



Greenbelt Police Department – General Order

	Title: Department Interpreters		Order #: 506	
	Effective Date: February 25, 2004	Review Date:		
	<input checked="" type="radio"/> New <input type="radio"/> Amends <input type="radio"/> Rescinds			
Approved by: Chief James Craze			CALEA 5 th Edition	
CALEA Standard:			Pages: 2	

01 POLICY: It is the policy of the Greenbelt Police Department to meet, in every practical way, the needs of our community. One such way is through the use of bilingual Department employees during calls for service requiring a translator. It is recognized that the efforts of the bilingual Department employee are crucial and key relative to the success of any call requiring their ability. Their service creates a bridge between the Department and the community during calls requiring translation.

02 PROCEDURES:

A. On-Duty:

1. Sworn bilingual Police Officers while on-duty, may be asked to translate for another Department employee relative to a call for service, in the field, a citizen in the lobby, a telephone call, etc.
2. Other civilian bilingual Department employees, while on-duty, may be asked to provide basic translation services for another Department employee to a call for service or citizen in the lobby, a telephone call, etc. However, they should not be pulled from their regular duties for an extended period of time.
3. If the bilingual Department employee is asked to translate for an officer on a call for service requiring an incident report, and this call is not an in-progress emergency call, the officer, not the translator, shall complete the report. The information will be gathered by the translator and reported to the officer.
4. During the time that bilingual Department employee is translating

for an officer, if a second call for service is received and the officer must leave, the bilingual employee may:

- a. Continue with the translation; or,
- b. If sworn, assist on this second call for service; or,
- c. Wait for the initial officer to complete the second call, and when completed, return with that person to the first call and continue translating.

5. A bilingual Department employee shall not be broken from any call that they are already investigating for the purpose of providing translation unless that call is a working emergency call, i.e. homicide, shooting, stabbing, sexual assault, armed robbery, etc.
6. If the bilingual employee is already working an emergency call when a second similar call is received, they shall not be broken from their call.

B. On-Call Off-Duty:

1. The on-duty Shift Supervisor shall determine whether or not an on-call off-duty bilingual Department employee is needed to respond to a call for service requiring translations. Only the on-duty Shift Supervisor shall authorize the contacting of an on-call off-duty bilingual employee.

2. It should be taken into account the type of call that we are requesting the bilingual employee's assistance relative to translation.
 - a. If the call for service is a working emergency or a call having exigent circumstances, then the bilingual employee should be contacted.
 - b. If the call for service is a call of lower priority, then other options should be consider prior to contacting the off-duty bilingual employee, i.e., language line, officer from an allied agency.