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02/17/16

Training Video and On-Line Survey regarding DGO 5.20, Language Access Services for Limited English Proficient (LEP) Persons

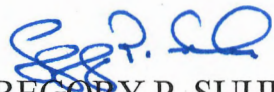
Department General Order (DGO) 5.20, Language Access Services for Limited English Proficient (LEP) Persons, establishes language access procedures consistent with federal, state and local law. Language barriers can inhibit or prevent individual with limited English proficiency from accessing and/or understanding important rights; obligations; and services, or from communicating accurately and efficiently in different situations. Hampered communications with LEP victims, witnesses, suspects and community members can jeopardize safety and create evidentiary and investigative challenges.

To assist members in understanding and complying with the policies and procedures outlined in DGO 5.20, the Training Division developed a video that summarizes members' requirements as defined in the order. To ensure that Department members understand their obligations associated with DGO 5.20, members shall view the training video and complete an on-line survey no later than thirty (30) days from the date of this Department Bulletin. Members are required to view the video within this time frame even if they have previously watched the video.

Members can access the training video regarding DGO 5.20 by using the following link:
<https://www.youtube.com/watch?v=wLWVgF9nInw>

Members can access the on-line survey to provide feedback about the training video by using the following link: https://www.surveymonkey.com/r/sfpd_520

Per DB 15-141, **both sworn and non-sworn members** are required to electronically acknowledge this Department Bulletin in HRMS. **By acknowledging this Department Bulletin in HRMS, members are also affirming that they have viewed the training video and completed the on-line survey.**


GREGORY P. SUHR
Chief of Police