

OFFICE OF OPERATIONS

NOTICE NO. 42

RECEIVED

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TO: All Personnel, Office of Operations

FROM: Director, Office of Operations

SUBJECT: MISSING PERSONS PROCEDURES FOR FOUND/UNIDENTIFIED NON-ENGLISH SPEAKING PERSONS

EFFECTIVE: Immediately

PURPOSE

This Notice provides supplemental guidelines for Department personnel conducting investigations involving found/unidentified non-English speaking persons. Additionally, this Notice informs Department personnel of additional resources that are available to assist in other investigations involving non-English speaking persons (Attachment).

INFORMATION

The City of Los Angeles is one of the largest, most culturally diverse cities in the U.S. with over a hundred different languages spoken. Due to this diversity, contact with non-English speaking persons has become more frequent. Every day officers conduct investigations involving non-English speaking persons with whom they are unable to communicate. Language barriers of this nature make it very difficult for officers to conduct investigations and/or provide the appropriate assistance.

PROCEDURES

The following supplemental guidelines shall be utilized when conducting investigations involving found/unidentified non-English speaking persons:

Officers' Responsibilities

In accordance with existing policy, Department employees shall exhaust all available means to assist all members of the community. Several resources for requesting a foreign language interpreter to aid in investigations involving non-English speaking persons is included as a guide to assist Department personnel in this effort (see attached). After the procedures outlined in the attachment have been exhausted and the investigation involves a non-English speaking person who remains unidentified, Department personnel shall notify the Missing Persons Unit (MPU), Detective Headquarters Division (DHD) for assistance.

Missing Persons Procedures for
Found/Unidentified Non-English
Speaking Persons

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1.2.1

NOTE: Department personnel are reminded that this Notice only provides supplemental guidelines and all existing Department procedures outlined in Manual Section 4/712.30 for investigating all found/unidentified persons are still applicable.

Additionally, all personnel shall adhere to existing laws and procedures regarding the release of information when a person is detained under Section 5150 of the Welfare and Institutions Code.

Missing Persons Unit, (DHD) Responsibilities

When a Missing/Found Persons Telephonic Report, LAPD Form 03.16.2, is completed, existing procedures are still relevant. If the investigation involves a found/unidentified non-English speaking person, concerned MPU personnel shall incorporate any foreign language assistance information in the Missing/Found Persons Telephonic Report. The notification information shall also be documented by the investigating officer on the associated Follow-up Report (i.e., Forms 70-03.16.0, 03.14.0, or Chronological Record, LAPD Form 03.11.6).


The MPU, DHD, shall be responsible for compiling and maintaining a Citywide file of available foreign language hot-line services and/or centers to further assist Department personnel in the identification of all found/unidentified non-English speaking persons. The file will be compiled with the assistance of each geographic Area.

Commanding Officers' Responsibilities

Area commanding officers shall ensure that a comprehensive list of all foreign language hot-line services and/or centers that are available to provide foreign language translations (Korean, Chinese, Spanish, Armenian, etc.), within their respective Areas is submitted to MPU, DHD as soon as possible.

NOTE: The list should include the name, service hours and telephone number(s). Example - Korean American Federation of Los Angeles, Monday through Friday, 0900-1700 hours, telephone (213) 732-0192 or (213) 487-0011 after 1700 hours.

All questions concerning missing persons or the compiling of hot-line services information shall be directed to MPU, DHD, at (213)485-5381.


BAYAN LEWIS, Assistant Chief
Director
Office of Operations

DISTRIBUTION "A"

Attachment

INTERPRETER RESOURCE LIST

The attached information is provided as a reminder regarding some of the resources that are available to aid Department personnel in their efforts to assist and/or identify non-English speaking persons. Nothing in this attachment is intended to amend or change existing policy/procedures or prohibit Department personnel from using other resources to assist them in their investigations.

Area Interpreters

Department Certified Language Translators are available in most Areas to assist Department personnel with language translations. To obtain the services of an Area bilingual officer:

- * Broadcast a request to Communications Division (CD) for an officer who speaks the language in question;

or

- * If there is no response to the request for an interpreter, the CD Watch Commander (W/C) should be contacted at (213) 485-3223 for further assistance. If a telephone is not available in the field, officers shall request that a cellular phone be transported to their location.

The officer shall provide the following information to CD:

1. Name, rank, serial number, division and detail.
2. Name of non-English speaker and language to be translated (if discernable).

Department Language Bank Roster

- * Communications Division and each Area watch commander maintain a list of sworn and civilian Los Angeles Police Department interpreters. When contacting CD, Department personnel will be given the name and telephone number of one or more on-duty interpreters.

AT&T Language Line

- * When no sworn or civilian interpreters are readily available, the CD W/C should be notified and provided with the same information listed above, and a telephone number (including area code) where the officer can be contacted.
 1. The information will be relayed to an Emergency Board Operator (EBO). The EBO will establish a conference call between the officer and the AT&T language line.

2. The officer should give a brief summary to the interpreter of the information needed. Try to allow two or three questions at a time, and allow the translator time to translate and respond.

Telephone Patch

A telephone patch is a procedure that allows officers to use their ASTRO radios to speak directly with a person on a telephone line by way of the Bureau Communications Coordinator (BCC). In cases of extreme field emergencies, officers may consider using the telephone patch function available through CD. When requesting a telephone patch, officers should use the following procedures:

1. Contact the BCC on an available tactical frequency and request a telephone patch.
2. Relay pertinent emergency information (i.e., telephone number, person to be contacted and a summary for the emergency situation) to the BCC on the tactical frequency.
3. The BCC will contact the CD W/C for approval of the telephone patch.
4. Upon approval, the telephone patch will be initiated by the BCC.
5. The requesting officer may now complete the telephone patch call.

Bilingual Operators at Communications Division

- * Bilingual operators assigned to CD will provide translation services during emergency situations only. These situations include:
1. Initial, brief interview of potential witnesses to major felony crimes;
 2. Initial, brief interview of individuals in life threatening situations; and
 3. Urgent officer safety situations.

Questions concerning the "Foreign Language Translator Procedure" shall be directed to CD, Training Unit, at (213) 485-4455 during day watch hours. During off-hours, contact Detective Headquarters Division for assistance.