
	LOWER MERION TOWNSHIP POLICE DEPARTMENT Ardmore, Pennsylvania	
	Policy 3.20.4	
Subject:		Distribution:
24-Hour Toll Free Service/Language Line		All Personnel
Date of Issue:	Expiration Date:	Rescinds:
06-01-2014	Until Amended or Rescinded	Directive: 03-55
References:		
CALEA: 81.2.1; PLEAC: N/A		
By Authority of:		
		Superintendent of Police

PURPOSE

The purpose of this policy is to aid Department employees in delivering police services to any person in need where a language barrier exists.

PROCEDURE

- A. Montgomery County Emergency Dispatch Services (MCEDS) uses a single emergency telephone number, 911, for all emergency calls in Montgomery County, as well as providing TDD and language line access to all callers. **(CALEA 81.2.1)**
- B. Lower Merion Township Police Department also provides Language Line interpreters to all callers using the below procedure:
 1. To facilitate access to the language line services, quick reference cards will be placed in the following locations: Units # 13, 14, 15, and 28, Sergeants Room, Roll Room, Investigations Unit, Fire Department, Communications Center, and Report Review.
 2. When a language problem exists, call the following numbers:
 - a. Emergency: 1-800-XXX-XXXX
 - b. Routine: 1-800-XXX-XXXX
 3. After a representative answers give the following information:
 - a. Identify the language needed, if unsure, the interpreter will work with you to determine the correct language
 - b. Client Identification number: XXXX

c. Organization name

d. Personal code: XXXX

(All of this information is on the quick reference guide card. Additional cards are available in the Communications Center.)

4. Tell the interpreter what information you are trying to obtain and then put the non-English speaking person on the line.
5. Say “end of call” to the interpreter when the call is completed.

RESPONSIBILITY

It is the responsibility of all supervisory personnel to ensure that all personnel under their immediate supervision comply with this policy.