



# ACCESS TO FOREIGN LANGUAGE SPECIALIST

**INDEX CODE: 1612**  
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### **I. Departmental Interpreters**

A. The Police Department recognizes that without appropriate language capabilities, community interaction may be impossible in some cases. So that the department may serve all members of the community regardless of language barriers or hearing/speech disabilities, the department has identified members of the police department who have validated foreign language and sign language skills. TeleStaff can be used to identify Department members with foreign language and sign language specialties. A supervisor must approve interpreter call-outs if there is no interpreter on duty.

B. The Police Personnel Section will be responsible for the scheduling of testing for employees who voluntarily wish to be validated as proficient in a foreign language or sign language skills. Testing will be conducted by an approved Anne Arundel County vendor. Members who successfully complete testing to determine if they are proficient will be certified as an Anne Arundel County Police Department Interpreter. Only officers who have successfully completed their field training will be eligible for testing. Officers who successfully complete the certification process will be eligible for bilingual pay as designated in their union contract.

C. The Police Personnel Section will maintain an updated list of certified interpreters for the police department and provide that information to the TeleStaff coordinator.

D. A supervisor may authorize the use of a non-certified interpreter if there is no certified bilingual officer available and the LanguageLine (below) cannot satisfactorily meet the needs of the situation. These situations could include basic investigatory needs, traffic stops, or community contacts where face to face communication is imperative.

### **II. LanguageLine Solutions® InSight®**

#### **A. Purpose**

The department has installed the LanguageLine Solutions® InSight® application on departmentally issued cell phones to serve all members of the community regardless of language barriers or hearing/speech disabilities. The LanguageLine Solutions® InSight® application connects directly to experienced and professional interpreters to ensure accurate, meaning-for-meaning interpreting. The application has the top 36 spoken languages, including American Sign Language, available for audio-video interpreting (similar to Facetime or Skype). The application also has 240 audio only language interpretation capabilities available 24/7. The application should not take the place of a department interpreter if one is immediately available.

B. Use and Procedures

1. The use of the application will only be utilized for work related matters.
2. The application may be utilized on any incident requiring an interpreter.
3. For major/serious incidents, the application may be utilized to gather immediate information relating to the incident such as: What happened; Where; Suspect/Vehicle descriptions; Direction of travel; Witness identification; Medical assistance; etc. Departmental interpreters should be utilized to conduct detailed interviews of crime victims, witnesses, and suspects for major/serious incidents, as well as follow-up interviews and investigations.
4. A Language ID Card is furnished to members of our organization (IC1612 Appendix A). The Language ID Card lists the most commonly encountered languages in America grouped by regions of the world. To identify what language the person speaks, show them the card. There are two sentences in each language that instructs tell the person to point to his or her language and that an interpreter will be called.
5. Department members that do not have access to the LanguageLine Solutions® InSight® application can call **LanguageLine Solutions®** for telephone audio only interpretation (**Phone number listed in IC 1612 Appendix B**). When prompted, enter the Client ID number (**See Appendix B**). After selecting the correct language to be translated, the user will then be prompted to enter their four digit department ID number.
6. The use of LanguageLine® InSight® services will be documented in the police incident report or CAD notes if no report is written.

III. Communications Section – LanguageLine Solutions®

The Police Department's Communications Section has access to LanguageLine Solutions®.

Communications Section personnel will **call LanguageLine Solutions® (Phone number listed in IC 1612 Appendix B)** and, when prompted, enter the Anne Arundel County Police Department's Communication Section Client ID# (**See Appendix B**) to access the interpretation services. This Client ID number should only be used by Communications Personnel. After selecting the correct language to be translated, the user will then be prompted to enter their four digit department ID number.

The use of this service will be documented in the CAD notes.

IV. **PROPONENT UNIT:** Technical Services Division

V. **CANCELLATION:** This directive cancels Index Code 1612, dated **03-17-21**.