



# LINCOLN POLICE DEPARTMENT GENERAL ORDERS

**NUMBER:** 1775  
**TOPIC:** INTERPRETERS  
**ISSUED BY:** TERESA EWINS, CHIEF OF POLICE  
**DATE:** 1-1-2022  
**SUPERSEDES:** G.O. 1775, 2020  
**REFERENCE:** NRS 20-152

## I. POLICY

The Lincoln Police Department seeks to provide interpreters for the most commonly encountered non-English languages in our community.

## II. PROCEDURE

### A. Education & Personnel Office Specialist Responsibilities

1. Maintain a current list of LPD interpreters.
2. Coordinate and track the usage of interpreters.

### B. Sign Language Interpreter

1. Deaf or hard of hearing person means a person whose hearing impairment, with or without amplification, is so severe that they may have difficulty in auditory processing of spoken language without the use of an interpreter or a person with a fluctuating or permanent hearing loss which may adversely affect the ability to understand spoken language without the use of an interpreter or other auxiliary aid.
2. Nebraska State Statute 20-152 requires that when a person who is deaf or hard of hearing is arrested and taken into custody a licensed interpreter shall be provided, either in person or by Video Remote Interpreting (VRI), before any interrogation, warning, notification of rights, or taking of a statement, unless waived in writing.
3. LanguageLine provides American Sign Language interpreters via VRI. LanguageLine is a licensed interpreting service. Officer shall use LanguageLine's services for in-custody interviews.
  - a. Request that a supervisor arrive at the location with the mobile device/app.
  - b. The officer should document the name of the interpreter and are encouraged to record the interviews for later review.
  - c. At the conclusion of the interview, the investigating officer should provide their

name and the case number to the interpreter.

### C. Non-English Interpreters: In-Person Interpreter

1. When an officer determines that an interpreter is necessary, the officer should first determine through the Emergency Communications Center whether certified on-duty personnel are available.
2. If on-duty personnel are not available to interpret, officers should then contact their supervisor to gain approval for the use of LPD's off-duty personnel. Once permission is gained, officer will contact the Emergency Communications Center and request an on-call interpreter for the desired language. The Emergency Communications Center will attempt to contact our personnel on the LPD Interpreter on-call list.
3. If no LPD personnel are available, the Emergency Communications Center will contact LanguageLinc to coordinate an interpreter.

### D. Alternatives to In-Person Interpreters:

1. When an officer determines the need for an interpreter but does not need the interpreter to be present; the officer should contact their supervisor.
2. The supervisor will arrive on location with the mobile device/app. Resources available:
  - a. LanguageLine, either via telephone or VRI;
    - (1) If an officer requires an interpreter for a time period of less than 10 minutes, they are encouraged to use the Language Line by contacting the Emergency Communications Center. Emergency Communications Center personnel will then set up the conference call or provide the officer with appropriate information to complete the call.
    - (2) Unless initiated by the Emergency Communications Center the use of

the Language Line requires supervisory approval.

(3) If an emergency exists and there are no interpreters available, the Language Line may be used for interviews without supervisory approval.

3. Google Translate or similar services
  - a. While LanguageLine is the preferred alternative to in-person interpreting services, other applications may be utilized in limited situations.
4. The officer should document the name of the interpreter and method used and are encouraged to record the interviews for later review.
5. At the conclusion of the interview, the investigating officer should provide their name and the case number to the interpreter.

#### E. Reports

1. When an interpreter is utilized, including use of the LanguageLine or LanguageLinc, officers shall complete an Interpreter Billing Statement, then forward the form to a unit commander or duty commander for a signature.
2. The unit commander or duty commander will then forward the form to the Finance Unit.
3. Officers shall complete the Interpreter Performance Evaluation form and forward it to Education & Personnel Office Specialist.
4. Interpreter Billing Statements and Performance Evaluations can be found on the internal home page.
5. LPD employees who interpret must obtain their supervisor's approval and document their involvement on an ACI or Supplementary Report.
6. LPD employees utilized to interpret while off duty are paid in accordance with appropriate contract provisions.