

The primary approach is prevention through education, by promoting instruction about the effects of bias acts on the victim, and the legal consequences for committing such acts. This instruction is conducted throughout the community we serve. Some programs, such as Students and Teachers Opposed to Prejudice (STOP) and Police Anti-Vandalism Education (PAVE) specifically target young people, in order to reduce the incidence of bias related crimes

When preventive efforts fail, the Department will deal with violations by strictly enforcing applicable laws. The Detective Division is responsible for the investigation of bias crimes, and the Bias Crime Coordinator assists investigations, conducts analysis, develops intelligence, educates members of the Department, and acts as a liaison to the community and outside agencies on issues related to hate crimes.

POL 4316 Limited English Proficiency Persons

The 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. To aid in the process of police encounters with the LEP public, the department utilizes Department Interpreters who are proficient in secondary languages. This is accomplished through employee skills information furnished by Members of the Department representing their levels of proficiency, certification, accreditations, training, and pertinent experience.

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. [See OPS 3132-A]

These objectives are further reached with in-service training provided to Members of the Department reinforcing the components of various encounters with LEP persons. In addition to in-service training, identification and recruiting of new hires for uniformed and civilian positions who are proficient and fluent in speaking and writing in secondary languages, is another method of enhancing the department's goal.

To further increase communications with LEP persons, public service announcements and alerts through the Nassau County Police Department's website are made available in Spanish in the same form as the English language equivalent in formats including print, website, text message, and pre-recorded cell phone messages.

POL 4400 Community and External Relations - objectives

Favorable relations with the various communities in Nassau County are essential in order to effectively carry out the police mission. The preservation of good community relations is dependent upon positive interaction and communication between the people and their police. The Police Department continuously strives to maintain a climate in which police officers can perform their duties with the acceptance, understanding, and cooperation of the public they serve.

POL 4401 Openness of operations

The Department views openness in matters of public interest as an issue of importance. The Police Department strives to disseminate accurate and factual accounts of occurrences of public interest, consistent with the protection of legal rights, the safety of persons involved, and with consideration for maintaining the confidentiality of certain Department records. In addition, the Department strives to make known its policies and objectives.

POL 4402 Role of the individual officer

Positive community relations are best manifested in the numerous daily encounters between individual officers and the public. These contacts present the greatest opportunity for establishing and strengthening attitudes that foster cooperation and support. The Police Department endeavors to have each officer inspire respect for police officers as professionals, and the Department as a partner in the community, through positive public contacts that encourage cooperation and approval.

POL 4403 Respect for individual dignity

Individual dignity is highly valued in a free society and all persons have a right to dignified and respectful treatment under the law. Respect for individual dignity is an obligation that all Department members must consider in their daily contacts with the public. The Police Department attempts to treat all persons with dignity and respect as



Nassau County Police Department
 Our Mission is to serve the people of Nassau County
 and to provide safety and an improved quality of life in
 our communities through excellence in policing.

Department Administrative Order

ORDER TITLE	FILE	NUMBER
Obtaining and Using Interpreters Use of Telephonic Interpreter Service		15-007
REFERENCE DOCUMENTS	EFFECTIVE DATE	TERMINATION DATE
OPS 3132	8/24/2015	

The use of telephonic interpreter services by Department members, as outlined in Department OPS 3132 Obtaining and Using Interpreters, is an important component in facilitating access to our vital services by those residents who are Limited English Proficient (LEP). Therefore, **All Department Members** are to familiarize themselves and adhere to the below, newly streamlined, procedure when receiving telephone calls or when coming in contact with LEP individuals seeking Police assistance.

Telephonic Interpreter Service: 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.**

A. When a member receives a telephone call from a Limited English Proficient (LEP) person:

1. Attempts to determine the language being spoken and whether or not a Department Interpreter is immediately available to speak to the caller utilizing the Employee Skills Program [See **OPS 3132 Definition**] if necessary.
2. If a Department Interpreter is *immediately* available to speak to the caller,
 - a. uses that member to converse with the caller,
 - b. directs the Department's response to the situation. [End of Procedure]
3. If a Department Interpreter is **not immediately** available to speak to the caller, initiates a 3-way conference call with the LEP caller and telephonic interpreter service.
4. States "*un momento*" to the caller (*This phrase is understood in many different languages*)
5. Presses the telephone "Link" button or if none is available utilizes the "Feature" button and then the numbers 7 and 1 (the link feature); the caller will automatically be placed on hold.
6. Dials the telephonic interpreter service at **1-844-536-1912** and if asked, our Client ID is 572623 and the following information:
 - a. Press 1 for Spanish; 2 other languages; 0 if unknown
 - b. A live agent will get on the line and request the Department member's serial number and a 3-digit Post of Occurrence

Note: If Post of Occurrence is unknown give your 2 or 3 character Command Identifier as noted in the Department Roster i.e. 004, 4SQ, PIO, MU, HPB, MB, HOM, BSO, etc.
7. Presses the "Link" button or "Feature 71." (You are now on a 3-way conference)

ISSUING AUTHORITY	SIGNATURE	ISSUE DATE	PAGE
Chief of Department	Steven E. Skrynecki	8/18/2015	1 of 2

**Obtaining and Using Interpreters Use of
Telephonic Interpreter Service**

15-007

8. Proceeds with the conversation utilizing the interpreter to determine the caller's inquiry and directs the Department's response to the situation as needed.
9. If response requires dispatching an officer to the scene, create a CAD event and puts in details that telephonic interpreter service was used and the language spoken by the caller. **[End of Procedure]**.

B. When a member encounters a Limited English Proficient (LEP) person:

1. Utilizes the Language Identification Card if unable determine the language of the LEP person
2. **Attempts to locate a person at the location who can serve as an interpreter**

Important Note: 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:

- a. for potential admissions, confessions, or sworn statements, 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
 - b. the person is a minor child in a high stress situation.
3. If someone at the location can interpret to the LEP person, uses that person to interpret and directs the Department's response: **[End of Procedure]**
 4. If there *is not* a person at the location who can interpret or if unable to determine language spoken, calls the telephonic interpreter service from an available phone, utilizing the speaker phone option **[Go to Step A6]** and after determining the individual's needs, directs the Department's response accordingly. **[End of Procedure]**.

Note: For sign language interpretation or if a telephone is not available request a Patrol Supervisor with a departmental cell phone.

COUNTY OF NASSAU

INTER-DEPARTMENTAL MEMO

DATE: June 3, 2015

TO: Christopher Leimone
Office of the County Attorney

FROM: Police Department

SUBJECT: Title VI Action Plan

This memorandum and enclosed documentation is in response to your request for information concerning Department's policies and practices which further the federal statutory mandates contained in Title VI. The policies and practices cited in this memo allow for the full and fair participation by all members of the communities we serve and protect. The communities of particular interest are minority, low- income and/or not proficient in English.

In 2014 the Department developed and implemented a language access plan. The plan's purpose is to ensure that individuals who have limited English proficiency (LEP) are able to utilize and benefit from the services provided by the police department. An integral part of the plan is training our police officers on how to properly serve with this segment of the population. Educational outreach to individuals with limited English proficiency is a major component of the plan. Through the Department's website, translated printed materials and multi-lingual personnel we have been able to ensure that segments of the public we serve with limited English proficiency have access to all services provided by the Nassau County Police Department. Highlights of the Department's language access plan are:

- Utilizing Department personnel who are qualified interpreters and active recruitment of police officers who are fluent in foreign languages.
- Language Line Service (telephonic access to translators)
- Website can be translated into 81 languages via Google link.
- Essential forms and crime prevention literature, have been translated into the top six foreign languages spoken in Nassau County.

The Police Department has recognized that immigrants without legal status are particularly vulnerable to victimization. They often fear that contact with the police may result in being deported from the United States. As such, police officers have been trained that using LEP services shall not be the basis for inquiring into a person's immigration status unless the person has been arrested. Additionally, the Nassau County Police Department has tasked its Legal Bureau with the responsibility of documenting and reviewing U-visa requests. Pursuant to current federal immigration laws, immigrants who are crime victims or have information that can assist police investigations of certain crimes, i.e., human trafficking, may qualify for a U-visa which protects them from deportation.

The Nassau County Police Department is part of New York State's Enhanced 911 System. The police will be dispatched to the location of individuals who dial 911 and are unable to communicate verbally or indicate the need for assistance. Additionally, persons with such limitations may enroll without cost in the Department's Smart911 program. They can create their own safety profile which will be stored in the 911 system. This valuable information will be automatically displayed on the 911 call taker's screen. Information contained in the participant's profile can save valuable seconds or even minutes during an emergency.



Israel Santiago
Detective Sergeant
Commanding Officer
Legal Bureau

**NASSAU COUNTY POLICE
DEPARTMENT'S TITLE VI ACTION
PLAN**

SUPPORTING DOCUMENTATION



**NASSAU COUNTY POLICE DEPARTMENT
LANGUAGE ACCESS PLAN**

THOMAS C. KRUMPTER
Acting Police Commissioner

STEVEN SKRYNECKI
Chief of Department

I. Purpose

This policy has been developed to implement the requirements of NYS OTDA ADM 06-ADM-05 and Nassau County Executive Order numbers 67-2013 and 72-2013(See Below) which seeks to ensure that the segment of 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).

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 annual 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. To aid in the process of police encounters with the LEP public, the department has instituted Department Procedure OPS 3132 which establishes our guidelines for obtaining and using an interpreter. When performing law enforcement functions members provide free language assistance to LEP individuals whom they encounter when necessary or whenever an LEP person requests language assistance services. The Department provides these services as part of our community policing and enforcement efforts.

IV. Department Language Access Coordinator (LAC)

The Deputy Commanding Officer of Community Affairs Detective Sergeant Jeiver Espinosa is designated the NCPD Language Access Coordinator (LAC) by the Chief of Department. As the LAC he 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 semiannual basis.

V. 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. Department Procedure Attachment OPS 3132-A sets forth the guidelines for a Department interpreter. 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.
- **Language Identification Card:** The Department has distributed 4x10 laminated cards to all the patrol vehicles and precincts. These cards have the sentence "Point to your language" in 21 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.
- **Language Line Service:** The department currently uses the phone based services of 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 coordinated through the Communication Bureau Operations Desk ext. 8610. This service *is not used* to interview or interrogate subjects of a criminal investigation.
- **Website:** The Nassau County Police website www.pdcn.org can be translated into 81 languages via a Google language toolbar located at the top of the website. This includes the top six most common foreign languages spoken in Nassau County: **Spanish, Chinese, Italian, Persian, Korean, and French Creole.**
- **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.

VI. 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.

VII. Training

The NCPD shall ensure that all current NCDP 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.

VIII. Record Keeping and Evaluation

Communications Bureau will keep a log of all instances when The Language Line Services are provided to a member of the community.

IX. 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.

X. Grievance Procedure

Anyone has a right to file a grievance with the NCPD if the person believes he/she was denied Language Access Services. NCPD has a Compliment or Complaint form which is available on the Departments Website at www.pdcn.org and also available at any Police Precinct or Community Policing Center. All Complaints are referred to and processed through our Internal Affairs Unit, 1490 Franklin Avenue, Mineola, NY 11501, (516) 573-7120 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 7 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.

XI. Using Family and Friends as Interpreters

In order to ensure confidentiality LEP clients may not use a family member, friend, or a minor as an interpreter other than in an emergency. However, upon request of the LEP client a family member or friend may be used for routine matters such as location information, business hours and rescheduling an appointment.

POLICE DEPARTMENT, COUNTY OF NASSAU, N.Y.
EMPLOYEE SKILLS DATABASE

COPY

ISRAEL SANTIAGO LB DSGT	Logout
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Save & Review

A. FOREIGN LANGUAGE

LANGUAGE	DIALECT	SPEAK	UNDERSTAND	READ	WRITE	PROFICIENCY TEST SCORE
1. SPANISH		Good	Good	Average	Average	%
2.						%
3.						%
4.						%

Members can take an online proficiency test by clicking this link. The test score can be entered in the above SCORE box.

B. SPECIAL SKILLS

SPECIAL SKILL	CODE	SPECIAL SKILL	CODE
1. Attorney	Licensed/certified	2.	
3.		4.	
5.		6.	
7.		8.	

C. EDUCATION

MAJOR SUBJECT	DEGREE TYPE
1. Law	JD
2. Urban Legal Studies	BA
3.	
4.	

D. REMARKS

Save & Review