



# DEPARTMENT NOTICE

24-033

Published: 03/01/24

Expires: 03/01/27

## Request for Sign Language Interpreters

(Update to DN 21-042)

Partners In Communication LLC (PIC) is the Department's designated *in-person* American Sign Language (ASL) interpreter service provider.

If an individual uses sign language, determine whether the individual uses American Sign Language. If ASL is their preferred method of communication, the member shall request an ASL interpreter. The request shall be arranged within an hour of contact for a qualified sign language interpreter to meet with a department member to conduct a pre-arranged interview with a suspect, witness, or victim by calling (800) 975-8150 Monday- Friday 0730 hrs.- 1830 hrs. After hours (1830 hrs. - 0730 hrs.), holidays, and weekends, members are to call the above listed number and dial Ext. 805. Should the scheduling associate not answer, leave a message with your call back information. PIC can be reached 24/7 for emergency situations.

When requesting an in-person qualified interpreter, provide the scheduling associate with the following information:

- Name, star number and immediate contact number
- Name and star number of the officer handling the investigation, if different from the requester
- Exact response location, directions, and parking instructions
- Name and preferred gender of the Deaf or hard of hearing person
- CAD or case number of the investigation
- Summary of the situation and actions that may take place
- Estimated length of the interview

Patrol members shall advise Dispatch of the need for an in-person qualified interpreter and the results of their request. Members shall obtain the responding qualified interpreter's name, immediate contact number, estimated time of arrival and location from which the qualified interpreter is traveling from. Members shall document this information in the incident report.

If a member requests an in-person qualified interpreter in an emergency situation, PIC will provide a progress report within 30 minutes regarding the status of locating a qualified interpreter.

If a PIC interpreter does not respond for interpretation services, members shall access the InSight Interpreters app on their Department-issued cell phone. The below illustration is the icon used to access the remote video interpretation service.



**Click the icon to reveal the list of languages, including American Sign Language. Wait for the live person and begin your interview.**

**Remote Video Interpretation Services are available on all Department-issued cell phones.**

Remote video interpretation service shall not be used to replace in-person ASL translation with PIC. Officers must remember as the lengthier, complex, and important the communication, the more likely that an in-person qualified interpreter will be required to communicate effectively with an individual whose preferred method of communication is sign language.

Any questions may be directed to the Department's Americans with Disabilities Act Coordinator at [REDACTED].

Reference:

DGO 5.20 Language Access Services for Limited English Proficient Persons

DGO 5.23 Interactions with Deaf and Hard of Hearing Individuals

  
WILLIAM SCOTT  
Chief of Police

*Per DN 23-152, all sworn & non-sworn Members shall electronically acknowledge this Department document in PowerDMS within (30) thirty calendar days of issuance. Members whose duties are relevant to this document shall be held responsible for compliance. Any questions regarding this policy should be sent to [sjpd.writtendirectives@sfgov.org](mailto:sjpd.writtendirectives@sfgov.org), who will provide additional information.*