

A. PURPOSE. To outline the use of foreign language translators by employees

B. TRANSLATION SERVICES are to be utilized:

1. When a foreign language barrier impairs communication.
2. When translation of the language of a citizen is necessary to prevent a response delay to a possible need for the services of this Department.
3. To assist in arrest or investigation activities.

C. SELECTION AND USE OF TRANSLATORS. Translation services are to be solicited in the following order:

1. When the apparent language of the citizen can be identified, the following methods are to be used for obtaining translation services:
  - a. On-duty bilingual employees of this Department, providing that
    - (1) Such employees can provide accurate translation of the apparent language of the citizen within a timely manner determined by the priority of the need for translation.
    - (2) The translation can be accomplished without significant interference to the employee's assigned duties as determined by that employee's supervisor.
  - b. Contract local translation services, if approved by this Department for translation of the specific language of the citizen, and if within the published hours of operation of that translation service
2. If the language of the citizen cannot be identified or the other means of translation listed above are impractical (timeliness of translation, unavailability of a local appropriate translator, etc.), the multilingual translation services currently under city contract are to be utilized. The use of this service requires the citizen to be on a phone line or have access to a telephone.
  - a. This translation service is staffed twenty-four (24) hours a day, all days of the year, for quick identification and translation of a variety of languages by telephone.

- b. The use of the City contracted telephone translation service will require establishing a three-way telephone conversation.
- c. Except during unforeseen emergencies, the use of the City contracted telephone translation service will be restricted to employees of the Detective Unit, Communications Unit, Watch Commander's Office, and Information Desk. These employees will obtain permission to use the contracted service from their immediate supervisor.

#### D. TRANSLATION THROUGH TELEPHONE TRANSLATION SERVICES

Translation needs that are determined because of the receipt of a telephone call from a non-English speaking citizen will usually require a three-way telephone conversation with either a local translation service or the city's contracted multilingual telephone translation service.

- 1. A three-way telephone conversation will be established between the employee, the citizen, and the translation service. The Department employee will remain on the line to communicate with the caller through the translator.
- 2. When practical, the conversation will utilize one of the continuously recorded Department lines such as those available in the Watch Commander's Office, the Information Desk, and in the Communications Unit.
- 3. Related incident reports will include the name of the translation service utilized and will also note the identification of the language and the name of the translator as provided by the staff of the translation service.

#### E. TRANSLATION SERVICES on 9-1-1 LINES. If the need for translation services is determined during the handling of a 9-1-1 call, the additional procedure below will be followed to establish a three-way conversation with the appropriate translation service.

- 1. The 9-1-1 operator will quickly initiate the three-way conversation with the translation service without disconnecting the original caller by utilizing the Police 9-1-1 call director panel.
- 2. If it is determined during the translation that the call is an emergency request for fire service, the Fire dispatcher will be notified, but a four-way conversation (to include the Fire dispatcher) will not be attempted.