



# Colorado Springs Police Department

## Standard Operating Procedure

### DL-200-05 Español Service Program (ESP)

#### Section 200 – Community Collaboration

Effective Date: 11/22/2021

Supersedes Date: 7/1/2013

---

#### **.01 Purpose**

The purpose of this directive is to provide guidelines how the Español Service Program (ESP) may assist sworn and non-sworn members of the Colorado Springs Police Department (CSPD) with Spanish language translations.

#### **.02 Cross Reference**

[DL-305-01 Persons with Limited English Proficiency](#)

[CAPS-20 Español Service Program \(ESP\)](#)

[DL-220-01 Ride-Along Program](#)

#### **.03 Definitions**

*This space intentionally left blank.*

#### **.04 Procedure**

The ESP consists of bilingual (Spanish/English-speaking) citizens who volunteer their time, through the Community Advancing Public Safety (CAPS) Volunteer Office, to assist with the department's Spanish interpretation needs.

Those selected for the program have completed a training program to educate them as to their responsibilities as CAPS volunteers. In addition, each volunteer is required to participate in the ride-a-long program and to sit with dispatch for two to four hours to familiarize themselves with police department operations.

They will assist Investigations Division detectives and other CSPD personnel with Spanish interpretations in accordance with the following call-out procedures.

## **Translation Services**

Detectives/officers have discretion in the manner in which the ESP volunteer will assist. The ESP volunteer can translate via the phone in the same manner in which officers currently utilize the AT&T language line, the volunteer can report to the Police Operations Center (POC) to sit in an interview with the detective, or the officer can request that the volunteer respond to their location. If the volunteer responds outside the POC they may ride with the officer or detective to that location, they may utilize the designated ESP vehicle or they may use their personal vehicle.

The following are examples of appropriate use of the ESP volunteers:

- Any traffic stops (including DUI) involving a Spanish-speaking citizen in which an interpreter is needed.
- Misdemeanor or serious felony arrests of Spanish-speaking citizens in which an interpreter will facilitate the investigation of the crime.
- Investigations involving a Spanish-speaking citizen who is the victim, witness, or suspect in a crime.
- For situations in which Spanish-speaking citizens are in need of police assistance in the form of information, civil disputes, or referrals.

## **Qualifications**

The CSPD does NOT require that the ESP volunteers obtain any special formal certifications in order to assist personnel.

## **Call-Out Procedure**

ESP volunteers can be utilized anytime a situation dictates the need for a Spanish translator. To call out an ESP volunteer, many detectives in the Investigations Division will call the ESP volunteers directly. Additionally, they can notify the Communications Center and/or the CSPD Volunteer Coordinator and they will call the ESP volunteer.

## **Method of Contact**

ESP volunteers may give their personal cell phone numbers to detectives, police personnel, and police officers.

## **Contacts Prohibited**

ESP volunteers are prohibited from giving their personal cell phone numbers out to the general public. If a citizen is requesting help and wants a number to call; ESP volunteers may refer them to the appropriate unit (e.g., Victim Advocacy Unit, Chaplaincy Core Unit, etc.)

## **Documentation Completed by ESP**

ESP volunteers will not write down anything or take any notes as they are interpreting. ESP volunteers may be identified in case reports and subject to court subpoenas. If subpoenaed, ESP volunteers understand they must appear in court (unless they are excused by the court).

## **Miranda Advisement**

All ESP volunteers have been provided with a Miranda Warning Card written in Spanish. ESP volunteers will keep this card in their possession while on duty as a member of the program. When an interpreter is used to issue the Miranda warning, this card should be used.

## **Requesting Officer's Responsibilities**

### *Documentation*

The requesting officer is responsible for all documentation of any incident in which ESP volunteers are involved. The volunteer is only there to interpret. The officer should obtain the volunteer's name for their report or summons.

### *Volunteer Safety*

Officers should be mindful of the safety of the ESP volunteers. Many of the volunteers will not be as familiar with the city as our personnel and specific directions to the officer's location should be provided to assure the volunteer's timely arrival. Officers may need to meet the volunteers in parking areas in order to escort them into the scene when the location may be potentially hazardous to their welfare.

## **Attachment**

[Sample Card - Spanish Miranda Warning](#)