



LINCOLN POLICE DEPARTMENT GENERAL ORDERS

NUMBER: 1775
TOPIC: INTERPRETERS
ISSUED BY: MICHON MORROW, CHIEF OF POLICE
DATE: 1-1-2024
SUPERSEDES: G.O. 1775, 2022
REFERENCE: NRS 20-152

I. POLICY

The Lincoln Police Department strives to provide a high level of service to all community members including those for which English is not the primary language and individuals deaf or hard of hearing. The department provides interpreters for the most commonly encountered non-English languages in our community. To improve the efficiency with which employees are able to access interpreters, the LanguageLine application has been installed on all department issued cellphones.

II. PROCEDURE

- A. Officers shall not use witnesses, bystanders, or children as interpreters when obtaining investigative details or taking evidentiary statements. In these instances, a trained, independent interpreter should be used.
1. An exception may be made for cursory inquiries in the field or when exigent circumstances exist, and it would be impractical to wait for another interpreter.
- B. Education & Personnel Office Specialist Responsibilities
1. Maintain a current list of LPD interpreters.
 2. Coordinate and track the usage of interpreters.,
- C. 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. NRS 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. The officer should document the name of the interpreter and are encouraged to record the interviews for later review.
 - b. At the conclusion of the interview, the investigating officer should provide their name and the case number to the interpreter.

D. 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, the 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.

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

F. 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 the 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.