

**ORLANDO POLICE DEPARTMENT POLICY AND PROCEDURE  
1139.1, LIMITED ENGLISH PROFICIENCY (LEP)**

EFFECTIVE:	08/17/12
RESCINDS:	1139.0
DISTRIBUTION:	ALL EMPLOYEES
REVIEW RESPONSIBILITY:	COMMUNICATIONS DIVISION MANAGER
ACCREDITATION CHAPTERS:	2
CHIEF OF POLICE:	JOHN W. MINA

CONTENTS:

1. COMMUNICATIONS DIVISION RESPONSIBILITIES
2. ACCESSING INTERPRETATION SERVICES
3. CRIMINAL INVESTIGATIONS DIVISION INTERVIEW AND INTERROGATIONS
4. FILING A COMPLAINT BY AN LEP INDIVIDUAL
5. TRAINING ON THE LANGUAGE ASSISTANCE POLICY
6. MONITORING AND UPDATING LANGUAGE ASSISTANCE EFFORTS

**PURPOSE:** The purpose of this policy is to establish effective guidelines, consistent with *Title VI of the Civil Rights Act of 1964* and the *Omnibus Crime Control and Safe Streets Act of 1968*, for agency personnel to follow when providing services to, or interacting with, individuals who have Limited English Proficiency (LEP).

**POLICY:** It is the policy of the Orlando Police Department to take reasonable steps to provide meaningful access to all individuals in any encounters with the Department regardless of their national origin or limited ability to speak, read, write, or understand English.

DEFINITIONS:

Limited English Proficiency (LEP) designates individuals whose primary language is not English and who have 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 purposes (e.g., reading or writing). Similarly, LEP designations are context-specific: an individual may possess sufficient English language skills to function in one setting, but these skills may be insufficient in other situations.

Primary Language means the language in which an individual is most effectively able to communicate.

Interpretation is the act of listening to a communication in one language and orally converting it into another language, while retaining the same meaning.

Translation is the replacement of written text from one language into an equivalent written text in another language. Translation also requires special knowledge and skills.

Bilingual is the ability to speak two languages fluently and communicate directly and accurately in both English and another language.

Direct Communication is monolingual communication in a language other than English between a qualified bilingual Department employee or representative and an LEP individual (e.g., Spanish to Spanish).

OPD Authorized Interpreter is a bilingual OPD employee or independent contractor who has been authorized to interpret for others in certain situations.

OPD Interpreter List is an accounting of OPD personnel and independent contractors who are bilingual and are authorized to act as an interpreter. The Communications Division will maintain the list of OPD interpreters.

PROCEDURES:

**1. COMMUNICATIONS DIVISION RESPONSIBILITIES**

1.1 COMMUNICATIONS DIVISION PROCEDURES FOR ACCESSING TRANSLATION SERVICE

The Orlando Police Department (OPD) Communications Division is committed to providing emergency translation/interpretation services to non-English-speaking citizens of Orlando. OPD will contract with a private translation/interpretation service that is available 24 hours a day, 7 days a week. The translation service will only be used by 911 operators who answer 911 emergency calls. Any interpreter or translation service used by any individual other than the contracted service provider is a violation of FS 365.171.

1.2 911 OPERATOR RESPONSIBILITIES

The 911 Operator should follow the current Communications Standard Operating Procedures for handling calls related to LEP callers.

1.3 LIST OF BILINGUAL EMPLOYEES

The Communications Division will maintain a current list of all bilingual employees. Contact information will be obtained from the AS400 System.

**2. ACCESSING INTERPRETATION SERVICES**

2.1 OPD PERSONNEL IN THE FIELD

OPD personnel in the field in need of interpretation services will attempt to identify an available on-duty bilingual employee who will assist with the call for service or self-initiated call. If no on-duty bilingual officer is immediately known to the officer, the officer will contact the Communications Division who will review the OPD interpreter list to identify a qualified interpreter.

2.2 USE OF FAMILIES, FRIENDS, OR BYSTANDERS AS INTERPRETERS

OPD personnel should only use family, friends, or bystanders for interpreting in very informal, non-confrontational contexts, and only to obtain basic information at the request of the LEP individual. Using family, friends, or bystanders to interpret could result in a breach of confidentiality, conflict of interest, or an inadequate interpretation. Barring exigent circumstances, OPD personnel should not use minor children to provide interpreter services.

**3. CRIMINAL INVESTIGATIONS DIVISION INTERVIEW AND INTERROGATIONS**

3.1 INTERVIEWS AND INTERROGATIONS

Criminal investigation interviews and interrogations potentially involve statements with evidentiary value. A failure to protect the rights of LEP individuals during arrests and interviews and interrogations presents risks to the integrity of the investigation. All interviews and interrogations shall be conducted by sworn personnel in the primary language of the person being interviewed. If the investigating detective does not speak the same primary language as the interviewee, the detective will contact a bilingual sworn member to either interview or interrogate the individual or to translate the detective's questions and the individual's answers.

3.2 MIRANDA WARNINGS AND OTHER WRITTEN MATERIALS

Miranda warnings, and all other written materials, will be available to the suspect or witness in his or her primary language. In the case of a language into which forms have not been translated and in the case of illiteracy, Miranda warnings will be read by an officer who speaks the language of the suspect.

3.3 TRANSCRIPTION OF INTERVIEWS AND INTERROGATIONS

OPD will contract with a transcription company that is capable of transcribing interviews and interrogations in various languages. If an investigation or interrogation is conducted in a language other than English, and no OPD transcriber is available to transcribe in the language, the transcription will be sent out to the contracted transcription company.

## 4. FILING A COMPLAINT BY AN LEP INDIVIDUAL

### 4.1 FILING A COMPLAINT

Any LEP individual who wishes to file a complaint with OPD shall be provided with a translated Internal Affairs (IA) complaint form. The complaint will be assigned to an IA investigator who speaks the same primary language of the complainant and can translate the complaint, when possible. If no IA investigator can interpret or translate in the complainant's primary language, a detective from the Criminal Investigations Division (CID) will then be utilized for these purposes. If no CID detective is identified, the IA manager will then contact the Communications Division to access employees from the Interpreter List.

## 5. TRAINING ON THE LANGUAGE ASSISTANCE POLICY

### 5.1 TRAINING

The OPD will provide training to personnel reference OPD's LEP policies and procedures. The OPD shall conduct such training for new recruits during the Field Training Officer program. All current employees will be required to read and sign off on this policy.

## 6. MONITORING AND UPDATING LANGUAGE ASSISTANCE EFFORTS

### 6.1 ROLES AND RESPONSIBILITIES

LEP Coordinator: The Chief of Police will assign a current employee as the LEP Coordinator. The LEP Coordinator is responsible for coordinating and implementing all aspects of the OPD's services to LEP individuals.

Community Review: The LEP Coordinator shall assess demographic data, review contracted language services utilization data, and ensure that the most common citizen languages are represented in the published documents.

Documents: The LEP Coordinator will be responsible for annually reviewing all new documents issued by the OPD to assess whether they should be considered vital documents and be translated.

Domestic Violence Brochures: The Assault and Battery Unit Supervisor ensures that all Domestic Violence brochures are up to date and are in full supply for dissemination. The Assault and Battery Unit Supervisor ensures that domestic violence signage/posters are posted in visitor areas and include information for the Domestic Violence Hotline.