



**Limited English Proficiency  
GENERAL ORDER # 21.03**

Adopted: 3/3/2010  
Replaces: NEW ORDER

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**POLICY**

Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English can be limited English proficient, or "LEP," and are entitled to language assistance when they come in contact with law enforcement deputies.

**PROCEDURE**

- A. When deputies respond to a call or make contact with a subject (victim, suspect or witnesses) and determine they speak a language other than English, the deputy should call for another deputy certified in that language or arrange for another neutral and/or certified professional translation services. **Avoid using third party individuals (children, family or neighbors) to translate statements except in exigent circumstances.** Document the names and personal information of all witnesses and translators. If on-scene language translation assistance was provided by a family member, neighbor, or other uncertified person, please note it in your report.
- B. In the event a translator is needed, deputies shall follow these steps:
1. The deputy may determine the LEP individual's primary language using the language identification card.
  2. The deputy shall call for a qualified interpreter in the following order:
    - a) a qualified bilingual deputy or allied agency officer
    - b) a telephone interpreter
    - c) qualified civilian interpreter

3. Any interviews will be conducted in the individual's primary language by a qualified interpreter.
4. The Miranda Admonition will be read to suspects in their primary language by a qualified interpreter.
5. Deputies will not use children, family members, neighbors, friends or bystanders for interpretation, except in exigent circumstances. Once the exigent circumstance has passed, the deputy will utilize a qualified interpreter.

C. The Sheriff's Office has contracted with Language Line Service (same as County Communications) for our office.

Toll Free Number: 1 (800) 523-1786

Contract Number:

1. Sheriff's Office personnel using this service shall document the following in the Incident Report:

Personnel who called the service

Date and Time

Length of Call

Language(s) Requested

Event Number

If an Incident Report is not generated, Sheriff's Office personnel shall document the above information in a memorandum to their division commander.



**LAURIE SMITH**  
**SHERIFF**