



SUFFOLK COUNTY POLICE DEPARTMENT LANGUAGE ACCESS POLICY & PLAN (LAP)



*The following is a summary of the LAP.
The full LAP can be viewed on the SCPD website or at any SCPD facility.*

Purpose: To ensure all residents are able to access the same level of police service regardless of their ability to speak or understand the English language

- The SCPD has identified the six most common languages spoken by individuals with Limited English Proficiency (LEP): ***Spanish, Mandarin Chinese, Italian, Polish, Portuguese and Haitian-Creole.***
- Use of the SCPD's language assistance services will **NOT** be used as a reason to ask a person his/her immigration status.
- The SCPD partners with Latino community leaders and conducts quarterly surveys to obtain feedback on the provision of language assistance services.
- Signs are posted in all SCPD public facilities in the six most common non-English languages, advertising the availability of free interpreters.
- All members of the SCPD have access to Language Line, a 24/7 telephonic interpretation service in more than 200 languages.
- Dual Handset Language Line phones are available in all public SCPD facilities, and 38 sector cars are equipped with Language Line cell phones.
- Language Identification Charts are available at all SCPD public facilities and in all sector cars.
- 911 operators who determine a caller is LEP will ascertain the LEP caller's best language, and use bilingual 911 operators or Language Line to communicate in that language.
- While on patrol SCPD officers who provide services to LEP individuals will determine individuals' best language, using Language Identification Cards if necessary. Officers who are certified as bilingual in the individual's best language will communicate in that language. Officers who are not will use a certified SCPD Interpreter or Language Line.
- Friends, relatives, and bystanders will only be used as Interpreters on a temporary basis in emergency situations.
- LEP individuals who are victims, witnesses, or suspects will be interviewed by a certified SCPD Interpreter or an officer using Language Line. Miranda warnings (Advice of Rights) will be read in a suspect's best language, and statements/confessions will be taken by a certified SCPD Interpreter or Language Line.
- Complaints against any SCPD member shall be taken in an LEP complainant's best language utilizing a certified SCPD Interpreter or Language Line.
- Compliment/ Complaint forms are available on-line and in all SCPD public facilities in the six most common non-English languages. These forms inform the reader that interpretation is available for free, and that a dedicated Spanish language complaint line is also available : **631-775-2077**
- Community Liaison Officers, COPE Officers, School Resource Officers maintain strong relationships with Latino leaders and LEP populations to ensure effective implementation of the SCPD LAP.
- The SCPD Internal Affairs Bureau investigates all language access complaints.
- The LAP is available to the public in all SCPD buildings and on the Department's website.
- Identified vital documents have been translated into the six most common languages and are available at all SCPD public facilities and on the Department's website @ apps.suffolkcountyny.gov/police/index.htm