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LANGUAGE LINE
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PURPOSE: The purpose of this policy is to establish guidelines for using the interpreter services of the Language Line service.

POLICY: It is the policy of the Albany Police Department to overcome language barriers and ensure effective communications with the public.

DEFINITIONS: **Answer Point** – Answer point is the initial telephone answering point at Language Line services responsible for call screening and account verification.

I. LANGUAGE LINE OVERVIEW

- A. Language Line service is a subscription service which permits a subscriber access to over 240 foreign languages on a 24-hour, 365-day basis.
- B. All usage is billed on a per-minute basis, only Patrol activities and investigations of an urgent nature justify use of the Language Line service.
- C. All interpretations by Language Line are considered confidential. No records of the communication are retained by the company except for billing details.
 - 1. If calls are placed on a department phone, they would still be recorded as per current directives and operations.

II. ACCESS TO LANGUAGE LINE SERVICE

- A. Personnel who need to contact the Language Line service may do so via direct telephone lines. It is possible to make a successful interpretation call from any single telephone handset, passing the handset back and forth as required.
- B. Calls to the Language Line are classified as either emergency or non-emergency. Separate telephone numbers are provided for each type of classification. Emergency calls are those originated on an urgent basis from a 911 or public safety communications center, or calls or contacts from an agency with a non-English speaking person who requests what may appear to be emergency assistance of an unknown nature. The Language Line telephone

numbers are:

1. Emergency calls: 1-800-523-1786
2. Non-emergency calls: 1-800-874-9426

C. Answer Point Procedures:

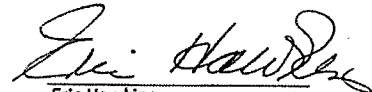
1. The Answer Point is responsible for establishing billing and user identification before connecting callers to an interpreter. The Answer Point will request a client number and personal code.
2. The client number and personal code are reference numbers that are used in order to establish the originating agency.
3. The client number and personal code are:
 - a. Client Identification Number: [REDACTED]
 - b. Personal Code: [REDACTED]

D. Informational cards are located at Communications, Center Station desk, South Station desk and Central booking with above information.

III. USING A LANGUAGE LINE INTERPRETER

- A.** Calls will be answered by the Answer Point and after confirming the language desired and informing the Answer Point of the client and personal code calls will then be connected with a language interpreter.
- B.** Language Line interpreters will answer with their unique, permanent interpreter identification number. This employee identification number should be noted for reference.
- C.** When first connected with the interpreter, the caller should:
1. Inform the interpreter the city and state from where they are calling;
 2. Brief the interpreter concerning the nature of the call in one or two sentences. If the nature of a call is unknown, the interpreter should be so informed; and
 3. Lead the interpreter with a specific line of questions (for non-emergency calls).
- D.** When directing the interpreter with questions for the non-English speaking individual, keep the questions:
1. Brief an to the point;
 2. Limited to two or three questions at a time; and
 3. Confined to a single subject.
- E.** Interpreter actions:
1. The interpreter will inform the caller if a conflict of interest prohibits the interpreter's involvement in the call and will transfer the call to another interpreter.

2. Tell the caller if the subject is using abusive or profane language. Interpreters are not obligated to continue to interpret calls that contain abusive or profane language, although most interpreters will do so for communications related to public safety.
- F. When the translation call is complete and ready to be terminated, personnel should state "end of call" to the Interpreter. The interpreter will repeat this statement, signifying the call has ended.



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