

KANSAS CITY, KANSAS POLICE

GENERAL ORDER

ORDER NUMBER: **80.07**
ISSUED DATE: 07/21/2017
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RESCINDS: 80.7 issued 08/26/2011

SUBJECT: Language Services

REFERENCE: CALEA Ch.1, Ch 2, Ch 55

CROSS REFERENCE:

I. PURPOSE

II. POLICE RELATED TRANSLATION SERVICES

III. LANGUAGE LINE FOR COMMUNICATIONS

IV. CERTIFIED BILINGUAL OFFICERS

I. PURPOSE

- A. To outline procedures for securing necessary translation services for police contacts with persons who do not speak English.
- B. To establish departmental policy governing the proper use of the language service.

II. POLICE RELATED TRANSLATION SERVICES

- A. When an officer or investigator encounters the need for translation services for a legitimate police interest (investigation, victim/witness statements, etc.), the officer may handle the situation in one of the following ways:

1. Department Certified Bilingual Officer
 - (a.) An on duty Bilingual Officer should be sought before one is paged out.

2. Approved "qualified interpreters" outlined in Appendix A, either by phone or in person.

- B. Under certain circumstances, it may be possible for a family member or interested person at the scene to assist in translating for the officer. This can be useful in completing initial offense reports and providing other information and assistance.

- C. At no time will a suspect be interrogated or give a formal statement, when their second language is English, without a "qualified interpreter" unless in a situation where safety is paramount and exigency exists to gain control of a situation. K.S.A. 75-4351(e).

1. Department certified bilingual Officers are not considered "qualified interpreters". The appropriate Language Service contacts can be located in Appendix A for these matters.

- a. The definition of "qualified interpreter" can be found in KSA 75-4553, (c), (1-4)

2. Refer to Appendix A for a list of interpreters and what languages are available for each.

- a. American Sign Language is also listed and available in the appendix.

- D. When an officer requires Language assistance with a non-English speaking person, through one of the approved Language services, the officer will contact their supervisor and obtain approval before making contact. If approved the supervisor will respond to the scene and

allow the officer to use a Department issued cell phone to place the call.

- E. When encountering a person who is deaf or hearing impaired the same rules of translation as described in section II will apply. Officers/Investigators should refer to General Order 40.13, Section VI, for direction and to appendix A for "qualified interpreters".

III. AT&T LANGUAGE LINE FOR COMMUNICATION

- A. Dispatchers have access to a feature called the AT&T Language Line. The Language Line Service provides the call center with access to interpreters who speak more than 140 languages. The service is available 24 hours a day 365 days a year.

- B. By using a toll free number, the dispatcher is connected to a skilled interpreter who is trained and experienced in handling law-enforcement situations as well as calls from 911 centers.

- C. When a non-English speaking person calls into 911 for example, the call taker can "add on" the Language Line number. An interpreter will come on the line and the call taker will be able to find out what the caller needs. A call taker can also use 3-way calling to add on the Language Line interpreter to the 913-596-3000 number.

- D. The AT&T Language Line service may be used only by dispatchers and 911 call takers.

IV. CERTIFIED BILINGUAL OFFICERS

- A. To qualify as an interpreter under Kansas law, a person must be able to "accurately repeat and translate a statement" of the non-English speaker. K.S.A. 4353(b).

- B. Certified bilingual officers shall operate under the language in MOU 28.7 and G.O. 80.06, XI Alphanumeric pagers. The Internal Affairs Commander will monitor the Certified Bilingual Program.

1. Bilingual Officer On-Call Calendar

- a. Officers are placed on the calendar based on seniority.

- b. Weekly rotations are Sunday at 0001 hours to Saturday at 2359 hours.

- c. The on-call officer will rotate to the bottom of the list at the end of their week.

- d. Officers may switch weeks and individual days with the expressed approval of the Chief of Police or his designee.

2. Officers will be issued a pager and will carry that pager at all times. When paged you shall immediately acknowledge the page through dispatch.

3. Officers will inform the Internal Affairs Commander when "off-call" and wish to be "off-pager".

- C. When the on-call officer is paged they will acknowledge the call, through dispatch, within 15 minutes. If there is no response to the page the supervisor will have dispatch page the Internal Affairs commander and re-

page the on-call officer. If, within one hour, the officer has not put themselves en route to the scene the supervisor will respond and use the Department issued phone to call the approved language line provider.