
GENERAL ORDER
FAIRFAX COUNTY POLICE DEPARTMENT



SUBJECT: LIMITED ENGLISH LANGUAGE PROFICIENCY	NUMBER:	520.9
CANCELS ORDER DATED: 10-1-10	DATE:	7-1-11

I. PURPOSE

The purpose of this general order is to establish guidelines for Department personnel to utilize when interacting with a person(s) of limited English language proficiency (LEP).

For specific information regarding contacts with the deaf and hard of hearing, refer to "Standard Operating Procedure 11-044, Deaf and Hard of Hearing", as required by the Fairfax County/Department of Justice Agreement DJ#204-79-258.

II. POLICY

It is the policy of the Fairfax County Police Department to provide essential law enforcement and public safety services. The role of the Department is determined by the community it serves. Through a partnership with the citizens, the Department improves the quality of life through control and reduction of crime. Essential to this partnership is effective and accurate communication.

Due to the diversity of Fairfax County, officers and civilian employees routinely come into contact with individuals with LEP skills. All employees shall provide the same level of service to members of the public regardless of that individual's ability to communicate. Many resources have been put in place to assist employees in communicating with LEP persons.

III. LEVELS OF CONTACT

Employees will have varying levels of contact with the LEP public requiring varying levels of interpretive services. Officers must examine the level of skill potential interpreters possess and the likelihood of the interpretation being used in court testimony. When using members of the public to translate, officers must be cautious of people who may intentionally mislead an investigation by means of their translation.

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IV. PROCEDURES

- A. Telephone calls received by any employee on a public line from LEP individuals where there is not adequate understanding of their needs should be interpreted by:
 - 1. Bilingual Department Employees (including Auxiliary Officers)
 - 2. Telephonic Language Line service (if three-way calling is available)
 - 3. TDD Device (for the deaf or hearing impaired)
- B. Routine contacts with, and service reports by, LEP individuals may be interpreted by any of the following:
 - 1. Bilingual Department Employees (including Auxiliary Officers)
 - 2. Telephonic Language Line service
 - 3. Other members of the public possessing adequate skill
- C. The interview of crime victims or suspects whose statement is likely to be brought into court shall be provided by:
 - 1. Bilingual Department Employees (including Auxiliary Officers)
 - 2. Professional Interpreters
 - 3. Telephonic Language Line service (use of the Language Line should be avoided for suspect interviews)
- D. There will be times during the early stages of emergency situations where any means of translation must be used in order to establish the initial elements of criminal occurrences. This general order shall not limit Department personnel from using emergency translation during these circumstances. Once situations have stabilized, then more formalized means of translation shall be provided to the LEP individual.
- E. To use the language line, dial 1-800-874-9426 and use account 922011 and your personal identification code. Any time the Telephonic Language Line is utilized, the employee shall note the operator number identifying

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the translator. Each facility commander shall ensure that three-way calling capabilities exist from phone lines called by the public, and that personnel are trained to connect calls to the language line.

V. OTHER RESOURCES

Fairfax County maintains several language interpretation and translation vendor contracts which may be used to provide various language access services, usually in a non-emergency situation. If services are needed in a non-emergency situation, contact should be made with the Financial Resources Division to determine availability and use of these contracts.

VI. DEPARTMENTAL FORMS AND BROCHURES

Many Department forms and brochures have been translated into many different languages. Officers shall provide the appropriate form, if available, to any LEP person requiring it. Officers must be particularly mindful of this when providing Miranda or Implied Consent warnings.

If employees identify forms or brochures that need to be translated, they should contact the Public Information Office for further assistance.

V. ACCREDITATION STANDARDS REFERENCE

VLEPSC
ADM
02.02

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This general order becomes effective July 1, 2011 and rescinds all previous rules and regulations pertaining to the subject.

ISSUED BY:

APPROVED BY:

Chief of Police

County Executive