

**GENERAL ORDER 41.4.15**

**Interpreter Services**

**GENERAL ORDER CROSS-REFERENCE: 54.3.3.**

**SUMMARY**

Establishes policy and procedure in obtaining foreign language interpreter services.

**DISCUSSION**

None

**POLICY**

**I**

The City of Springfield obtains interpreter services through the AT&T Language Line which will provide sufficient interpreter services in most languages when in-depth investigations are not required. The telephone number and customer ID number are available through the on duty Communications Officer or the Watch Commander.

**II**

In situations where in-depth interviews with certain non-English speaking or hearing impaired persons are necessary, an on-site interpreter may be required. The Division Commander will be notified for billing payment.

**III**

Prior to engaging an interpreter, the Supervisor or Watch Commander may reject any interpreter, if, in the opinion of the supervisor, the interpreter has a conflict of interest. This conflict may be an association, professionally or personally with the involved. The Supervisor or Watch Commander should remind the interpreter of the confidentiality of the investigation and they must not discuss this situation outside the police department.

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Richard L. Lewis  
Chief of Police