by the BPD's vendor.

USE OF LANGUAGE-SKILLED BILINGUAL MEMBERS

1. Language-Skilled Bilingual Members include all sworn and civilian members who have the ability to communicate in a language other than English. The Department encourages employees who are not designated as qualified, but nonetheless possess language skills, to use their ability to speak a foreign language during the course of their work. This allows the Department to provide the public with a more timely and personalized response, while simultaneously reducing inconvenience to LEP persons.

2. A Language-Skilled Bilingual Member may communicate in the foreign language if the member reasonably believes that his/her level of language proficiency is sufficient to accurately communicate given the circumstances of the interaction. If at any time the member determines that the member's level of language proficiency is insufficient to properly communicate with the LEP person, a QBM or Professional Interpreter shall be requested.
3. Some factors Language-Skilled Bilingual Members should consider when determining whether to conduct police-work in the foreign language include whether or not the LEP person is in police custody, the potential severity of the outcome of the interaction, and the exigency of the situation. For example, a Language-Skilled Bilingual Member ordinarily should not conduct formal witness and crime victim interviews, nor should a Language-Skilled Bilingual Member conduct custodial interrogations.

ORDER OF PREFERENCE

Members shall provide contracted or qualified interpreter services to LEP persons they encounter in the following order of preference, unless deviations are required to respond to exigent circumstances.

1. Direct communication via a Qualified Bilingual Member – The preferred method of providing services to LEP persons is through the use of a QBM.
2. Telephone Interpreter – When a QBM is not available to provide interpreting services in person, members may access an interpreter by telephone using Language Line.
 - 2.1. A member may contact Language Line before attempting to request a QBM if the member requires assistance in determining the individual's immediate needs or to ensure the individual's safety.
3. On-Site Professional Interpreter – Depending on the nature, importance, and complexity of the communication (as well as the availability of other interpreter resources), an On-Site Professional Interpreter may be used with the approval of the member's commanding officer and the LAP Coordinator.

USE OF FRIENDS, FAMILY, AND BYSTANDERS

General

1. Asking friends, family, and bystanders to interpret can result in a breach of confidentiality, a conflict of interest, or inadequate interpreting. Therefore, absent exigent circumstances, members shall allow friends, family, and bystanders to interpret only in very informal, non-confrontational contexts and only to obtain basic information. It may be appropriate to use a bilingual member of the public to interpret, for example, if the use of such an interpreter will expedite the delivery of police services without adversely impacting the quality of the services provided. In making this determination, the member shall consider the following factors:
 - 1.1. Nature and importance of the police services being provided,
 - 1.2. Apparent linguistic capacity of the interpreter, and

- 1.3. Apparent impartiality of the interpreter.
2. During domestic violence encounters, it is prohibited to rely on a family member to interpret, unless exigency exists, because of potential partiality due to fear of arrest or other personal biases (see below regarding Reliance on Children).
 - 2.1. In exigent circumstances, family members may be temporarily asked to interpret in domestic situations only where safety might be compromised and if no feasible alternative exists. Once the situation is stabilized, a QBM or Professional Interpreter shall be used to verify the details of the domestic incident.

Exigent Circumstances

When exigent circumstances exist where waiting to obtain a QBM or Professional Interpreter could jeopardize safety or obstruct justice, members may use the most readily available resource for language assistance, whether a Telephone Interpreter, a bilingual friend or family member, or a bilingual bystander. Once the exigency has passed, the member shall seek assistance from a QBM or a Professional Interpreter.

EXAMPLE: A member may use the temporary assistance of a bilingual member of the public in order to secure a crime scene, to apprehend a crime suspect, or to render/obtain medical treatment for someone who is injured. Once the emergency has passed, the member shall seek assistance from a QBM or a Professional Interpreter to question the LEP individual(s) involved.

Reliance on Children

Members should avoid asking children to act as interpreters for any kind of police incident, including domestic violence, absent exigent circumstances. Children can be potential witnesses to the incident, particularly in domestic-related cases. Children may also lack the cognitive ability, vocabulary, or impartiality needed to interpret effectively.

Reliance on Suspect

The alleged offender in any type of incident, including domestic violence, *shall not* be used as an interpreter. Using an alleged offender to interpret may increase the risk of purposeful misinterpretation and give the individual control over the situation. Similarly, members shall avoid asking a family member or friend of the suspect as an interpreter.

FIELD CONTACTS, INTERVIEWS, AND INTERROGATIONS

1. Language-Skilled Bilingual Members may use their foreign language skills while engaged in daily field contacts, provided the member reasonably believes his/her language proficiency is sufficient to accurately communicate under the circumstances. If at any time a Language-Skilled Bilingual Member determines that his/her language proficiency is insufficient to complete the communication, a QBM or Professional Interpreter shall be requested.

2. If the circumstances surrounding an LEP individual's interaction with the police changes during a field contact so as to require formal witness, suspect, or crime victim interviews, the Language-Skilled Bilingual Member shall immediately request the assistance of a QBM or Professional Interpreter.

Formal Witness and Crime Victim Interviews

The accuracy of victim and witness statements is a priority in criminal investigations. Thus, to ensure effective communication and accuracy, a QBM or a Professional Interpreter shall be provided, free of charge, when taking formal statements or conducting a formal interview of an LEP witness or victim. When available, written forms will be provided to witnesses or victims in their primary language. If a form has not been translated into an LEP individual's primary language, or in the case of an LEP person's illiteracy, forms shall be read or Sight Translated to the LEP witness or victim in the LEP person's primary language by the QBM or Professional Interpreter. The name of the document and who provided Sight Translation shall be noted in the appropriate report.

Interrogations

1. Interrogations of suspects potentially involve statements with evidentiary value, upon which an individual may be impeached in court. As such, accuracy is a priority. Moreover, any failure to protect the rights of LEP individuals during arrest and interrogation presents risks to the integrity of the process. For these reasons, a QBM or a Professional Interpreter shall be used for any interrogation of an LEP suspect. The preferred method for interviewing an LEP suspect is direct communication through an on-site interpreter; Language Line may be used in situations where timely on-site interpreter services are not available.
2. The *Miranda* admonition and all other written forms shall be provided to the LEP suspect in the suspect's primary language when available. If the *Miranda* admonition or another written form has not been translated into the LEP individual's primary language, or if the LEP person is illiterate in the primary language, a QBM or a Professional Interpreter shall read or Sight Translate the form to the LEP individual in the primary language. The name of the document and who provided Sight Translation shall be noted in the appropriate report.

DOCUMENT TRANSLATION

The BPD uses an outside vendor for document translation, translating such vital documents as the *Miranda* Warning, the Waiver of Prompt Presentment, and other forms and important public information. The LAP Coordinator shall serve as the central conduit for document translation. Any requests for document translation must be made in writing via an Administrative Report, Form 95, and approved by the member's commanding officer. If approved at the command level, the report must be forwarded to the LAP Coordinator for approval. Upon approval, the LAP Coordinator will make arrangements to have the document(s) translated with an approved vendor.

INCIDENT REPORTS

Whenever an incident report is prepared regarding an incident involving an LEP individual, the report shall identify the primary language spoken by the LEP individual, the person who served as the

interpreter, the interpreter's contact information, and a detailed explanation of the manner in which interpreter services were provided.

NOTIFICATION OF AVAILABLE LEP SERVICES

1. Each division, unit, or office with direct public access (e.g., district station house, Internal Affairs Division, etc.) shall display signs in foreign languages that LEP services are available free of charge to LEP individuals. Signs shall be displayed at:
 - 1.1. Public entrances, and
 - 1.2. On the BPD's website.
2. Each division, unit, or office shall have online access to translated written forms and documents for LEP individuals. These documents are printable for use when addressing the needs of LEP individuals.
3. The commanding officers of all districts and units with direct public access shall ensure that the signage is posted and visible to the general public.
4. The LAP Coordinator, in conjunction with commanding officers of all districts and units, shall conduct outreach meetings with LEP populations where the entire agenda focuses on language assistance issues.

COMPLAINT PROCEDURES FOR LEP PERSONS

1. Any LEP individual who wishes to file a complaint with the BPD, including complaints about the provision of oral or written language assistance, may do so by calling the Internal Affairs Section (IAS) at (410) 396-2300, visiting any police facility, or e-mailing IAS at complaints@baltimorepolice.org. Language assistance will be made available to the LEP person during the complaint process.
2. IAS will provide written notice of the disposition of any complaint made by an LEP individual in the complainant's primary language. In the event formal disciplinary charges result from an LEP complaint, the BPD will ensure that an interpreter is available for any scheduled administrative hearing.
3. IAS will track all complaints made by an LEP person, including any complaints about the provision of oral or written language assistance.

TRAINING

1. The Director of the Police Training Academy (PTA) shall oversee the provision of periodic training on the BPD's Language Access procedures. Training shall be provided to all new recruits, as well as to members as part of in-service training and/or roll call at least every two years.

2. Training will include the following components:
 - 2.1. Legal obligation to provide meaningful access to programs, services, and benefits to LEP individuals;
 - 2.2. BPD's language access policies and procedures;
 - 2.3. How to identify LEP individuals and their language assistance needs;
 - 2.4. The role of foreign language interpreters and their ethical obligations;
 - 2.5. How to access language assistance, including on-site and telephone interpreters;
 - 2.6. When it is appropriate to use Language-Skilled Bilingual Members and when QBMs or Professional Interpreters shall be contacted;
 - 2.7. How to work with interpreters, including Language Line interpreters;
 - 2.8. Cultural diversity and language barriers in policing; and
 - 2.9. Documenting the provision of language assistance services.

LANGUAGE ACCESS PROGRAM (LAP) COORDINATOR

1. The Police Commissioner or designee shall appoint an LAP Coordinator for the BPD who will be responsible for developing and monitoring all aspects of the BPD's language access program and services. The LAP Coordinator will annually review:
 - 1.1. Pertinent demographic data, including the languages spoken by district as reported by the United States Census Bureau, and departmental interpreter utilization data to determine the changing needs of the community;
 - 1.2. Language access policies and procedures;
 - 1.3. Availability of all translated vital documents in publicly accessible police buildings;
 - 1.4. LEP signage in all publicly accessible police buildings;
 - 1.5. BPD's inventory of written materials to ensure that documents are translated in appropriate languages;
 - 1.6. Number of calls for service, contacts, and investigations involving LEP persons;
 - 1.7. Frequency of use of QBMs and Professional Interpreters (including Language Line interpreters), the nature of the call or contact, and the language requested;
 - 1.8. Annual cost of providing language access services to the community;
 - 1.9. Number of complaints concerning language access and any resolution reached; and

- 1.10. Number of complaints involving LEP complainants or LEP witnesses.
2. Based on this review, the LAP Coordinator will make appropriate updates and improvements to the BPD's language access policies and procedures. The LAP Coordinator shall also be responsible for:
 - 2.1. Monitoring compliance with this policy;
 - 2.2. Determining the number of languages in which to qualify members, and the number of members who will be qualified in a specific language;
 - 2.3. Establishing written qualifications for QBMs who serve as interpreters and develop a structured application and assessment process;
 - 2.4. Creating and maintaining a list of all QBMs and sharing it with the Communications Section and other units that may require the information;
 - 2.5. Promoting and organizing the testing process to qualify members as bilingual;
 - 2.6. Consulting with community-based organizations to identify and address language-access concerns;
 - 2.7. Working with the Community Collaboration Division to ensure appropriate attention is given to the needs of Baltimore's LEP communities;
 - 2.8. Conducting outreach meetings with LEP populations where the entire agenda focuses on language assistance issues.
 - 2.9. Developing new LEP policies, procedures, and initiatives to further improve the BPD's delivery of services to LEP communities;
 - 2.10. Updating the Department's website, as needed, with forms, reports, community outreach information, and other matters involving the LEP program;
 - 2.11. Identifying all language services that are available and educating BPD's workforce about such services (e.g., translated documents, online resources, certified bilingual staff, private contractors, community groups); and
 - 2.12. Preparing a bi-annual report for the Police Commissioner addressing the BPD's language access efforts and compliance with the Department's policy on language access services for LEP persons.

LANGUAGE QUALIFICATION PROCESS FOR BILINGUAL MEMBERS

1. The BPD shall have a formal language certification process for sworn and civilian members with self-identified foreign language abilities and an interest in serving the BPD as an interpreter. Candidates will be required to undergo an objective testing process by a qualified vendor selected by the BPD. Testing will be provided at no charge to the member.

2. To successfully become a QBM, a bilingual member must:
 - 2.1. Demonstrate proficiency and the ability to communicate information accurately in both English and the target language;
 - 2.2. Have knowledge in both English and the target language of any specialized terms and concepts relative to law enforcement work; and
 - 2.3. Understand and adhere to the role of an interpreter.
3. The BPD will provide QBMs with appropriate training, including periodic refresher training, at the BPD's expense. Members must also attend the initial in-person training in order to qualify as a QBM.
4. Qualifying members must complete Form 131, *Agreement to Provide Interpreting Services* (see Appendix D), in order to become a QBM.
5. QBMs will receive an annual financial incentive for use of their bilingual skills, provided funds are available.
6. The Department reserves the right to require that a previously designated QBM retake the language proficiency test.
7. The Department reserves the right to remove the title of QBM from a previously designated QBM for cause.

Director, Human Resources Section

1. Take reasonable steps to develop in-house language capacity by hiring personnel with specific language skills.
2. Consider members' foreign language skills and the needs of Baltimore's diverse communities and immigrant populations when assigning personnel to patrol districts.

Director, Police Training Academy

1. Coordinate training for QBMs and maintain training records for QBMs.
2. Coordinate training for new recruits and other members to present the Language Access Program and accompanying topics listed in the section above entitled, "Training."

Director, Fiscal Services Section

1. Ensure members who are QBMs receive an annual financial incentive, provided funds are available.
2. Assist the LAP Coordinator, as requested, to ensure contracts with vendors providing Professional Interpreting and Document Translation remain active and invoices are paid in a timely manner upon receipt.

Shift Commander, Communications Section

1. Maintain a current list of all QBMs.
2. Ensure dispatchers assign a QBM when language assistance is needed, as identified by a 911 operator or a primary officer.
3. Ensure dispatchers attempt to assign a QBM as the primary officer to calls for service requiring language assistance, when appropriate.

APPENDICES

- A. Language ID Card
- B. Finding Language ID Card on BPD-Issued Phone
- C. Language Line User's Guide
- D. Agreement To Provide Interpreting Services, Form 131

ASSOCIATED POLICIES

Policy 1103, *Communicating With Individuals Who Are Deaf and Hard of Hearing*

RESCISSION

Remove and destroy/recycle PCM 01-12, *Communicating with Limited English Proficient (LEP) Individuals*, dated 16 January 2012.

COMMUNICATION OF POLICY

This policy is effective on the date listed herein. Each employee is responsible for complying with the contents of this policy.

APPENDIX A

Language ID Card

LanguageLine
SolutionsSM

Interpretation Services Available

English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

Arabic عربي  أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجاناً.	Korean 한국어  귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
Burmese မြန်မာ  သင့်ဘာသာစကားကို ညွှန်ပြပါ။ စကားပြန် ဝေါဟာရပါမယ်။ သင့်အတွက် စကားပြန် အခမဲ့ ပေးပါမယ်။	Mandarin 國語  請指認您的語言， 以便為您提供免費的口譯服務。
Cantonese 廣東話  請指認您的語言， 以便為您提供免費的口譯服務。	Polish Polski  Proszę wskazać swój język i wezwiemy tłumacza. Usługa ta zapewniana jest bezpłatnie.
Farsi فارسی  زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.	Portuguese Português  Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
French Français  Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	Punjabi ਪੰਜਾਬੀ  ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਭਾਸ਼ੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਲਈ ਦੁਭਾਸ਼ੀਆ ਦੀ ਮੁਫਤ ਇੰਤਜ਼ਾਮ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।
Haitian Creole Kreyòl  Lonje dwèt ou sou lang ou pale a epi nap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.	Russian Русский  Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
Hindi हिंदी  अपनी भाषा को इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।	Somali Af-Soomaali  Farta ku fiqluqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.
Hmong Hmoob  Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.	Spanish Español  Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
Italian Italiano  Indicare la propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	Tagalog Tagalog  Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.
Japanese 日本語  あなたの話す言語を指してください。 無料で通訳サービスを提供します。	Vietnamese Tiếng Việt  Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

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Interpreting



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Translation

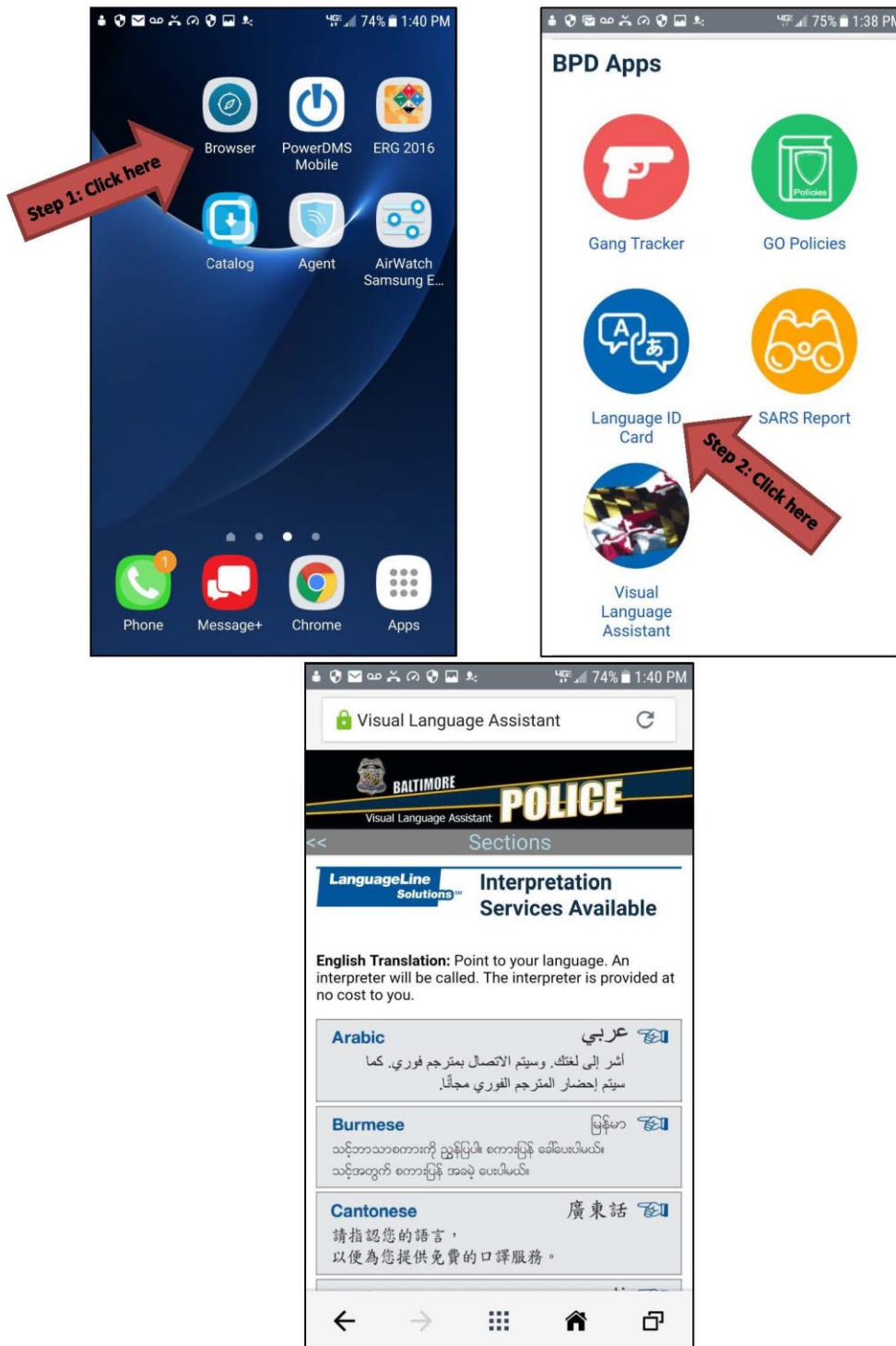


All content types including
documents, websites, training
materials, multimedia and apps.

Testing and Training



Utilize our expertise to help improve
interpreter and bilingual staff skill
development and language proficiency.

APPENDIX B**Finding Language ID Card on BPD-Issued Phone**

APPENDIX C**Language Line User's Guide****GUIDE TO USING LANGUAGE LINE****FREQUENTLY ASKED QUESTIONS**

The Baltimore Police Department recognizes the importance of effective communication between its members and the diverse community we serve. Language barriers can impede the effective delivery of law enforcement services, create investigative and evidentiary challenges, and even jeopardize safety. For these reasons, members shall provide language assistance to limited English proficient (LEP) individuals, at no charge, whenever such assistance is requested or required.

Although members have access to a variety of tools for working with LEP individuals, *Language Line Solutions* ("Language Line") provides immediate access to professional foreign language interpreters who can help facilitate communication. This Guide provides a brief overview of how Language Line works. For a more in-depth discussion of the Department's LEP procedures, refer to *Policy 1735, Language Access Services for Limited English Proficient (LEP) Persons*.

WHAT IS LANGUAGE LINE?

Language Line is an over-the-phone foreign language interpreter service that helps facilitate communication with individuals whose primary language is not English and who have a limited ability to read, write, speak, or understand English (e.g. limited English proficient or LEP individuals).

Language Line offers interpreter services in over 200 languages – 24 hours a day, 365 days a year.

WHEN SHOULD I USE LANGUAGE LINE?

Language Line may be used any time a member is having trouble communicating with an LEP individual. This may be at the scene of a crime or during a call for service. *Language Line* also may be used to communicate with citizens who visit a district stationhouse or other police building.

As a general rule, *Language Line* should be used for shorter and less-complex communications or for emergency situations where immediate language access is necessary. The more lengthy, complex and important the communication, having a Qualified Bilingual Member (QBM) or On-Site Professional Interpreter is preferable for effective communication. For example, where possible, members should not use *Language Line* to conduct formal witness and crime victim interviews or to interrogate a crime suspect. Refer to *Policy 1735* for information on how to request the services of a QBM or an On-Site Professional Interpreter.

HOW DO I USE LANGUAGE LINE?

- Call 1-800-523-1786 and enter Client ID # 530787.
- Select 1 to be connected to a Spanish interpreter; select 2 for all other languages.
- Explain the situation to the *Language Line* operator (i.e., cell phone, 3-way call, speaker phone, etc.).
- Always speak in first person.
- Speak in one or two sentences and allow the *Language Line* operator enough time to interpret.
- Do not have side conversations with the interpreter.

HOW CAN I TELL WHAT LANGUAGE THE PERSON SPEAKS?

To identify the type of foreign language interpreter needed, refer to the Language ID Card. The Language ID Card lists the most commonly encountered languages in Baltimore. For each of the languages listed, three sentences tell the person to point to his or her language and that an interpreter will be called to assist at no cost. A Language ID Card can be found on any BPD-issued mobile phone or in any publicly accessible Department building.

Using the Language ID Card lets the person know that help is on the way, and it lets you know exactly what language to ask for when calling *Language Line*. If you cannot determine the person's language using the Language ID Card, ask a *Language Line* representative to assist you.

HOW DO I COMMUNICATE USING THE INTERPRETER?

Be courteous and patient. Speak directly to (and maintain eye contact with) the LEP individual, not the interpreter. You should be clear and concise and use your normal volume and pace. Avoid interrupting the interpretation, and give the interpreter time to relay information and questions. Avoid slang or jargon, group your thoughts, and speak in short sentences. You may have to repeat or clarify your statement.

Finally, attempt to verify that the LEP individual understood what you have said. Do not assume the person understands just because you have used an interpreter. When the call has ended, thank the interpreter for his or her efforts and hang up.

WHAT IF THE PERSON WANTS A FRIEND OR FAMILY MEMBER TO SPEAK FOR THEM?

The use of an informal interpreter – such as a family member, bystander, or friend – can create a conflict of interest and undermine the accuracy and reliability of the interpretation. For these reasons, you should avoid using them to interpret, unless waiting for the assistance of a qualified interpreter would jeopardize safety or obstruct justice.

APPENDIX D

Agreement to Provide Interpretation Services, Form 131



BALTIMORE POLICE DEPARTMENT

AGREEMENT TO PROVIDE
INTERPRETING SERVICES

FORM 131

MEMBER'S INFORMATION

Name:		
Sequence No:	EOD:	Rank:
Unit Assignment:		Telephone Number:

I, _____, a Qualified Bilingual Member (QBM) of the Baltimore Police Department (BPD), agree to provide interpreting services on an as-needed basis in accordance with the BPD's Policy 1735, *Language Access Services for Limited English Proficient (LEP) Persons*. When providing interpreting services, I agree to adhere to the ethical code of conduct that governs the profession, which was provided to me during the BPD interpreter training. In addition, as an interpreter, I agree to comply with the following ethical standards:

1. To convey the meaning of the communication between the parties fully, faithfully, accurately, and impartially;
2. To hold strictly in confidence any privileged and/or confidential information obtained in the course of providing interpreting services, unless required to disclose the information by law;
3. To treat all parties involved in the interpreting process with respect and maintain professional detachment and objectivity;
4. To disclose to the BPD Language Access Program (LAP) Coordinator any conflict of interest or other matter that may compromise my impartiality and neutrality;
5. To remain unbiased throughout the communication exchange; and
6. To maintain clear boundaries between the task as a facilitator of communication and any tasks that may be undertaken by other parties involved in the communication exchange (e.g., not independently posing questions during an interview that do not originate with the interrogator).

Print Name:	
Signature:	Date: