



MILWAUKEE POLICE DEPARTMENT

STANDARD OPERATING PROCEDURE

190 – LIMITED ENGLISH PROFICIENCY (LEP) / HEARING IMPAIRED PERSONS

GENERAL ORDER: 2022-XX
ISSUED: May 9, 2022

EFFECTIVE: May 9, 2022

REVIEWED/APPROVED BY:
Assistant Chief Nicole Waldner
DATE: April 1, 2022

ACTION: Amends General Order 2016-54 (September 23, 2016)

WILEAG STANDARD(S): NONE

ROLL CALL VERSION

Contains only changes to current policy.
For complete version of SOP, see SharePoint.

190.10 PROCEDURE

F. LIMITED ENGLISH PROFICIENCY (LEP) EMERGENCY AND NON-EMERGENCY CALLS

2. Telecommunicators handling foreign language requests shall place the caller on "hold" by pressing the "flash" button and then pressing the "language line" button. contact the AT&T Language Line utilizing the One Touch "language line" button in the "frequently used" area of the Guardian screen.
4. Department members may contact telecommunicators by telephone (414-933-4444). They shall inform the telecommunicator that they need foreign language interpretation/translation services of a particular language. If uncertain of the language for foreign language services, the AT&T service will assist in obtaining the appropriate interpreter. Department members may also contact the AT&T Language Line directly utilizing the phone number and information contained within their calendar book.

190.15 SIGNAGE

All districts and other work locations open to the public must have a Free Interpretation Poster for public display to inform individuals that the Milwaukee Police Department offers free interpretation and translation services for individuals with limited English proficiency. The poster will be displayed in English, Spanish, and Hmong. The department's LEP committee Printing and Stores Section will update the posters with other foreign languages as needed, based on the city of Milwaukee foreign language demographics.

190.20 LIMITED ENGLISH PROFICIENCY (LEP) QUALIFICATIONS AND UPDATES

- A. Department members who wish to be identified as a qualified foreign language interpreter or translator in either Spanish or Hmong shall complete a *Second Language Capabilities Questionnaire* and provide it to the Human Resources Division. have their interpretation and/or translation skills assessed by the Milwaukee Police Department LEP committee. The LEP committee shall have among its members individuals proficient in the assessed foreign languages. If demographics change and the LEP committee becomes aware of

~~the need for qualified foreign interpreters or translators in other languages, the LEP committee will seek and assess qualified foreign language interpreter or translators in those languages as well.~~

- ~~B. At the conclusion of the assessment, Members identified to be proficient in the targeted foreign language interpretation and/or translation skill who submit a *Second Language Capabilities Questionnaire* to the Human Resources Division will be placed on the department's Qualified Interpreter/Translator Roster for the specified language.~~
- ~~E. The department's LEP committee will continuously assess the foreign language demographics in the city of Milwaukee and provide training, information, policy changes, and any other issues regarding changes that impact the department's LEP procedures.~~
- ~~F. The LEP committee will continuously review the department's forms to assess whether vital documents should be translated into a specified foreign language. This assessment will be based on demographic data indicating the population of certain groups of people and the frequency with which department members interact with the specified LEP group.~~

190.30 GUIDELINES FOR THE HEARING IMPAIRED

- A. It is the policy of the Milwaukee Police Department to ensure that a consistently high level of service is provided to all community members, including those who are deaf or hard of hearing. This department has specific legal obligations under the Americans with Disabilities Act and the Rehabilitation Act. To carry out these policies and legal obligations, the department instructs its officers and employees as follows.
4. Various types of communication aids - known as "auxiliary aids and services" are used to communicate with people who are deaf or hard of hearing. These include use of gestures or visual aids to supplement oral communication; an exchange of written notes; use of a computer or teletypewriter; use of assistive listening devices (to amplify sound for persons who are hard of hearing); or use of qualified oral or sign language interpreters.

JEFFREY B. NORMAN
CHIEF OF POLICE