



**NASSAU COUNTY POLICE DEPARTMENT
LANGUAGE ACCESS PLAN
2020**

PATRICK RYDER
Police Commissioner

STEPHEN PALMER
Chief of Department

LAURA CURRAN
NASSAU COUNTY EXECUTIVE

MISSION: To serve the people of Nassau County and to provide safety and an improved quality of life in our communities through excellence in policing.

I. Purpose

This policy has been developed to implement the requirements of Nassau County Executive Order numbers 67-2013 and 72-2013 which seek to ensure that the public we serve and protect with Limited English Proficiency (LEP) have equal access to all services provided by The Nassau County Police Department (NCPD) and to foster optimal Police-Community relations.

II. Definition of Limited English Proficiency (LEP) and Top Six (6) Languages spoken in Nassau County other than English

Persons with limited English proficiency are defined as individuals who do not speak English as their primary language and possess a limited ability to read, write, speak or understand English. Based on data from the US Census the top six most common languages other than English spoken in Nassau County are **Spanish, Chinese, Italian, Persian, Korean, and French Creole.**

Languages will be added or removed as deemed necessary through reviews conducted in conjunction with the Deputy County Executive of the office of Minority Affairs.

III. NCPD Language Access Plan (LAP)

The Nassau County Police Department recognizes the importance of maintaining a standard where effortless and accurate communication can be achieved between members of the Department and Limited English Proficiency (LEP)

persons. The policy of the NCPD is to provide the best possible service to all members of the community, including those who are LEP persons, by providing interpretation and translation services as necessary. When performing law enforcement functions members provide InSight Video assistance for Sign Language and free language assistance to LEP individuals for whom they encounter when necessary or whenever a LEP or hearing impaired person requests language assistance services. The Department provides these services as part of our community policing and enforcement efforts.

Domestic Liaison officer Sergeant Sabrina Gregg is designated the NCPD Language Access Coordinator (LAC) by the Chief of Department. As the LAC she will supervise NCPD's language access plan and institute measures to monitor the success of the plan. The Language Access Plan will be reviewed and updated as necessary on a semi-annual basis. Any suggestions or concerns should be directed to: languageaccess@pdcn.org or 516-573-7360

IV. Language Access Resources available at NCPD

- **Police Department Interpreters:**

The Department utilizes Department Interpreters who are proficient in secondary languages and capable of providing interpretation and translation services to an LEP person. Members indicate their proficiency in an Employee Skills Inventory Sheet and this information is available to all supervisors through a computer network database. Retaining the true message from the target audience's language is the aim of the interpreter. Conserving cultural terms and English words used by the LEP person is just one aspect in the process. Impartiality,

confidentiality and professionalism in obtaining the facts are other elements of good interpretation. A Department interpreter who has received formalized instruction in interviewing and statement taking techniques will be used as an Investigative Interpreter. The department is currently in the process of updating the data base to accurately reflect the amount of NCPD members who are fluent in languages other than English.

- **Insight Video App:** The department currently uses Language Line Solutions Insight video interpretation services which gives the Department access to trained video interpreters.
- **Language Identification Card:**
The Department has updated the language cards and will be redistributing laminated cards to all the patrol vehicles and precincts. These cards have the sentence “Point to Your Language” in different languages which enable LEP individuals to identify their primary language by pointing at a language printed on the card. These cards assist the patrol officer in identifying the language spoken by the LEP person. The reverse side of the card has instructions on how to access the Language Line from the scene or at a command.
- **Language Signage:**
“Point to Your Language”; NCPD Language Access Policy and the Language Access Recommendation Form posters are to be placed in all Police facilities with public access.
- **Telephonic Interpreter Service:**

The department currently uses the phone-based services of the Language Line, a telephonic service that gives the Department access to an interpreter for over 150 languages, 24 hours a day, 7 days a week. This service *is not used* to interview or interrogate subjects of a criminal investigation or take sworn depositions from victims or complainants for serious complaints that will require further investigations.

- **Website:**

The Nassau County Police website www.pdcn.org can be translated into 81 languages via a Google language toolbar locator at the bottom of the website. This includes the top six most common foreign languages spoken in Nassau County

- **Recruitment:**

The active recruitment of new hires for uniformed and civilian positions that are proficient and fluent in speaking and writing in secondary languages is another method of enhancing the department's commitment to better communication with LEP persons.

V. Translation of Written Material

The NCPD will translate, as practicable, essential forms and crime prevention literature into the top six most common languages other than English spoken in Nassau County.

VI. Training

The NCPD shall ensure that all current NCPD members receive a copy of the Language Access Plan. All new NCPD members shall receive a copy of the Language Access Plan during their academy training. NCPD Force Members will review the NCPD Language Access Power Point.

VII. Record Keeping and Evaluation

Communications Bureau will keep a log of all instances when the interpreter services is used through 9-1-1. The LAC will keep a log of all instances when the interpreter service is utilized by the Patrol division and specialized commands.

VIII. Confidentiality of Immigration Status

The use of LEP services shall not be deemed by any NCPD member as a basis for inquiring into a person's confidential information relating to immigration status UNLESS that person is arrested for a crime.

It is the policy of the NCPD not to inquire about the immigrant status of

1. Crime Victims
2. Witnesses to Crimes
3. Anyone who calls or approaches the police seeking assistance.

IX. Complaint Procedure

Complaints of violations of the LAP by members of the NCPD must be referred to the Internal Affairs Office, 1490 Franklin Avenue, Mineola, NY 11501,(516) 573-7120. Anyone has a right to file a complaint with the NCPD if the person believes he/she was denied language access services. A complaint can be submitted through the "Compliment or Complaint" tab on our home page at <http://www.pdcn.org>. A public advisory pamphlet on how to file a compliment or complaint is available at any Police Precinct or Community Policing Center. All complaints are processed through our Internal Affairs Unit and if any complaint related to Language Access Services arises, the Departments LAP Coordinator will be notified. The LAP Coordinator must review the complaint and then recommend, to the

Department Administration, any corrective action, if needed, within 14 business days. The LAP Coordinator will consider whether receipt of one or more complaints on a specific issue indicates the need for changes in policies or practices, and if so, take the necessary administrative steps to obtain these changes.

X. Using Family and Friends as Interpreters

In order to ensure confidentiality of LEP person discretion **MUST** be used in selecting a person at the location. A person who has a personal interest in the situation is **NOT** to be used as an interpreter. A person at the location *should not* be used to interpret in the following situations:

- 1) for potential admissions, confessions, or sworn statements,
- 2) when the person is the alleged perpetrator in a domestic incident and would be translating for an alleged victim or complainant of that domestic incident,
- 3) the person is a minor child in a high stress situation.

However, upon request of the LEP person a family member or friend may be used for routine matters such as pedigree and location information, business hours and rescheduling an appointment.



NCPD LANGUAGE ACCESS

The Nassau County Police Department is committed to ensuring that all residents of Nassau County have equal access to the services provided by our Department. If you have any concerns with our language access service please email us at: languageaccess@pdcn.org - 516-573-7360

Spanish:

El Departamento de Policía del Condado de Nassau se ha comprometido a garantizar que todos los residentes del condado de Nassau tengan igual acceso a los servicios prestados por nuestro departamento. Si usted tiene alguna preocupación con nuestro servicio de acceso al idioma por favor envíenos un email a: languageaccess@pdcn.org - 516-573-7360

Italian:

Il Dipartimento di Polizia della contea di Nassau si impegna a garantire che tutti i residenti abbiano parità di accesso ai nostri servizi. Qualora aveste qualche problema con il nostro servizio di lingue [language access service] scriveteci all'indirizzo e-mail: languageaccess@pdcn.org - 516-573-7360

Korean:

나스카운티 경찰국은 나스 카운티의 모든 주민들이 우리 부서가 제공하는 서비스에 대한 동등한 접근을 보장하기 위해 최선을 다하고 있습니다. 만약 여러분이 우리의 언어서비스에 어떤 문제가 있는 경우에는 languageaccess@pdcn.org 로 이메일을 보내 주시기 바랍니다. - 516-573-7360

French/Haitian Creole:

Depatman Lapolis Konte Nassau pwan angajman pou asire tout rezidan ki nan Konte Nassau gen aksè egal ego ak tout sèvis Depatman Lapolis la ofri. Si ou gen nenpòt kesyon ak sèvis aksè nan lang nou an tanpri imèl nou nan : languageaccess@pdcn.org -516-573-7360

Persian/Farsi:

اداره پلیس ناسو کانتی تضمین می کند که کلیه اهالی ناسو کنتی به همه خدمات ارائه شده توسط این اداره بطور برابر دسترسی خواهند داشت. اگر می خواهید در باره خدمات ما به زبان خود آشنایی داشته باشید لطفاً با ایمیل زیر تماس حاصل فرمایید:

languageaccess@pdcn.org -516-573-7360

Chinese:

納蘇縣警察局致力確保納蘇縣所有居民有平等機會獲得由我們部門所提供的服務。如果你有关于与我们的语言访问服务的任何问题，請发邮件给我们：languageaccess@pdcn.org (simplified) -516-573-7360

納蘇縣警察局致力確保納蘇縣所有居民有平等機會獲得由我們部門所提供的服務。如果你有關於與我們的語言訪問服務的任何問題，請發郵件給我們：languageaccess@pdcn.org (traditional) -516-573-7360