KANSAS CITY, MO. POLICE DEPARTMENT **PROCEDURAL INSTRUCTION**	DATE OF ISSUE 7-29-14	EFFECTIVE DATE 7-29-14	NO. 14-10
SUBJECT Language Interpreting Services		AMENDS	
REFERENCE P.I. Contact with Foreign Nationals PPBM: Bilingual Skill Pay		RESCINDS	

I. INTRODUCTION

This Procedural Instruction provides guidelines for members when encountering communication difficulties with individuals who speak a foreign language.

II. PROCEDURES

A. Interpreting services are available for members who encounter communication difficulties with individuals who speak a foreign language.

B. Members should obtain language assistance services from qualified bilingual members or interpreting services. The following companies are the only department approved qualified interpreting services for use by members:

1. Language Line Services (800) 523-1786

2. Interpreters, Inc. (816) 761-5334

C. Members should only use the assistance for translation from family members, friends, or bystanders in emergency and exigent circumstances until qualified services can be obtained.

D. Outside of emergency and exigent circumstances, members should first attempt to locate an on-duty member to translate before an interpreter service is used.

1. Members will request the Communications Unit Supervisor contact an on-duty member from the bilingual skill list to respond to the scene for translation services to ensure only members that have been tested and found to be proficient are utilized.

2. If an on-duty member is unavailable, the requesting member should contact one of the approved interpreting services listed in Section II, B, of this directive.

E. Language Line Services will be used if an on-duty bilingual skill list member is unavailable.

1. To ensure accurate translation of information, members contacting Language Line Services to provide interpretation for arrests, shall attempt to make their calls on either a three-way telephone or conference call.

2. The member must be present while the foreign speaking individual is using Language Line Services.

3. The Language Line Services' operator will request the department's "Client ID," or account number [**REDACTED]**

4. The Language Line Services' operator will direct the member or the foreign speaking individual as to what should be done to meet their interpreting needs.

F. If an on-duty bilingual skill list member or the Language Line Services cannot meet the needs for interpreting, Interpreters, Inc. may be contacted to respond to locations within the city limits of Kansas City, Missouri, and to translate documents.

G. Supervisor approval is required prior to obtaining assistance from Interpreters, Inc. In the event that time:

1. Does not allow or circumstances are present that prior approval from Financial Services Unit may delay an investigation;

a. The member shall contact their immediate supervisor or on-duty supervisor to obtain verbal approval.

b. After services are rendered, the member shall detail the following information in an email message through their chain of command to Financial Services Unit for payment.

2. Allows and exigent circumstances are not present:

a. Members will submit an email message to their supervisor detailing the following information:

(1) Date

(2) Time

(3) Length of anticipated time service will be used.

(4) Case report number related to the situation.

b. The requesting member's supervisor will then forward the email through the chain of command to the Financial Services Unit to ensure proper documentation is received for payment.

c. The Financial Services Unit will notify the member their request has been approved for scheduling of services.

H. If a member encounters a foreign speaking individual over the telephone that needs emergency services;

1. The member will direct them to dial 911 or transfer the call to the 911 call-takers.

2. The 911 call-taker receiving the call will then obtain the services of the interpreters from Language Line Services to meet the needs of the caller.

Darryl Forté
Chief of Police

Adopted by the Board of Police Commissioners this _____ day of _____ 20__.

Alvin Brooks
Board President

DISTRIBUTION: All Department Personnel
Department Master Index – Intranet
Policy Acknowledgement SyStem
Not for Public Dissemination