

APPLETON POLICE DEPARTMENT POLICY		TITLE: Translator/Interpreter Program	
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POLICY SOURCE: Intercultural Relations Coordinator		TOTAL PAGES: 4	
SPECIAL INSTRUCTIONS: Amends: TRANSLATOR / 11-29-00			

I. PURPOSE

The purpose of this policy is to establish guidelines for the Appleton Police Department's Interpreter Program.

II. POLICY

It is the policy of the Appleton Police Department that all citizens shall have equal access to services provided by the department. To ensure that language does not serve as a barrier to fulfilling this goal, the department has developed the Interpreter Program. Employees of the department shall utilize the translators and/or interpreters in every instance where a language barrier is diminishing our ability to deliver services.

III. DISCUSSION

IV. DEFINITIONS

- A. Interpreter: Interpreters are independent contractors who have entered into a contract with the City of Appleton to provide translator/interpreter services as needed.
- B. Paraphrasing: A restatement of a text or passage into another form or other words often used to clarify meaning.

V. PROCEDURE

A. Program Management

1. The Intercultural Relations Coordinator will manage the Interpreter Program and will report to the Deputy Chief of Operations.

2. Interpreter contracts

- a. The Interpreter Program will utilize those interpreters who have entered into a contract with the City unless the Duty Commander approves other appropriate services.
 - b. Before providing services to the City, all interpreters will be subjected to a cursory background check.
3. Interpreter call list
- a. The service desk will maintain a current list of interpreters.
 - b. Interpreters will be drawn from the list on a rotating basis.

B. Operational Guidelines

1. Officers who need an interpreter will call the service desk.
2. The service desk will notify an interpreter and provide that person with the location, name of the requesting officer and a phone number where the officer can be reached.
3. The service desk shall also attempt to obtain an estimated time of arrival from the interpreter and relay that information to the requesting officer.
4. Interpreters shall be under the direction of the requesting officer while rendering services.
5. Officers shall evaluate potential risks present at the scene and secure a different location for the interview/interrogation if it appears the risk is too great for the interpreter to remain on the scene.
6. Officers shall stress to the interpreter the importance of objectively and accurately translating/interpreting all communication that occurs between the officer and the victim, witness, and/or suspect.
 - a. Paraphrasing is allowed, but should be limited.
 - b. Information should not be filtered for appropriateness.
7. The AT&T Language Line should be requested from the dispatch center

only when there are circumstances where our list of interpreters cannot be used.

- a. If the language the individual speaks is not covered by our list of interpreters.
- b. The officer estimates that the stop can be taken care of with only a short exchange of information.

8. Confidentiality

- a. By signing the City of Appleton Interpreter Contract, the interpreter agrees to keep confidential the identities of crime victims, witnesses, suspects, as well as any information and reports received.
- b. The contract further states that all reports and information generated or received by the interpreter are considered the property of the City of Appleton and shall be turned over to the investigating officer.

9. Upon conclusion of the involvement of the interpreter, the investigating officer shall complete a Translator/Interpreter Service Report. The purpose of this report is to:

- a. Capture relevant incident data; e.g., investigating officer, incident number, date/time.
- b. Record the time spent by interpreters to determine future billing/invoice for service.
- c. Evaluate the performance of interpreters to ensure the interpreters conduct themselves in a professional manner. (e.g.; being on time, not under the influence of alcohol/drugs, courteous, polite, etc...) to facilitate any decision on contract renewal.

10. Completed Translator/Interpreter Service Reports shall be submitted to the Intercultural Relations Coordinator.

C. Translator/Interpreter Professionalism

1. Officers should monitor the professionalism of translator/interpreters and shall report any concerns to the Intercultural Relations Coordinator.
2. Professionalism concerns might include:
 - a. Evidence of alcohol consumption;
 - b. Excessive delay or tardiness;
 - c. Inappropriate remarks or comments;
 - d. Failure to behave in a respectful/courteous manner;
 - e. Unprofessional appearance;
 - f. Appearance of bias or inability to perform in an objective manner.

Richard Myers
Chief of Police

Date