

Policy Number: 06-005

Lucas County Sheriff's Office Policy and Procedure



Approved by Sheriff:

Michael J. Navarre

Sheriff Michael J. Navarre

DATE FOR REVIEW:

Pages:

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SECTION: RECORDS

LANGUAGE LINE INTERPRETATION SERVICES

I. POLICY

It is the policy of the Lucas County Sheriff's Office, including all sections, to provide interpretation services when needed. Whenever a Lucas County Sheriff's employee encounters a person that speaks little or no English, the employee has the option to use Language Line Interpretation Services. The employee may utilize this service when:

1. Receiving a phone call
2. During face-to-face interaction with the public
3. With arrestees
4. With correction center inmates

This service provides over the phone interpretation for more than 170 languages and is available 24 hours a day, 7 days a week. A demonstration of the services can be heard by calling 1-800-996-8808.

II. PROCEDURE

1. When a Lucas County Sheriff's Office employee encounters a person speaking little or no English and chooses to utilize the language service with a county land line phone, the following steps should be followed:
 - a. **Use the Conference Button** on the telephone to place the limited English-speaking caller on hold.
 - b. **Dial 1-800-523-1786**
 - c. When prompted, provide the Sheriff's Office **6-digit Client ID, which is 912052**
 - i. **Press 1 for Spanish.**

- ii. **Press 2 for other languages.** You will speak the name of the language you are requesting. If you do not know which language to request, a representative from the Language Line Interpretation Services will help you.
 - iii. An interpreter will be connected to the call.
 - d. **Brief the interpreter.** Summarize what you wish to accomplish and give any specific instructions.
 - e. **Use the Conference Button** on the telephone again to add the limited English-speaking caller to the line.
2. For County issued cell phones, the following steps should be followed:
- a. Use steps 2-4 as described above in section A.
 - b. Allow non-English speaking person to use the phone

A. RECORD KEEPING

For record keeping purposes, whenever Language Line Interpretation Services are used, the employee using the service will submit a form to the on-duty Records Sergeant detailing the date, time, and circumstances surrounding the call. (See attached form)

To report any problems or service concerns the Language Line Interpretation Services Department can be contacted at 1-800-752-6096.

Language Line Interpretation Services Form

Employee authorizing this service: _____

Division of Employee: _____

Date and Time service was used: _____

Language Used: _____

If the call was an incoming call was the call:

Local_____ Long Distance_____

Telephone Number of Person Calling: _____
(if available)

Briefly explain why the call was made:
