

20-15 Requests for Bilingual Interpreters

LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

EXECUTIVE DIVISION

SHERIFF'S INFORMATION BUREAU

Unit Order:

20-15

Effective Date:

01-01-2020

Subject:

Requests for Bilingual Interpreters

Reference:

MPP 3-09/004.00 Limited English Proficiency and Language Assistance Plan

PURPOSE OF ORDER

The purpose of this order is to define the procedure by which Sheriff's Information Bureau (SIB) assists Department members and outside agencies with requests for bilingual interpreters.

SCOPE OF ORDER

This order affects personnel working SIB's 24/hour Newsroom desk and SIB's International Liaison Unit.

There are many bilingual employees throughout the Los Angeles County Sheriff's Department. There are approximately 63 languages available for translation as a result of these Department employees and

Department volunteers. Many of the employees currently receive monthly bilingual pay. The Sheriff's Information Bureau International Liaison Unit maintains a roster of volunteer bilingual employees. While it does not include everyone who currently receives bilingual pay and has foreign language capabilities, it does include a large percentage of those who do.

This roster has been compiled into 58 distinct e-mail groups located in the Microsoft Outlook Address Book. The e-mail groups are titled as follows: "SIB-Bilingual-Name of Language." The e-mail groups primarily include employees (Sworn and professional staff) who have reached out to the International Liaison Unit and volunteered their language skills, in addition to many of the employees receiving bilingual pay. The e-mail groups' primary use is for fulfilling requests for interpretation assistance.

ORDER

When there is a request for translation assistance, SIB 24/hour Media staff should proceed as follows to contact employees who have volunteered to translate:

1. Determine who is making the request (Last Name, First Name, Rank, Unit of Assignment, E-mail Address).
2. Ascertain answers to the following questions:
 - a. Which language is being requested?
 - b. Does the requester prefer assistance from a sworn or civilian volunteer interpreter?
 - c. Does the requester prefer assistance from a male or female volunteer interpreter?
 - d. How would the requester like to be contacted if a volunteer interpreter is available?
3. Once these answers have been obtained, advise the requester that you will be preparing an e-mail that will be sent to the relevant bilingual employee e-mail group, with the requester CC-ed. Also, advise the requester to contact you once the request has been fulfilled.
4. Create an e-mail message in the Microsoft Outlook. Under "BCC:", search for the appropriate interpreter e-mail group based on the language requested. All language e-mail groups are titled, "SIB-Bilingual-Name of Language." Once an e-mail group has been selected, the requester's e-mail address should also be added to the "BCC:" line. The e-mail subject line should read "Request for (Name of Language) Interpretation." DO NOT use the "To:" and "CC:" line. They should be left blank.
5. The following templates can be used for the body of the e-mail:

a. Intra-Departmental Interpretation Requests

Hello,

You are receiving this e-mail because you have identified yourself as an LASD employee who can speak,

read, and/or write (**Name of Language**).

(Requester Name) of **(Requesting Unit)** is in need of a **(Sworn/Civilian)**, **(LASD Certified/Uncertified)** **(Language Name)** speaker who can assist with interpretation for an **(investigation, pamphlet, interview—keep very general)**

If your duties allow and you meet these qualifications, please contact **(Requester Name)** on his/her **(desk/cell phone/email)** at **(phone number/email)**. He/she will provide you with more details on the interpretation request.

Sincerely,

(Your Name), **(Your Rank)**

(Your unit address & phone number)

b. Outside Agency Interpretation Requests

Hello,

You are receiving this e-mail because you have identified yourself as an LASD employee who can speak, read, and/or write **(Name of Language)**.

(Requester Name) of **(Requesting Unit, Requesting Agency)** is in need of a **(Sworn/Civilian)**, **(LASD Certified/Uncertified)** **(Language Name)** speaker who can assist with interpretation for an **(investigation, pamphlet, interview—keep very general)**

If your duties allow, you meet these qualifications, and can obtain approval from your Unit Commander to assist an outside agency please contact **(Requester Name)** on his/her **(desk/cell phone/email)** at **(phone number/email)**.

He/she will provide you with more details on the interpretation request.

Sincerely,

(Your Name), **(Your Rank)**

(Your unit address & phone number)

6. The e-mail should then be sent.
7. When the requester advises SIB that the request has been fulfilled, refer back to Step 4 and use the following template in an e-mail to the language speakers:

Hello,

Thank you for your response. The interpretation request has been fulfilled.

We look forward to your assistance in the future.

Sincerely,

(Your Name), (Your Rank)

(Your unit address & phone number)

During normal business hours: (Monday to Friday, 0800 hrs to 1600 hrs)

You may refer the request to the International Liaison Unit by phone at (213) 229-1705 or (213) 229-1681 or by email at ILU@lasd.org.
