



VSP-DIR- 425

Interpreter Services

1.0 Purpose

- 1.1 The purpose of this policy is for obtaining interpretation services for department employees engaged in departmental business.

2.0 Policy

- 2.1 It is the policy of the Vermont State Police to provide efficient and equitable services to all members of the public by facilitating communications with non-English speaking persons by using an interpretation service when necessary.
- 2.2 Members should comply with Title VI of the 1964 Civil Rights Act and utilize professional interpreter services either in person or telephonically when necessary to speak with a person with limited English proficiency.
- 2.3 Under federal and state law, law enforcement agencies are required to provide qualified interpretation services to any person in need of it. Members shall not contact federal authorities for interpretation services, unless a clear emergency requires it and licensed interpretation services are not available through any other means.
- 2.4 Unless one of the following exceptions applies, the member shall not ask about the immigration status of the person for whom interpretation is required:
 - A. The agency member is working with Federal partners in the Stone Garden program or similar Federal initiatives.
 - B. Unless civil immigration status is necessary to the ongoing investigation of a criminal offense. It is important to emphasize that the member should not use a person's characteristics as a reason to ask about immigration status.

3.0 Procedure

- 3.1 When a Department member or employee needs to communicate with a non-English speaking person, and it has been determined that an interpreter is needed, and there is no trooper available who speaks the language, the Department approved interpretation service shall be utilized. Prior supervisor approval is not necessary.
- 3.2 Interpretation services are available by telephone with the interpreter acting as a bridge between the non-English speaker and the Department member or employee. The following is the process for contacting an interpreter:
 - A. Attempt to identify the language of the non-English speaker.
 - B. Contact dispatch by phone at which point the dispatcher will connect the trooper with the interpretation service. The contact telephone number and account number are on file at each PSAP.
 - C. The dispatcher will then put the trooper in direct phone contact with the interpreter. Communication between the Trooper, non-English speaking person and the interpreter will take place via phone.
 - D. For tracking and billing purposes, an Interpreter Service Tracking Form shall be completed by the dispatcher and submitted to the PSAP Supervisor each time the interpretation service is utilized. This form is available at each PSAP and in Power DMS.
 - E. For planned in-person interviews that are scheduled ahead of time the Association of Africans Living in Vermont (AALV) and the Vermont Refugee Resettlement Program (VRRP) also have interpreters available. The numbers for these organizations are on file at each PSAP and should be contacted in as much advanced notice as possible in order to facilitate scheduling.
 1. Vermont Refugee Resettlement Program Interpreter will require that a contact form, on file in Power DMS, be used to document the use of their interpreters. There is a charge for their services which will be billed to the department. In some instances they may have interpreters available after hours or on an acute need basis.

3.3 Restrictions

- A. Use of the Department approved interpretation services is authorized for official Departmental business only. Any other use is strictly prohibited and may result in disciplinary action up to and including termination.

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