I. Introduction
A. Division personnel will occasionally encounter limited English proficient (LEP) individuals who require police services. The inability to effectively communicate due to a language barrier can be frustrating for both parties. During these encounters, Division personnel should remain calm, patient, and courteous, as ensuring maximum communication ability between the Division and all segments of the community serves the interest of both.
B. The purpose of this directive is to establish guidelines for Division personnel who provide services to or interact with LEP individuals, consistent with law.

II. Definitions
A. Bilingual
The ability to use two languages proficiently.
B. Interpretation
The act of listening to a communication and orally converting it into another language while retaining the same meaning.
C. Limited English Proficient (LEP)
A term describing individuals whose primary language is not English and who have a limited ability to read, write, speak, or understand English.
Note: LEP individuals may be competent in certain types of communication but limited in others (for example, competent in speaking and understanding, but limited in reading and writing).
D. Qualified Interpreter
An individual from a Division contracted vendor who is able to effectively interpret with LEP individuals and Division personnel.
E. Translation
The act of replacing written text with the equivalent written text in another language.

III. Policy Statements
A. Sworn personnel encountering LEP individuals shall make all reasonable attempts to provide equitable and appropriate police services as needed.
B. Sworn personnel conducting a criminal or critical witness interview or interrogation of a LEP individual shall use a qualified interpreter from the
Division-contracted vendor. Sworn personnel shall not use any individual as a qualified interpreter who has a conflict of interest with the investigation.

C. Sworn personnel may request an on-duty bilingual Division employee to:
1. Gather preliminary information in exigent circumstances, or
2. Provide assistance in situations not involving criminal or critical witness interviews or interrogations, (for example: take a report or mediate a dispute).

D. Sworn personnel should only use a family member, friend, or bystander to gather preliminary information in exigent circumstances.

IV. Procedures
A. Division Personnel
1. Attempt to establish communications and determine the need to contact a qualified interpreter or a bilingual Division employee.
2. When there is a need for a qualified interpreter:
   a. Attempt to determine for which language a qualified interpreter is needed. Use the Columbus Division of Police Interpreter Guide or an electronic translating application as appropriate.
   b. Contact ASIST Translation Services 614-451-2027 to request a qualified interpreter and provide the following:
      (1) Date and time
      (2) Location of the assignment
      (3) Name of the Division person in need of a qualified interpreter
      (4) Case number if available
   c. Contact a sworn supervisor if guidance is needed regarding interpreting services.
   d. When requesting a qualified interpreter and the need is at least two business days in advance, complete the ASIST Translation Services Interpreter Request Information Form and email it to interpreting@asistranslations.com.
   e. If an onsite qualified interpreter is not needed, Telephone Interpreting Services are also available by dialing 1-888-546-7745.
      (1) State the language needed
      (2) Use the access code of
      (3) State your name and the LEP individual's name
   f. When a qualified interpreter from the Division-contracted vendor is used, complete a Sign/Foreign Language Interpreter Use Report, form A-31.104, and forward it to the Fiscal Operations Unit.

Note: The qualified interpreter may present a verification form requiring a signature upon their arrival and/or departure.
g. For criminal investigations:
   (1) List qualified interpreters as witnesses
   (2) Collect written communications as evidence when appropriate
   (3) Video record all parties involved during the interpretation when possible

3. When there is a need for a bilingual Division employee
   a. Contact the Communications Bureau personnel and request an on-duty bilingual Division employee to respond, if available.
   b. Document the use of the bilingual Division employee within the CAD system and on all appropriate paperwork.

B. Division Supervisor
1. When contacted, determine the need to call in a qualified interpreter.
2. Ensure a Sign/Foreign Language Interpreter Use Report is completed as appropriate.