


<p style="text-align: center;">FAIRFAX COUNTY POLICE DEPARTMENT</p>  <p style="text-align: center;">GENERAL ORDER</p>	<p>SUBJECT: LIMITED ENGLISH LANGUAGE PROFICIENCY</p>		<p>NUMBER: 526</p>
	<p>EFFECTIVE DATE: January 9, 2023</p>	<p>REVIEW: January 2026</p>	
<p>RESPONSIBLE ENTITY: MAJOR CRIMES BUREAU</p>			<input type="checkbox"/> New Directive <input checked="" type="checkbox"/> Replaces: 520.9 <input type="checkbox"/> Revised:
<p>ACCREDITATION STANDARDS</p>	<p>CALEA:</p>	<p>VLEPSC: ADM. 02.02</p>	

I. PURPOSE

The purpose of this General Order is to establish guidelines and procedures for all employees who interact with individuals of limited English language proficiency (LEP).

II. POLICY

It is the policy of the Fairfax County Police Department (FCPD) that all individuals, regardless of their comfort level or ability to understand the English language, shall be provided with services and protections in accordance with the Department’s mission statement. In order to provide essential law enforcement and public safety services, effective and accurate communication is a critical component of the police-officer community member relationship. As Fairfax County constitutes a robustly diverse community, officers and civilian employees should expect to routinely come in contact with individuals with limited LEP skills. These individuals shall be provided with the same high levels of service as all members of the public regardless of their ability to communicate in English, and employees shall utilize all available Department resources in order to establish proper lines of communication.

III. GENERAL PROCEDURES

- A. Employees who encounter individuals with limited LEP skills should use available Department interpretive services in furtherance of their investigations or community encounters as needed. Whenever using members of the public to translate, officers should be mindful of the potential that an individual may seek to intentionally mislead their investigation by way of translation.
- B. **Telephone Calls:** Telephone calls received by any employee from a limited LEP individual should be interpreted by (1) any bilingual Department employee, (2) telephonic Language Line service, and (3) a TDD device (for the deaf or hearing impaired).

- C. **Deaf and Hard of Hearing Individuals:** For individuals who are specifically deaf or hard of hearing, employees shall refer to [FCPD Standard Operating Procedure 11-044](#), Deaf and Hard of Hearing for guidance.
- D. **Routine Contacts:** Routine contacts with limited LEP individuals may be interpreted by (1) any bilingual Department employee, (2) telephonic Language Line service, (3) community members who can translate.
- E. **Interviews of Crime Victims, Witnesses, or Suspects:** Interviews of crime victims, witnesses, or suspects with limited LEP skills and whose statements may be needed for court shall be provided by (1) any bilingual Department employee, (2) professional interpreters, and (3) telephonic Language Line (should be avoided for suspect interviews).
- F. **Emergency Situations:** During an emergency situation, employees may use any means of emergency translation to establish initial elements of criminal occurrences. Once the situation has stabilized, employees should resort to more formalized means of translation for limited LEP individuals.
- G. **Using Language Line:** To use Language Line, employees should dial 1-844-312-5190, use access code 49025, and provide their last name and employee identification number. Employees who use Language Line shall note the operator number identifying the translator and record that in an incident report in the current Records Management System (RMS). Commanders shall ensure that three-way calling capabilities exits from station and division public phone lines and that personnel are capable of connecting calls to Language Line.
- H. **Additional Resources:** Fairfax County utilizes several language interpretation and translation vendor contracts which may be used to provide language access services in non-emergency situations. Whenever needed, contact may be made with the Financial Resources Division to determine availability and use of these services. The use of any web-based applications for translation services shall be subject to agency review and approval by the Department's Information Technology Bureau.
- I. **Departmental Forms and Brochures:** Employees shall provide any available Department form or brochure to a community member requesting assistance that has been translated into their preferred language. Officers should be mindful of this whenever providing *Miranda* and Implied Consent warnings, as well as Victims' Services brochures.

This General Order becomes effective on the above date and rescinds all previous rules and regulations pertaining to the subject.

ISSUED BY:



Chief of Police

APPROVED BY:



County Executive