

STOCKTON POLICE DEPARTMENT

GENERAL ORDER

TRANSLATORS
SUBJECT

DATE: April 16, 2010

NO: L-1

FROM: CHIEF ERIC JONES

TO: ALL PERSONNEL

INDEX: **Use of Translators**
Translators
Bilingual Pay Certification

I. POLICY

- A. All Stockton Police Department sworn personnel shall utilize interpreters, when necessary, during investigations requiring interpretation.
- B. Non-English languages which are eligible for bilingual pay shall be determined by the Chief of Police, based upon demographic need.
- C. Stockton Police Officers Association members (S.P.O.A.) who want to participate in the bilingual pay certification must pass a proficiency examination established by the Chief of Police.
- D. S.P.O.A. members who are certified to meet the functional needs of the department for bilingual skill shall be paid as specified by the S.P.O.A. Memorandum of Understanding.
- E. Stockton Police Department Bilingual Certification does not certify S.P.O.A. members as court translators.
- F. City of Stockton Employee's Association (S.C.E.A.) and Mid-Management and Supervisory Level Unit (B&C) members may be eligible to receive bilingual pay.

II. PROCEDURE

- A. Personnel in need of an interpreter will attempt to locate a citizen, at the scene, to assist.

If a citizen interpreter is not available, the officer will utilize on-duty sworn personnel and civilian personnel.
 - 1. A database of qualified, bilingual Department members can be found in the Info Cad system under "Translators." The Telecommunications Center will maintain the updated list of certified interpreters.
 - a. Department members receiving bilingual pay should expect to be utilized as interpreters while on duty.
- B. The complexity of the case will be considered before an outside interpreter is called.
- C. When an outside interpreter is needed, the officer will get approval from the Watch Commander or his/her immediate Supervisor before requesting the Telecommunications Center to call an interpreter.
- E. The Telecommunications Center will then make attempts to contact the requested interpreter. (The Telecommunications Center will maintain an updated list of interpreters).

- F. Civilian personnel assigned to work inside a facility may be used for translation away from the facility with approval of the Watch Commander.
- G. The Telecommunications Center will maintain an updated list of interpreter's telephone numbers.
- H. Personnel using outside interpreters will document the incident on a Report, ATTENTION ADMINISTRATION.
- I. At the discretion of the Watch Commander, off-duty personnel can be called in to assist with interpretation.

III. S.P.O.A. MEMBERS BILINGUAL PAY CERTIFICATION PROCEDURE

- A. S.P.O.A. members interested in participating in the proficiency examination for bilingual pay shall contact the Lieutenant in charge of the Personnel and Training Section.
 - 1. The Personnel and Training Lieutenant shall coordinate and arrange for a panel that possesses the bilingual skills necessary to certify that the candidate meets the functional needs of the Department for bilingual skill.
 - a. The Chief of Police shall approve all certification panel members.
 - b. The certification process shall be a standardized process approved by the Chief of Police.
 - 2. S.P.O.A. members passing the proficiency examination shall receive notification and effective date for Bilingual Pay. The Department shall submit a CS-23 initiating the bilingual stipend following the administration of the examination.
- B. Proficiency examination process
 - 1. The objective of the proficiency examination is to determine to what extent individuals are capable of applying their verbal skills to situations that require bilingual skills.
 - 2. The proficiency examination consists of an oral board involving a scenario(s) spoken in the language the S.P.O.A. member is seeking compensation for interpreting. If the S.P.O.A. member is not recommended for Bilingual Pay, he/she may retake the test after ninety (90) days.

IV. SCEA MEMBERS BILINGUAL PAY CERTIFICATION

- A. Testing and certification is done by the Human Resources Department.
- B. Department Heads must determine those positions (not employees) that require bilingual translation skills as a regular part of their assignment and provide authorization for testing, by completing the bilingual testing request form and submitting it to Human Resources.
- C. To determine if a position requires bilingual skills, evaluate whether the employee regularly uses his/her bilingual skill in performing the duties of the position for City business.
- D. Department Heads will be notified of the results of the examination and will receive a certificate of completion for employees who are successful in passing the examination. Upon receipt of the certificate, the Department shall submit a CS-23 initiating the bilingual stipend.