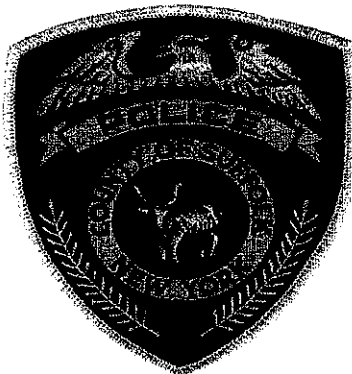


ATTACHMENT 11

SCPD LANGUAGE ACCESS PLAN AND POLICY

CHAPTER 26, SECTION 5 SCPD RULES AND PROCEDURES



Course Objectives

- Introduce the new SCPD Language Access Plan, policies and procedures
- Address 4 "How To" topics:
 - Explore "How To" *account for cultural diversity and language barriers in policing*
 - Discuss "How To" *identify non-English language and language assistance needs of an LEP individual during an in-person or telephone interaction*
 - Demonstrate "How To" *access SCPD-authorized, telephonic and in-person interpreters*
 - Explain "How To" *work with interpreters in the field and assess interpreter quality*
- Provide basic command terms and phrases in Spanish for officers

SCPD R&P Ch. 26 Sec. 5 VI D3

Why is Effective Communication so important?

- Communication is the key element to ALL relationships
- Dialogue builds trust
- Trust fosters cooperation
- Cooperation yields positive results

“How To”

account for cultural diversity and language
barriers in policing:

SCPD R&P Ch. 26 Sec. 5 VI D3d

Time for a change

Why now?

Changing demographics have resulted in the need for SCPD to provide services to a multicultural population that includes speakers of other languages.


SCPD R&P Ch. 26 Sec. 5 VI A1

Suffolk County Demographics

- White 85.2%
- Hispanic or Latino 18.2%
- Black or African American 8.3%
- Asian alone 4.0%
- Two or more Races 1.8%
- American Indian .6%
- Hawaiian & Pacific Islander .1%

SCPD R&P Ch. 26 Sec. 5 VI A1

Suffolk County 2000 vs. 2014

	<u>2000</u>	<u>2014</u>	<u>%</u> 
Hispanic-Latino	149,411	266,025	78%
Asian	34,711	57,112	64%
African-Amer.	98,553	123,243	25%

SCPD R&P Ch. 26 Sec. 5 VI A1

Suffolk County Police Department Mission Statement

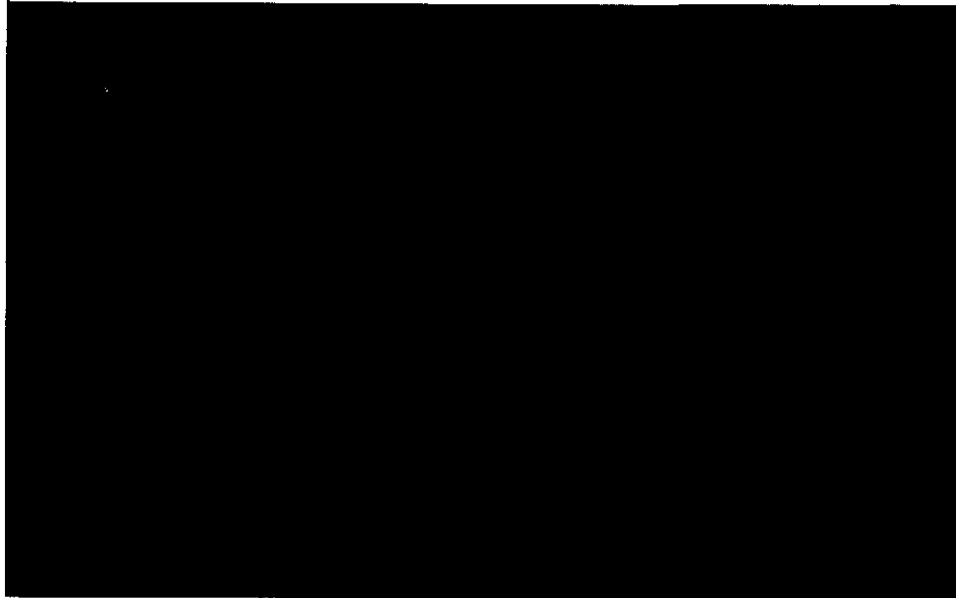
“The mission of the Suffolk County Police Department is to provide and maintain a safe environment for every person in Suffolk County regardless of that person’s residency or immigration status. If individuals believe that they cannot come forward to report a crime or that they cannot freely cooperate with law enforcement because of their immigration status, the mission of the Police Department and the safety of all residents are compromised...”

Rules & Procedures Chapter 1, Section 1



SCPD R&P Ch. 1 Sec.1

“Light in the Darkness”



Culture

Beliefs, values, habits, attitudes, patterns of thinking, behavior and everyday customs that have been passed on from generation to generation.

Culture is learned rather than inherited and is manifested in largely unconscious and subtle behavior.

SCPD R&P Ch. 26 Sec. 5 VI D3d

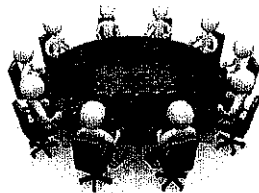
Social Distance

Social distance is the degree that a person remains apart from other members of different social groups.

SCPD R&P Ch. 26 Sec. 5 VI D3d

Group discussion

Choose a group speaker.
Complete the assigned group topic.
Present the group findings to class.



SCPD R&P Ch. 26 Sec. 5 VI D3d

Group #1

Create 2 lists, 1 titled "Community" and 1 titled "Department".

Identify the values each desires from the other in order to foster effective communication.

SCPD R&P Ch. 26 Sec. 5 VI D3d

Group #2

Describe the behavior that defines, for you, "respectful communication".

In your experience, does this behavior work with all cultural groups?

Explain your answer.

SCPD R&P Ch. 26 Sec. 5 VI D3d

Group #3

Identify at least 5 obstacles in cross-cultural communication when policing.

Provide examples.

SCPD R&P Ch. 26 Sec. 5 VI D3d

Group #4

How does social distance negatively impact policing?

Provide examples.

SCPD R&P Ch. 26 Sec. 5 VI D3d

Group #5

Identify at least 5 ways Members of the Department can work to close social distance within the diverse population of Suffolk County.

SCPD R&P Ch. 26 Sec. 5 VI D3d

Group #6

Create a list of the benefits of closing social distance and enhancing the relationship between the Department and the community.

SCPD R&P Ch. 26 Sec. 5 VI D3d

Suffolk County Police Department Language Access Plan

This plan sets forth the strategies to be implemented in an effort to ensure persons with Limited English Proficiency (LEP) have meaningful access to all Department services and programs.

***Limited English Proficiency (LEP)**- individuals whose primary language is not English and who have a limited ability to read, write, speak or understand English

SCPD R&P Ch. 26 Sec. 5 I & IIIK

It's Your Move...



SCPD R&P Ch. 26 Sec. 5 VI D3

What is the new LAP Policy?

- This Language Access Policy and Plan (LAP) will address the measures taken to ensure that ALL persons within Suffolk County have equal access to the same high level of police service.
- Department personnel shall provide all members of the public with equal access to police services and shall not discriminate based upon English proficiency, national origin, or immigration status.
- Department personnel shall provide FREE language assistance services to LEP individuals and shall inform members of the community the services are FREE of charge.
- Patrol Supervisors will be notified by Communication Section personnel of every Language Assistance call that is dispatched to a patrol unit.

SCPD R&P Ch. 26 Section 5 II

LAP Policy continued...

- Use of any of the Department's language assistance services shall not be deemed by any member of this Department as a basis for inquiring into any person's immigration status.
- This plan will be made available to the public in print at Department facilities which are open to the public, and shall be posted on the Department's website.
- It will also be distributed to community groups throughout Suffolk County as broadly and inclusively as possible.

SCPD R&P Ch. 26 Section 5 II

Laws pertaining to mandating Language Access as necessary:

- Title VI of the Civil Rights Act of 1964
- Executive Order 13166
- 2002 LEP Guidance for DOJ Recipients

SCPD R&P Ch. 26 Sec. 5 IVA

“How To”

identify non-English language and language assistance needs of an LEP individual during an in-person or telephone interaction:

SCPD R&P Ch. 26 Sec. 5 VI D3a



Languages Defined

Primary Language - the language in which an individual most effectively communicates

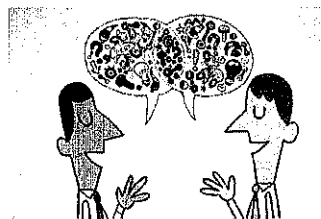
Source Language - the language of the original document or the principal speaker

Target Language - the language into which someone translates or interprets

SCPD R&P Ch. 26 Sec. 5 III LMN

Indicators for Language Assistance (In Person)

- Primarily using gestures
- Mixing English with another language
- Speaking in fragmented/incomplete sentences
- Repetition of same phrases
- Speaks native language in crisis
- CAD indicates LEP 911 call
 - How calls are designated "L"



SCPD R&P Ch. 26 Sec. 5 VI C2a3

Indicators for Language Assistance (Over Phone Line)

- Lose ability to use body language cues
- Mixing English with another Language
- Speaking in fragmented/incomplete sentences
- Repetition of same phrases
- Speaks native language in crisis



SCPD R&P Ch. 26 Sec. 5 VI D3a

How else can we communicate to identify a person's primary language?

- Hand gestures
- Body language
- Pen & Paper
- Use surroundings as props/tools/visible cues
- Bystanders

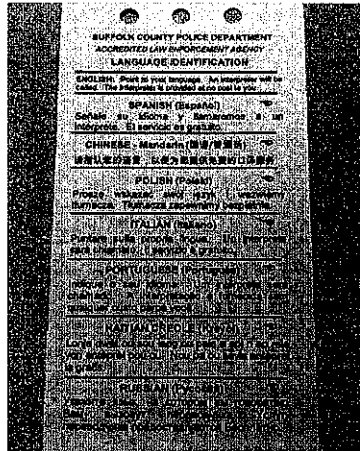


Gestures



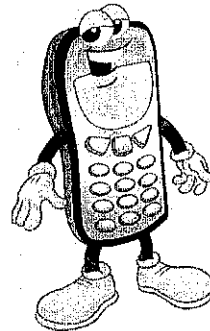
SCPD R&P Ch. 26 Sec. 5 VI D3a

Tools to Identify Language Needs



OR

Utilize
Language Line
Solutions



SCPD R&P Ch. 26 Sec. 5 VI D3a

Interpretation Service Available

English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

Arabic عربي آخر إلى لعلك. وسوف يتم جلب مترجم فوري لك. سيتم تأمين المترجم الفوري مجاناً.	Korean 한국어 귀하께서 사용하는 언어를 지적하시면 해당 언어 용역 서비스를 무료로 제공해 드립니다.
Armenian Հայերէն Ենթ անո՞ւս ո՞ր լեզուն քեզ օգնելու համար: Ձեր լեզունը կը անմատչեղ լինի:	Laotian ພາສາລາວ ສື່ນຊື່ພາສາທີ່ທ່ານໃຊ້, ພວກເຮົາຈະຕິດຕໍ່ນຳພາບູກຄົນທີ່ເວົ້າພາສາລາວ. ທ່ານບໍ່ຈຳເປັນຕ້ອງຈ່າຍຄ່າໃຫ້ບຸກຄົນນັ້ນ.
Cantonese 廣東話 請指認您的語言，以便為您提供免費的傳譯服務。	Mandarin 國語 請指認您的語言，以便為您提供免費的口譯服務。
French Française Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.	Polish Polski Proszę wskazać swój język i wezwiemy tłumacza. Tłumacza zapewnimy bezpłatnie.
German Deutsch Zeigen Sie mir Ihre Sprache. Ein Dolmetscher wird gerufen. Der Dolmetscher ist für Sie kostenlos.	Portuguese Português Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
Hindi हिन्दी अपनी भाषा पर इशारा करें और एक दुभाषिया बुलाया जाएगा। दुभाषिये का प्रयास आप पर बिना किसी खर्च के किया जाता है।	Russian Русский Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
Hmong Hmoob Taw rau koj hom lus. Yuav hu rau lb tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsis.	Spanish Español Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
Italian Italiano Puntare sulla propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	Tagalog Tagalog Iuro po ang inyong wika. Iiang tagasalin ang ipagkakataob nang libre sa inyo.
Japanese 日本語 あなたの話す言語を指して下さい。無料で通訳を提供します。	Thai ไทย ชวนชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาคนมาแปลให้ท่าน การแปลภาษาไม่คิดค่าแปลให้ท่าน
Khmer (Cambodian) ខ្មែរ (កម្ពុជា) ប្រាប់បុគ្គលណាម្នាក់ ពីភាសាដែលអ្នកប្រើប្រាស់ភាសាខ្មែរ ឬ ប្រាប់បុគ្គលណាម្នាក់ អំពីភាសាដែលអ្នកប្រើប្រាស់ភាសាខ្មែរ។	Vietnamese Tiếng Việt Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

You STILL can't identify the language? Language Line Solutions

- Language Line Solutions is an interpreting and translation service that offers over 200 languages with 24/7, year round support.
- They can be used to assist in identifying an individual's language even if it is still unknown to you.



SCPD R&P Ch. 26 Sec. 5 VI D3a

“How To”

access SCPD-authorized, telephonic and in-person interpreters:

SCPD R&P Ch. 26 Sec. 5 VI D3b

What is the next step?

Department Authorized Interpreter (DAI)

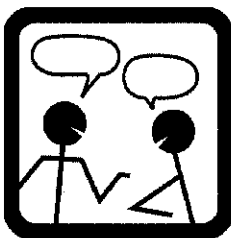
OR

Language Line

SCPD R&P Ch. 26 Sec. 5 VI D3b

Department Authorized Interpreter (DAI)

a member of the Department who has been tested and certified to provide interpretation services in the performance of official duties.



SCPD R&P Ch. 26 Sec. 5 III C

Bilingual Officer/Member

a member of the Department who has been tested and certified to provide language assistance through monolingual conversation in a language other than English.

****Being Bilingual does NOT mean someone is able to interpret****

SCPD R&P Ch. 26 Sec. 5 III B

Know Your Resources

Languages Spoken/Written by SCPD Members

American Sign Language

Arabic

Chinese

Croatian

English

French

Gaelic

German

Greek

Hawaiian

Hindi

Ilocano

Italian

Korean

Lebanese

Malayalam

Mandarin

Polish

Portuguese

Punjabi

Russian

Spanish

Tagalog

Tamil

Ukrainian

Urdu

Vietnamese

Yiddish

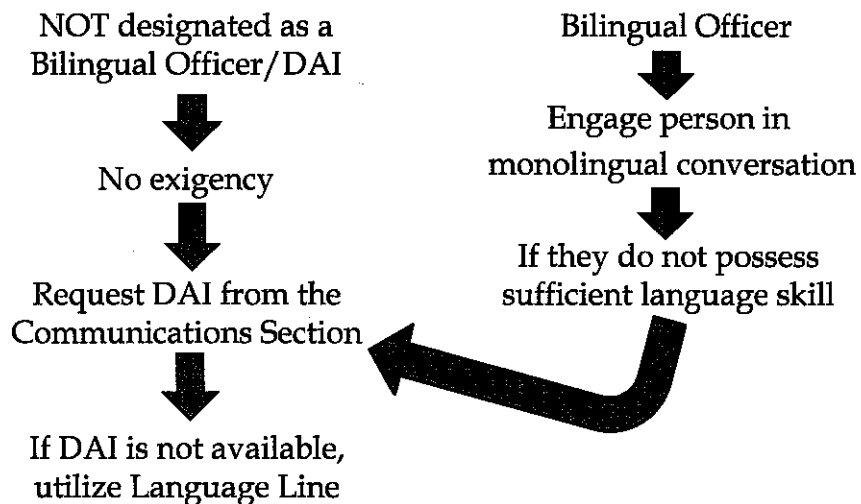
SCPD R&P Ch. 26 Sec. 5 VI D3b

Purpose of Dept. Approved Services

- Ensures persons with LEP are provided meaningful access to appropriate police services.
- Is there more to the story that we are missing?
 - Don't let language barrier hamper your investigation.
- Allows LEP individual to understand services rendered by SCPD personnel.
 - Assists LEP individual with appropriate follow-up procedures when necessary.

SCPD R&P Ch. 26 Sec. 5 VI D3

Engaging an LEP Individual



SCPD R&P Ch. 26 Sec. 5 VI D3b

Evaluating An Interpreter's Conduct

If you observe that the interpreter's statements are longer or shorter than the LEP individual's statements
(Interpreters should not edit, add, subtract or modify what is said)

OR

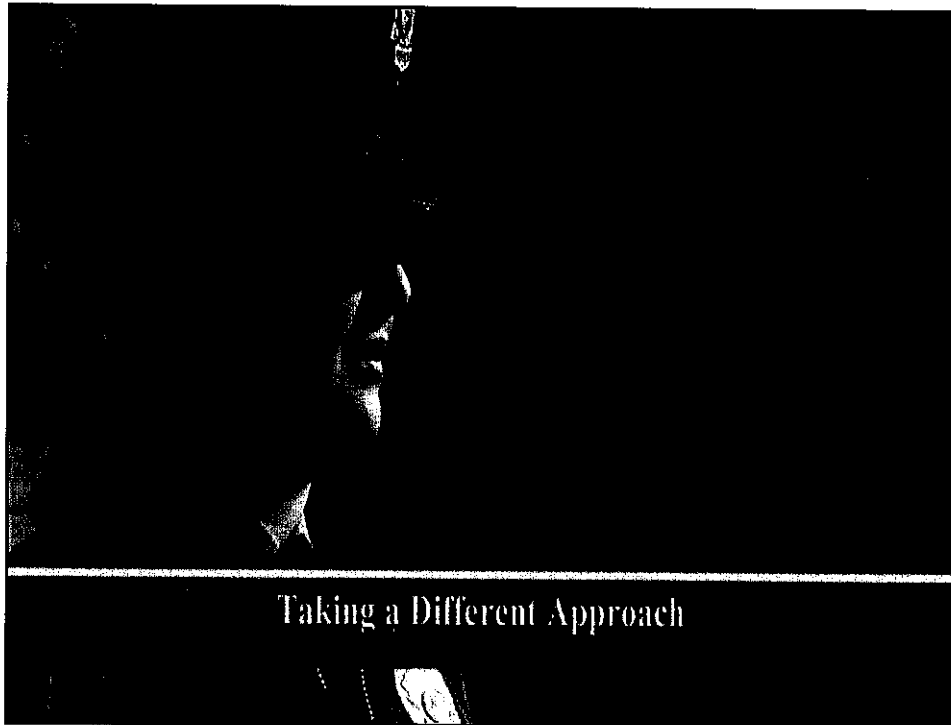
If the interpreter engages in multiple side conversations

OR

If the LEP individual appears to get frustrated or opts to speak broken English despite the efforts of the interpreter

...Discontinue the use of that interpreter!

SCPD R&P Ch. 26 Sec. 5 VI D3c



Effectively using Authorized Interpreters

Introduce yourself and allow for a pre-session with the interpreter.

Interpreters should be instructed on their role in the conversation as well as:

- *Nature of call**
- *Involvement of subject**
- *Objective of interview**
- *Any special considerations**

SCPD R&P Ch. 26 Sec. 5 VI D3b

Effectively using Authorized Interpreters

Speak in short and clear sentences/questions

Speak at an even pace

Pause so the interpreter can interpret

Take notes of the subject's responses

Speak to the *subject*

Be patient

SCPD R&P Ch. 26 Sec. 5 VI D3b

Benefits to PO of using Authorized Interpreters

Improved assessment of incident
Accuracy of Information
Possible reduction in repeat calls for service
Greater Cooperation

SCPD R&P Ch. 26 Sec. 5 VI D3b

Effectively using Authorized Interpreters

This is **YOUR** investigation at all times!

SCPD authorized interpreters *AND*
LL interpreters are extensions of *you*...in that...

YOU dictate the direction of your interview to
acquire the necessary information to provide
police service.

SCPD R&P Ch. 26 Sec. 5 VI D3b

When to complete a Language Assistance Tracking Form

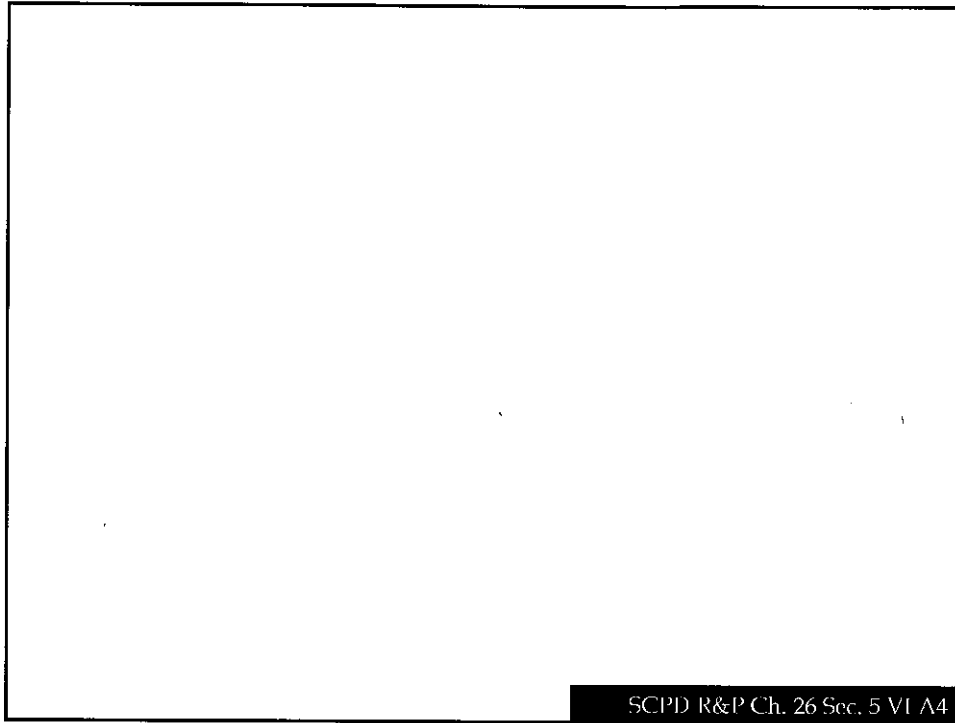
The reporting officer is responsible to complete the LAP Tracking form:

- For EVERY Language Assistance call with an "L" designation (whether or not interpretation services were provided).
- For calls not designated "L" yet the responding officer utilizes Language Assistance.

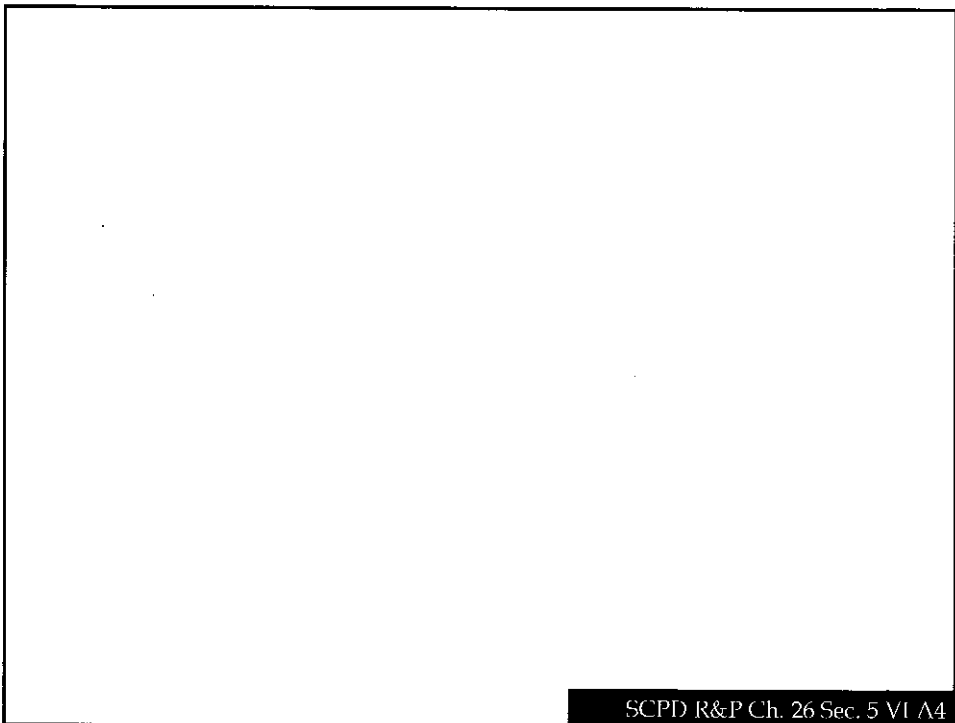


SCPD R&P Ch. 26 Sec. 5 VI A4

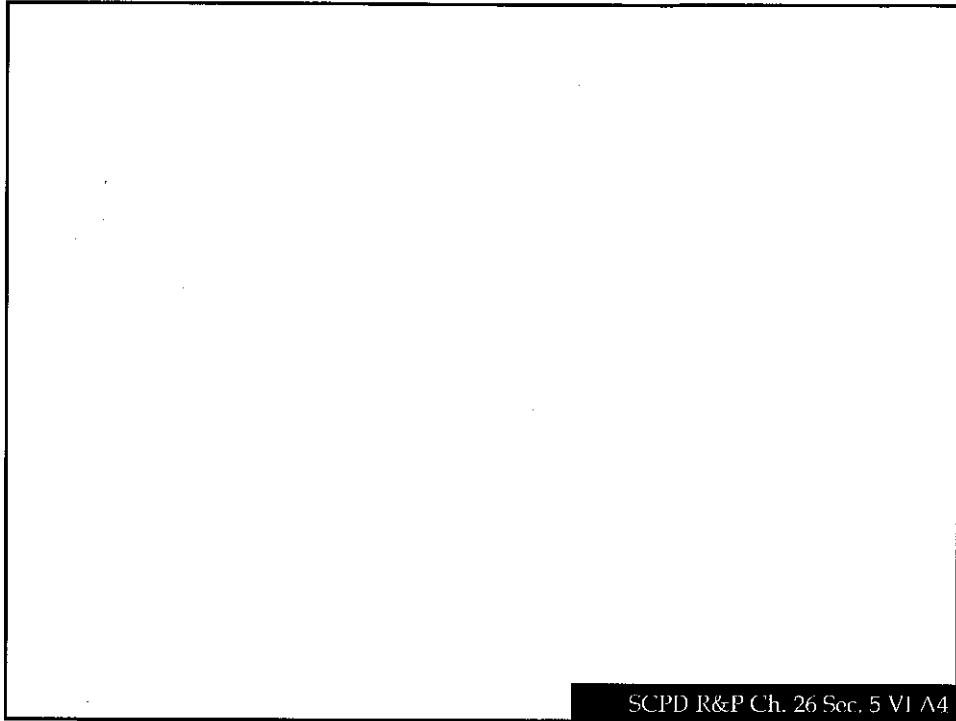
SCPD R&P Ch. 26 Sec. 5 VI A4



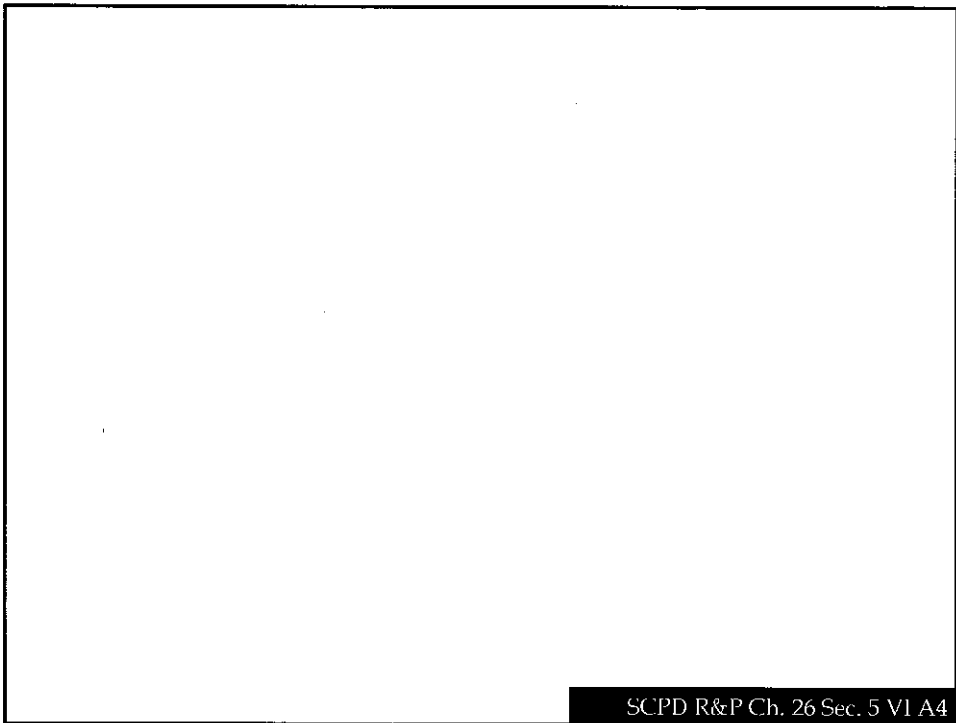
SCPD R&P Ch. 26 Sec. 5 VI A4



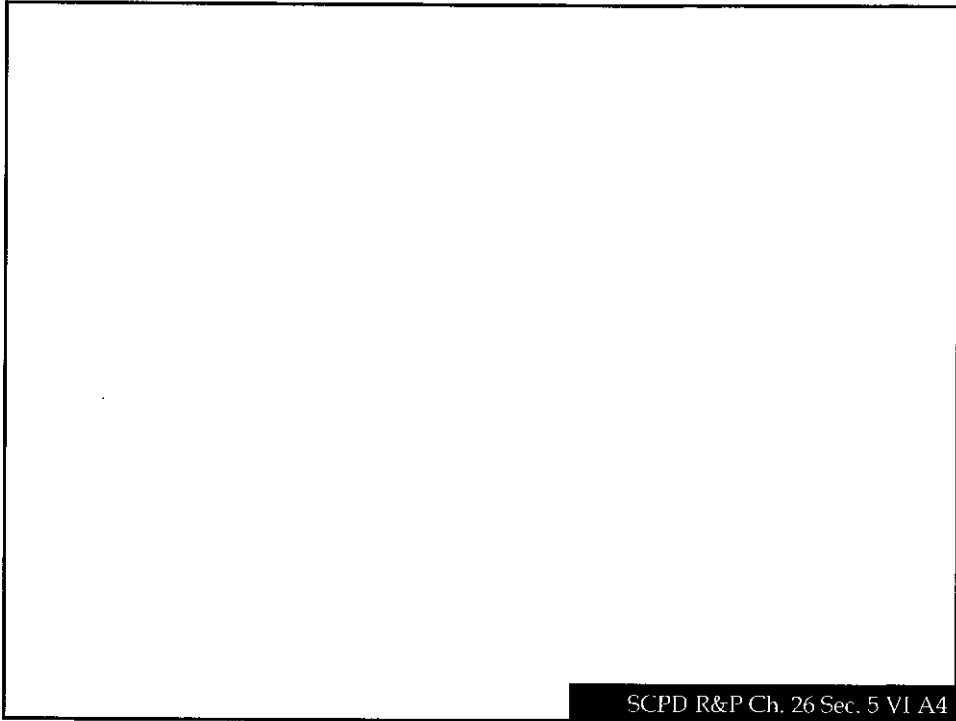
SCPD R&P Ch. 26 Sec. 5 VI A4



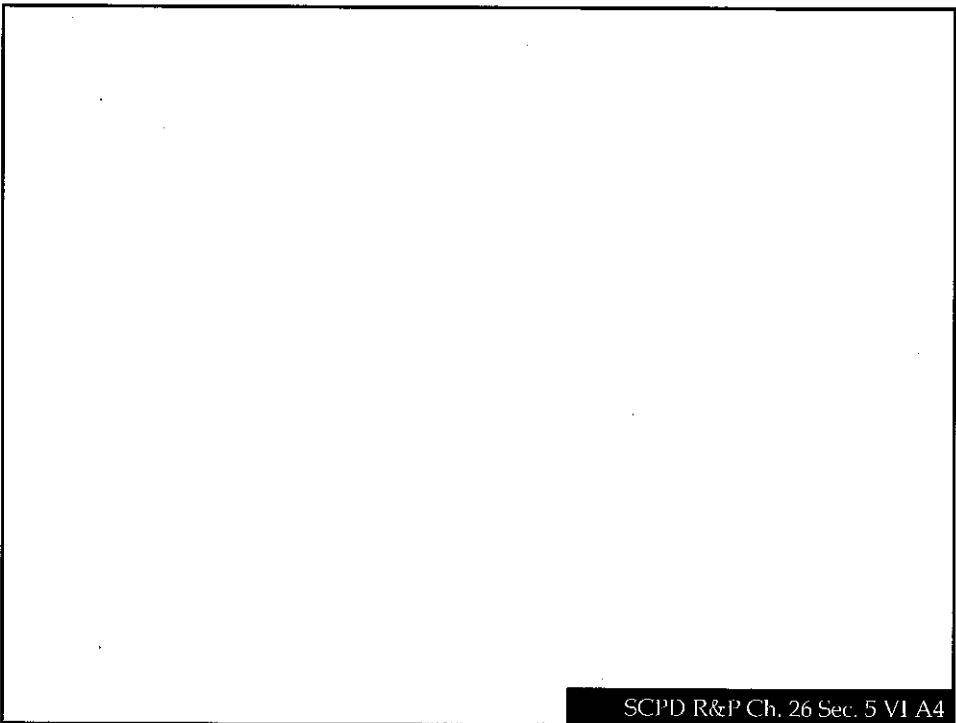
SCPD R&P Ch. 26 Sec. 5 VI A4



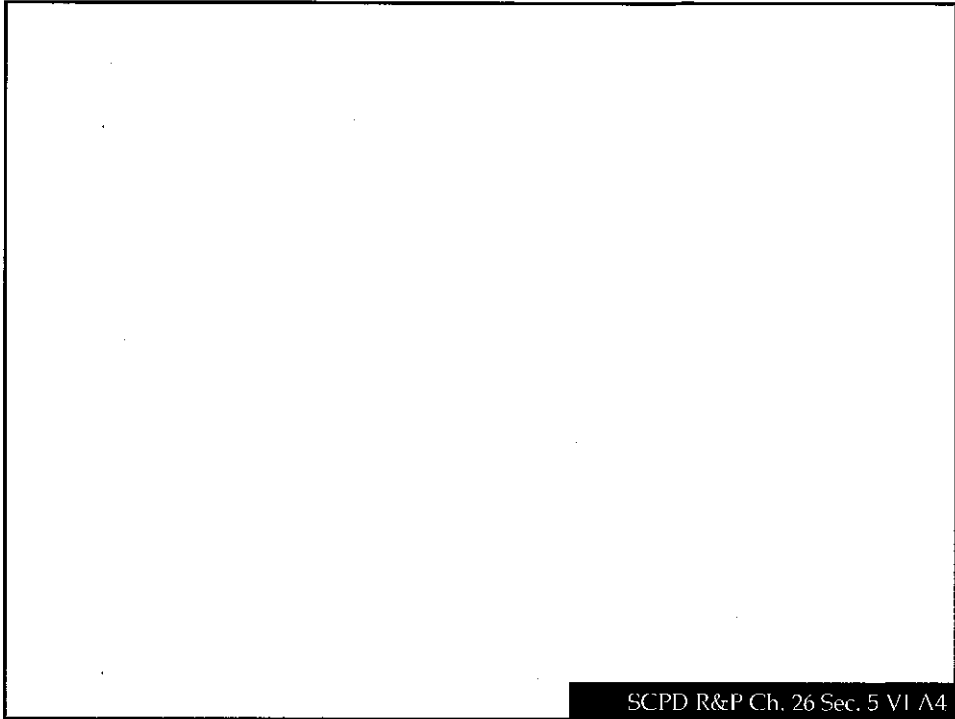
SCPD R&P Ch. 26 Sec. 5 VI A4



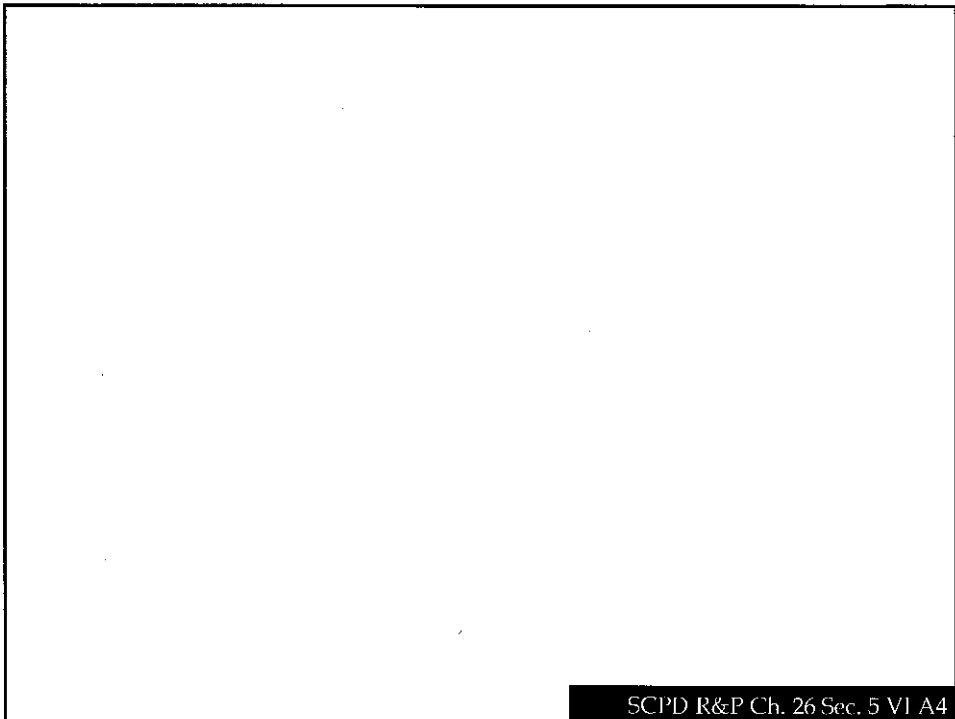
SCPD R&P Ch. 26 Sec. 5 VI A4




SCPD R&P Ch. 26 Sec. 5 VI A4



SCPD R&P Ch. 26 Sec. 5 VI A4



SCPD R&P Ch. 26 Sec. 5 VI A4

 POLICE DEPARTMENT, COUNTY OF SUFFOLK, N.Y. ACCREDITED LAW ENFORCEMENT AGENCY LANGUAGE ASSISTANCE TRACKING		POC5-70426		CC # (If one was given - a CC# is not necessary)	
<input type="checkbox"/> Dept. Authorized Interpreter <input type="checkbox"/> Bilingual Member <input type="checkbox"/> Temporary Interpreter <input type="checkbox"/> Language Line Services - LL Interpreter ID# _____					
Date of Assistance:		Assistance Start Time:		Assistance End Time:	
Assisted with which Language:		Location of Assistance:			
Name of Individual Requiring Assistance:		Name of Victim (if applicable):		Name of Witness (if applicable):	
Member Providing Assistance (Name - Last, First, MI):		Rank/Title:		Shield:	Command:
Non-Member Assistance Contact Info (Name - Last, First, MI):		Address:		Telephone:	
Relationship of Assistant (or) to LEP Individual:		E-Mail:			
Member Requesting Assistance:		Rank/Title:		Shield:	Command:
Summary of Action Taken: <input type="checkbox"/> Criminal <input type="checkbox"/> Arrest <input type="checkbox"/> No Arrest <input type="checkbox"/> Non-Criminal					
<input type="checkbox"/> No Language Assistance Required:					
<input type="checkbox"/> The 911 caller was not involved in the incident; <input type="checkbox"/> The 911 caller is gone on arrival of police;					
<input type="checkbox"/> The 911 caller wishes to remain anonymous; <input type="checkbox"/> The victim/complainant spoke sufficient English to effectively communicate;					
<input type="checkbox"/> Other (provide clear explanation as to why no language assistance was required if none of the above are applicable):					
Supervisor:		Rank/Title:		Shield:	Command:
Entered into Database by:		Command:		Date Entered:	

SCPD R&P Ch. 26 Sec. 5 VI A4

Benefits of the Language Assistance Tracking Form

- **Accountability**- documents what you did to ensure that all efforts were made to communicate with a LEP individual
- **Statistics**- collects data to illustrate the needs of the communities we serve
- **Quality Assurance** -review by supervisors and audited by the LAC & IAB to assure efficacy in providing Language Assistance
- **Foster Community Relations** -demonstrates a commitment to enhancing our service rendered



SCPD R&P Ch. 26 Sec. 5 VI A4

Requesting an Interpreter

SCPD R&P Ch. 26 Sec. 5 VI D3b

Situation Analysis

- What indicators of LEP did you observe?
- When did you realize the wife did not speak English?
- Who should be offered language assistance?
 - Both parties
- According to SCPD LAP, which type of language assistance was used for this call?

SCPD R&P Ch. 26 Sec. 5 VI D3b

Engaging with LEP

- When interviewing parties, be careful not to give perception of favoritism for English speaking party.
- Ask open ended questions.
 - Becomes easier to identify LEP indicators
- Close ended questioning or failure to utilize language services can lead to improper responses to the situation.

SCPD R&P Ch. 26 Sec. 5 VI D3b

Requesting an Interpreter



SCPD R&P Ch. 26 Sec. 5 VI C3

Situation Analysis

- What indicators of LEP did you observe?
- What are the dangers of relying on the son for information?
- Who should be offered language assistance?
 - Both parties
- According to SCPD LAP, which type of language assistance was used for this call?

SCPD R&P Ch. 26 Sec. 5 VI D3b

NON-exigent circumstances

You've determined you need an interpreter, BUT no DAI is available to translate

What do you do?

Utilize Language Line Services



SCPD R&P Ch. 26 Sec. 5 VI D3b



3 Ways to Access Language Line

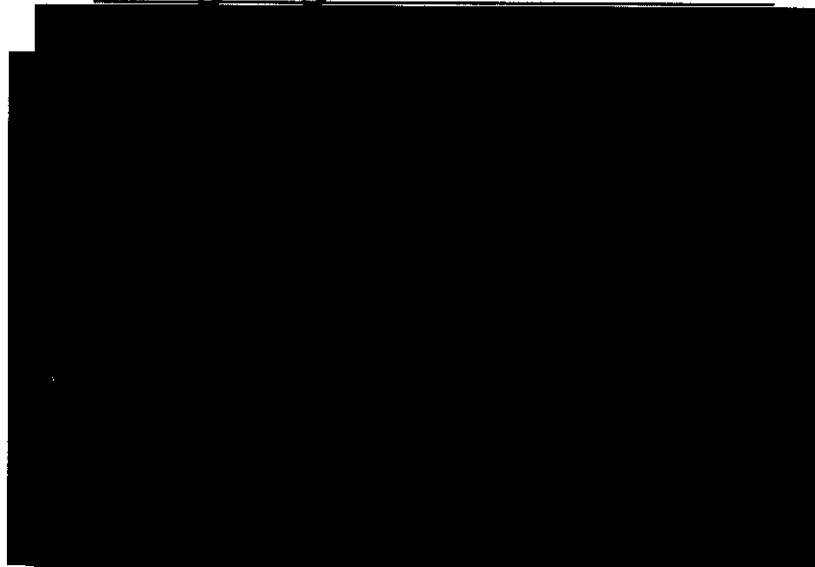
1. Dual handset Language Line phone
2. Pre-programmed cell phone in police car (39 countywide)
3. Call 1-800-523-1786 PIN: 102027 from ANY phone



Officers should speak slowly, clearly and only 1-2 sentences at a time to enable correct interpretation.

SCPD R&P Ch. 26 Sec. 5 VI D3b

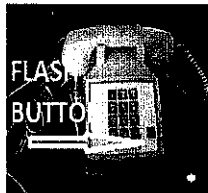
Language Line Solutions



SCPD R&P Ch. 26 Sec. 5 VI D5b

CONFERENCE IN LANGUAGE LINE (LL)

1. At a precinct, phones can conference in LL.
2. Depending on which phone used, press 'link', 'flash' or hook mechanism:



3. Dial 9 then the LL number 1(800) 523-1786 Pin 102027
4. Once an interpreter is on the line, press 'link', 'flash' or hook mechanism again & this will connect all three parties on a conference call.

SCPD R&P Ch. 26 Sec. 5 VI D3b

CONFERENCE IN LANGUAGE LINE (LL)

SCPD R&P Ch. 26 Sec. 5 VI D3b



Special Conditions



Criminal Suspects with LEP

- Written statements are taken with a DAI or LL.
- Miranda warning forms will be made available & will be read to LEP in his/her primary language.
- Must record date, time, location, source & target language and DAI's name, rank & command or LL operator ID # and contact info.

SCPD R&P Ch. 26. Sec. 5 VI 4a



Special Conditions



Victims & Witnesses with LEP

- Statements must be taken by a DAI or LL operator.
- The name and contact information for the interpreter utilized, along with the date, time, location, source & target languages, and Language Line Interpreter ID #, will be recorded within the statement and on Language Assistance Tracking Form.

SCPD R&P Ch. 26. Sec. 5, VI, 4b



Special Conditions



Complaints against SCPD personnel

- Assistance must be provided to the LEP complainant using a DAI or LL.
- Disposition of all complaints shall be provided to the LEP complainant in his or her primary language.

SCPD R&P Ch. 26. Sec. 5, VI, 4c



Special Conditions



Third Party Complainants/Advocates

- Interview third party but must also speak with subject directly involved with incident.
- Require a neutral interpreter via DAI or LL.
- Require completion of Language Assistance Tracking Form.
 - In narrative section record name, and contact information of third party and their relation to LEP subject. (i.e.: social worker, teacher, friend, etc.)

SCPD R&P Ch. 26 Sec. 5 VI D3a

DAI & Bilingual Designation

- CRB will contact self-identified bi-lingual officers to obtain DAI or Bilingual certification.
- The LAC will coordinate with the identified testing agency to schedule a test evaluating:
 - Fluency in English and the tested language
 - Knowledge of basic police terminology
 - Accuracy of interpreting
 - Attentive listening
 - Information retention
 - Ability to follow instructions
 - Role of the interpreter and ethical considerations



SCPD R&P Ch. 26 Sec. 5 VI E2

Simple Spanish Commands

SCPD R&P Ch. 26 Sec. 5 VI D3e

Benefits To Using Interpretation Services

Increases officer safety
Reduction of real/perceived favoritism created by language barriers
Can prevent wrongful arrest
Decreased accusations of bias against LEP
Fosters trust within the community
Strengthens legal foundation & reduces civil liability
Allows for police to be proactive vs. reactive
Increases flow of intelligence

Remember Why Effective Communication Is So Important

- Communication is the key element to ALL relationships
- Dialogue builds trust
- Trust fosters cooperation
- Cooperation yields positive results