



SAN JOSE POLICE DEPARTMENT

TRAINING BULLETIN

TO: ALL DEPARTMENT PERSONNEL

FROM: Anthony Mata
Chief of Police

**SUBJECT: LANGUAGE INTERPRETATION
AND TRANSLATION SERVICES**

DATE: April 14, 2022

Bulletin# 2022-010

In 2014, the Department published the [Language Access Plan \(link\)](#) for Department personnel to follow when providing services to, or interacting with, individuals who are Limited English Proficient (LEP). Department members are reminded to abide by the following Duty Manual sections when obtaining language interpretation and translation services:

- C 1317 - Procedures During Encounters with Limited English Proficient (LEP) Persons
- C 1317.1 - Procedures for Providing Oral Interpretation Services

The Department no longer uses the AT&T Language Line for language interpretation and translation services. Voiance now provides the Department with language interpretation and translation services. All Voiance services can be audio and video recorded for evidentiary purposes using a body-worn camera or other device.

Voiance provides the following interpretation services to Department members:

- **Over the Phone Interpretation (OPI)**—An audio-only phone call using a mobile phone, landline telephone, or website
- **Video Remote Interpretation (VRI)**—A video and audio chat using the Voiance Interpreter app or website. VRI is most commonly used for the hearing impaired who communicate using American Sign Language. Other languages are also available.
- **Document Translation (T&L)**—Written translation of a document (e.g., handwritten letter, email, audio file, etc.)
- **On-Site Interpretation (OSI)**—An in-person translation service

Use the following recommendations for working effectively with an interpreter:

- Brief the interpreter on the nature of the call then begin your conversation
- Allow the interpreter to greet you and the person
- Document the interpreter's name and ID number for reports, CAD, or other documents
- Speak in the first person
- Use short but complete phrases
- Avoid slang, jargon, or metaphors
- Allow the interpreter to clarify linguistic and cultural issues
- Exercise patience and professionalism

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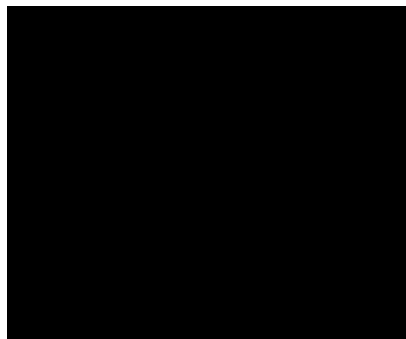
Use the following directions to access Over the Phone Interpretation (audio only) via mobile phone or landline telephone:

- [REDACTED]
- [REDACTED]
- [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
- [REDACTED]

Use the following directions to access Over the Phone Interpretation (audio only) or Video Remote Interpretation (video and audio) via desktop computer (not mobile device):

- [REDACTED]
- [REDACTED]
 - [REDACTED]
 - [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
 - [REDACTED]
 - [REDACTED]
- [REDACTED]

The Voiance Interpreter app (icon below) is available for Video Remote Interpretation. You will need to download the app to your City-issued mobile phone via the Google Play Store. While it is possible to do so, please avoid using the app for Over the Phone Interpretation.



Additional fees may be charged for use of Video Remote Interpretation, On-Site Interpretation, and Document Translation. Therefore, unless additional circumstances exist requiring those services, Department members should first attempt to use Over the Phone Interpretation.

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Use the following directions to access Voiance Video Remote Interpretation (video and audio):

- [REDACTED]
- [REDACTED]
- [REDACTED]
 - [REDACTED]
 - [REDACTED]
- [REDACTED]
- [REDACTED]

Use the following directions to request On-Site Interpretation:

- [REDACTED]
 - [REDACTED]
- [REDACTED]

Use the following directions to request Document Translation:

- [REDACTED]

All charges from interpretation and translation services will be paid through existing, open purchase orders.

[REDACTED]



Anthony Mata
Chief of Police

AM:SD:DK

Attached Documents:

- OPI Access Card (for BFO personnel)
- OPI Access Card (for BOI personnel)
- OPI Access Card (for Comms and OSSD personnel)
- VRI Access Card for Voiance App
- VRI Access Card for Voiance website
- OSI Access Card