



A
18-086
04/30/18

Protocol for Requesting a Certified Bilingual Officer
(Re-issue DB 15-185)

In accordance with Department General Order 5.20, *Language Access Services for Limited English Proficient (LEP) Persons*, members should request a qualified bilingual member, a qualified civilian interpreter or utilize the language line when assisting a person who is in need of language services.

Members should request a certified bilingual officer through dispatch. Dispatch maintains a list of certified bilingual officers and will now directly request for officers to respond and to assist. Calls identified by dispatch as LEP or an individual's request for an interpreter or bilingual officer are indicators that officers need to provide language assistance.

In the event a certified bilingual member is not available, dispatch will request that a patrol supervisor make the determination which unit should respond and be responsible for coordinating the interpretation services as outlined in DGO 5.20.

Please refer to DB 16-107, *Providing Language access Services for LEP Individuals*, for a list of "common indicators that language assistance is necessary."


WILLIAM SCOTT
Chief of Police

Per DB 17-080, both sworn and non-sworn members are required to electronically acknowledge receipt and review of this Department Bulletin in HRMS.