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**TO:** Sabrina B. Landreth City Administrator

# **AGENDA REPORT**

FROM: Ian Appleyard Director of Human Resources Management

SUBJECT: Supplemental Report to Equal Access Annual Compliance Report **DATE:** October 14, 2019

City Administrator Approval:	5	Date:	10/22/19	

### RECOMMENDATION

Staff Recommends That The City Council Receive The Equal Access Annual Compliance Report.

### **REASON FOR SUPPLEMENTAL**

At the October 8, 2019 Finance & Management Committee, staff was asked to provide information on language accessibility in the emergency dispatch units of the Oakland Police and Fire Departments. This Supplemental Report is prepared in response to this request and provides additional information to the Equal Access to Services Annual Compliance Report for Fiscal Year 2018-19. (

. Both Oakland Police Department (OPD) and Oakland Fire Department (OFD) operate emergency dispatch units, see details below.

### 1. Oakland Police Department (OPD)

### 1.1 Language Access Services

Table 1: Oakland Police Department	FTE	Spanish	Chinese	Other
Communications Dispatchers	67	10	2	1
Communications Operators	3	0	0	0
Communications Supervisor	7	0	1	0
Total	77	10	3	1
Percentage of Total		13%	4%	1%

Staffing in the OPD Communications Division is comprised of dispatchers who speak Spanish, Cantonese, Mandarin and Vietnamese. When these staff members are not present, Voiance Language Services is available to all staff. Voiance Language Services provides 24/7 language interpretations over the phone for common languages, including Spanish, Mandarin and Cantonese. This option is utilized most frequently at the 9-1-1 Communications Center when non-English speakers reach out for assistance over the phone. In addition, the OPD utilizes an

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City Council November 5, 2019 internal system called Telestaff to assist with locating employees who speak specific languages to assist with translation, which enables the department to deploy translation resources to calls for service. The Telestaff database holds personnel data, which can be queried to locate employees who have the needed language skills.

### 1.2 Language Access Training

Training Bulletin VIII-R (**Attachment A**) sets forth the department's policy and procedures to inform personnel of the need to provide language access services when encountering a Limited English Proficient (LEP) person. The OPD is committed to providing language assistance services to individuals who are LEP as part of the department's community policing philosophy. OPD takes all reasonable steps to ensure there is timely and accurate communication available to all individuals, regardless of their primary language. Training Bulletin VIII-R also addresses the use of an interpreter in situations such as police contacts, Miranda admonitions, follow-up investigative interviews, formal interviews, consent searches, search warrants, offense reports and translated documents. Additionally, Training Bulletin VIII-R provides guidelines in determining the type of interpreter needed, depending on the circumstances of the incident.

In addition, OPD offers an extensive thirty-eight-week training program that teaches elements of crimes, how to interview callers, and how to process calls for service. During training, staff are taught to use translation services to accommodate non or limited English speaking clients.

#### 1.3 Other Efforts to Increase Bilingual Staff

OPD attends community events on a regular basis to advertise and provide educational material. Other outreach strategies used by the department includes, but are not limited to the following:

- Attend the Chinatown Lunar Festival
- Attend the Cinco de Mayo Festival
- Attend the Diversity Employment Day Career Fair & Roundtable
- Attend Laney College Career Fair (ethnic diversity 13% Hispanic/Latino and 27% Asian)
- Attend Fresno State University Recruit the 99 Job Fair (ethnic diversity 49.3% Hispanic/Latino and 14.3% Asian)
- Attend Cal Berkeley Social Impact Career Fair (ethnic diversity 14.7% Hispanic/Latino and 35.4% Asian)
- Attend Sacramento State University American Criminal Justice Association Career Day (ethnic diversity 30.2% Hispanic/Latino and 20.9% Asian)
- Attend Merritt College Law Enforcement Day Career Fair (ethnic diversity 29% Hispanic/Latino and 17% Asian)
- Enlist Chinese Police Officers and Spanish Police Officers Associations to participate in recruitment efforts
- Produce, maintain and distribute department recruitment posters in Chinese and Spanish to each area of the city using Community Resource Officers (CROs) and Neighborhood Services Coordinators (NSCs) to promote job opportunities

 Attend various career events and job fairs with local faith-based communities to increase awareness and improve participation from Oakland residents

### 2. Oakland Fire Department (OFD)

#### 2.1 Language Access Services

Table 2: Oakland Fire Department	FTE	Spanish	Chinese	Other
Communications Dispatchers	18	4	0	0
Communications Supervisor	5	0	0	0
Total	23	4	0	0
Percentage of Total		17%	0%	0%

California Governor's Office of Emergency Services (CalOES) provides language services 24/7 through Voiance to the Fire Dispatch Center. The service is contracted and provided to all Public Safety Answering Points in the State of California. If the Fire Dispatch Center does not have bilingual staff available for the language requested, Voiance is contacted for translation services. Voiance operates 24/7 to ensure service coverage.

OFD currently has four (4) bilingual dispatchers. All four (4) provide Spanish translation services on-demand. Two (2) dispatchers work the graveyard shift and two (2) dispatchers work the day shift. Swing shift has no bilingual dispatchers currently assigned but may work trade or overtime when there is a staffing vacancy. Whenever there is a Spanish speaking dispatcher available, they are asked to take calls with Spanish speakers immediately after any non-bilingual dispatcher receives the call. When there are no Spanish dispatchers available or they receive a call of a different language, they try to convey to the reporting party to hold on the line while we conference in a language line translator to the call, if there are no apparent scene safety issues and the call was given to them as a request for medical, upon receiving the call, staff dispatch it immediately as an unknown medical with a fire unit and an ambulance while simultaneously securing a translator on the line.

### 2.2 Language Access Training

In regards to training, customer service is the key element and technique used to ascertain the language needed to assist the calling party. Department policy requires that when the dispatch unit receives language line calls for medical emergencies, they dispatch as a 32B4 (Unknown medical with a language barrier requiring translation services) call type, with an OFD unit and an ambulance while attempting to secure a translator on the line. New dispatchers are provided with the communication procedure manual with policies and directives. Section 962 of the manual provides guidance on using language line services. (Attachment B)

### 2.3 Other Efforts to Increase Bilingual Staff

Job Announcements specifically highlight the need for bilingual applicants. A Fire Communications Dispatcher recruitment with selective certification for language (Chinese) was conducted in Fiscal Year 2018-2019. Only one bilingual candidate was certified to the department. The candidate was interviewed, a conditional offer was made, however, the offer was declined. OFD will utilize bilingual staff and over-the-phone interpretation services to ensure all residents have equal access to services. OFD will continue posting recruitment ads in local newspapers that specifically announce bilingual applicants are highly desired.

### 3. Voiance Language Services

Both Police and Fire departments utilize Voiance Language Services for 9-1-1 interpretations as part of the California Governor's Office of Emergency Services. The service is contracted and provided to all Public Safety Answering Points in the State of California. Additional information is provided here on Voiance Language Services based on information provided by the company.

Voiance provides telephone interpretation and written translation to various public service agencies. These include major federal departments and agencies, state and local public safety agencies including 9-1-1, law enforcement, fire and EMS, health and human services, education, and many others. Voiance prioritizes connections for emergency calls. 99% communication system availability to ensure emergency calls are picked up swiftly. The company provides seven (7) large scale interpreter contact centers with 24/7 operation to ensure night and weekend coverage. 9-1-1 interpretation is one of the most demanding forms of interpretation. Voiance has dedicated significant amounts of time to train interpreters for 9-1-1 conversations.

In addition to 120-hours of initial training, dedicated 9-1-1 interpreters receive ongoing training and skills development, including: (i) Obtaining address information from Limited English Proficient callers, when asked by the call taker; (ii) following a dispatcher's lead in the tone, intensity, and urgency of a call; (iii) interpreting pre-arrival instructions, including CPR; (iv) Mitigating cross-cultural communication barriers. Voiance interpreting services training covers various topics, including: medical emergencies and ambulatory situations; unknown address that needs to be obtained; speaking with children; identifying deceased persons and completing missing persons reports; non-English callers with impaired mental states (intoxication, mental illness, etc.); domestic violence and other violent crimes; accidents (vehicular or otherwise); stolen property (burglary, reporting stolen goods).

### ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That the City Council Receive The Report Regarding the Annual Equal Access to Services Ordinance.

For questions regarding this report, please contact May Tam, Program Analyst III, at (510) 238-3112.

Respectfully submitted,

IAN APPLEYARD Director of Human Resources

Reviewed by: Greg Preece, Human Resources Manager

Prepared by: May Tam, Program Analyst III Equal Access Program of Human Resources

Attachments (2):

A: OPD Training Bulletin VIII-R

B: OFD Communications Procedure Manual Section 962

Attachment A



### LANGUAGE ACCESS

The purpose of this Training Bulletin is to set forth Department policy and procedure to inform Department personnel of the need to provide language access services when encountering a Limited English Proficient (LEP) person which are consistent with federal, state and local law.

Personnel are reminded not to sacrifice officer safety or put the public at risk for the sake of providing language services to an LEP individual.

#### BACKGROUND

Language barriers impede effective and accurate communication in a variety of ways. Language barriers can often times inhibit or even prohibit individuals with limited English proficiency from accessing and/or understanding important rights, obligations, and services, or from communicating accurately and efficiently in different situations. Hampered communication with limited English proficient victims, witnesses, suspects, and community members can jeopardize safety and create evidentiary and investigative challenges.

OPD recognizes the importance of effective and accurate communication between its personnel and the diverse community it serves.

#### **DEFINITIONS AND TERMINOLOGY**

#### Interpretation '

The act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning.

#### • Interpretation Services

Over-the-phone interpretation services are available 24 hours a day, 7 days a week and can be arranged directly or through the Communications Section. OPD has a contract with a service provider to provide telephonic interpretation assistance in most languages.

#### Limited English Proficiency (LEP) Person

Individuals whose primary language is not English and who have a limited ability to read, write, speak, or understand English.



Language Access, Index Number VIII-R

#### • Primary Language

The language in which an individual is most effectively able to communicate.

#### Selectively Certified Bilingual

Department personnel who have identified themselves as "bilingual" and have demonstrated, through a formal testing procedure, certified by the Department of Human Resources Management, competency to communicate in the source language by demonstrating the ability to listen to a communication in one language (source language) and orally convert it to another language (target language) while retaining the same meaning.

Additionally, the Personnel Section maintains a complete list of Selectively Certified Bilingual personnel (members and employees).

#### • Self-Identified Bilingual

Department personnel who have identified themselves as having limited basic language skills and conversational comprehension and can engage an LEP person in a "conversational" manner.

**NOTE**: The Daily Detail generated by the Automated Scheduling and Staffing Management System (TeleStaff) is capable of listing bilingual members (Selectively Certified Bilingual and Self-Identified Bilingual).

#### Translation

The replacement of written text from one language (source language) into an equivalent written text into another language (target language) while keeping the context and meaning the same.

#### POLICY

The Department shall provide language assistance services to LEP persons when performing law enforcement functions, upon request, or as a part of the Department's community policing philosophy.

OPD shall take reasonable steps to ensure timely and accurate communication and access to all individuals regardless of primary language.

#### **IDENTIFICATION OF PRIMARY LANGUAGE**

Personnel need to determine whether the individual can speak and understand the English language during the initial contact with an individual. This may be accomplished by simply asking the person. In the event the individual has difficulty speaking or understanding the question, personnel shall take appropriate steps to advise the LEP person that language assistance services (interpreters) are available free of charge to LEP persons if assistance is requested or required.

A Language Identification Card (TF-3331) (Appendix) is available to Department personnel to facilitate in the identification of the primary language in order to provide the appropriate interpretation services to LEP individual.

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Personnel need only display the Language Identification Card to the LEP person so the person can identify the language they speak prior to calling a qualified bilingual member, contract, or professional interpretation service.

• In the event the LEP person does not appear able to read or understand the language identification card, the member may call the contracted telephonic interpretation service for assistance.

#### **USES FOR AN INTERPRETER**

Personnel may need to utilize the services of an interpreter for incidents involving vehicular/pedestrian traffic stops, preparing offense reports, taking statements, to provide verbal and written assistance in the Miranda admonition process, serving warrants and restraining orders, crowd/traffic control, and for obtaining permission for a consent search. Failure to use an interpreter may jeopardize an investigation and result in a violation of civil rights.

#### Police Contacts

In the event a member encounters an LEP person during a police contact (e.g., traffic enforcement stop, detention, or arrest) members must consider utilizing the services of an interpreter to explain the purpose, action, and/or resolution of the police contact.

• <u>Miranda</u>

The Miranda admonition shall be provided to an LEP suspect in his/her primary language before any questioning when there is any doubt that the suspect does not understand English. A qualified interpreter must be present during the Miranda admonition to protect the integrity of the investigation and prosecution.

#### • Follow-Up Investigative Interviews

The member needs to consider seeking the assistance of an interpreter to conduct follow-up investigative interviews if an LEP person requests an interpreter or is experiencing difficulty communicating with the member.

#### Formal Interviews

Effective communication and accuracy of victim and witness statements is a priority in criminal investigations. Failure to protect the rights of LEP individuals during arrests and custodial interviews may present a risk to the integrity of the investigation and prosecution.

Personnel need to consider seeking the assistance of an appropriately qualified interpreter when admonishing suspects, taking formal statements, conducting any formal victim/suspect interviews, and/or completing required forms or reports involving a victim and/or suspect which may potentially be of evidentiary value.

If unavailable, personnel may seek qualified assistance from another law enforcement agency, when practical.



#### Language Access, Index Number VIII-R

#### <u>Consent Searches / Search Warrants</u>

Members need to consider seeking the assistance of an interpreter prior to conducting a consensual search or executing a search warrant of an LEP person and/or their property if requested by the LEP person or when an LEP person is experiencing difficulty communicating with the member or understanding the procedure.

#### Offense Reports Requirements

Whenever an offense report is prepared regarding an incident involving an LEP person, the offense report shall identify the primary language spoken by the LEP individual, the person who provided the interpretation/translation and the manner in which interpretation/translation services were provided.

#### • <u>Translated Documents</u>

Transcribing audio and written documents submitted by LEP individual(s) into English must be considered when such evidence is essential to continue the investigation and/or prosecution of a criminal case or an internal investigation, or when directed by the Chief of Police, a magistrate, or other competent authority.

#### **DETERMINING THE TYPE OF INTERPRETER NEEDED**

Personnel need to determine the type of interpreter needed depending on the circumstances of the incident while taking into consideration issues, such as, the gravity of the incident, officer/public safety, cost, time factor, and the need to protect the integrity of the investigation and prosecution. Each class of interpreter has advantages and disadvantages. Some of the pros and cons include, but are not limited to, the following:

- Selectively Certified Bilingual Personnel
  - o Pros
    - Trained in law enforcement and procedures
    - No cost
    - Readily accessible 24/7
    - Language skills have been tested
    - Available for future testimony
  - o Cons
    - Availability subject to scheduling
    - Limitation of available languages
    - May have verbal but not written skills
- Self-Identified Bilingual Interpreter
  - Pros
    - Readily accessible 24/7
    - Time Saver
    - No cost
    - More reliable than family member, etc.
    - Less biased than family member, etc.
    - More familiar with laws and procedures
    - Available for future testimony

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- Cons
  - Availability subject to scheduling
  - Language skills may not be recognized by courts (to protect the integrity of the investigation and prosecution)
  - May have verbal but not written skills
  - May be limited to basic conversational comprehension
  - Limitation of available languages
- Telephone Interpreter
  - o Pros
    - Readily accessible 24/7 through Communications Section
    - Extensive directory of interpreters
    - No cost
    - Reliable
    - Extensive access to different dialects
  - o Cons
    - Trained in law enforcement and procedures
    - Can be time consuming to interpret via phone
    - Not available for translation services
    - Not available for future testimony
- Family members, neighbors, friends, volunteers, bystanders or children
  - Pros
  - Time saver
  - Pre-established rapport
  - No cost
  - o Cons

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- Not necessarily reliable
- Unknown competency with English language
- Biased
- May be unavailable for future testimony
- Maturity of interpreter or privacy of interpretation may not be suitable or practical
- Court Certified Interpreter
  - o Pros
    - Recognized by the courts
    - Protects the integrity of the investigation and prosecution
    - Highest level of language competency for a foreign language
  - o Cons
    - Not readily accessible appointment needed
    - Cost

### Attachment A

#### APPENDIX Language Identification Card (TF-3331) Exemplar

#### 1.0

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Hindi अपनी पावा इसारे से दिखाद्र्ये । आपके लिए दुमाषिया बुलाया जाऐगा ।	हिन्दी	760
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Nepali आफ्नो भाषां थिनाउनु बोस् । तपाईको भाषा बोल्ने व्यक्ति बेलाइने छ ।	नेपाली	FE1
Punjabi ਅਪਣੀ ਬੋਲੀ ਇਸਾਰੇ ਨਾਲ ਦਸੇ। ਤੁਹਾਡੇ ਦਸਤੇ ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲਾ ਬੁਲਾਇਆ ਜਾਅੇਗਾ।		<b>FEI</b>
Sinhalese එබේ නාසාව වෙරින් යෙන්වන්න. සිංහල සැහා ස්ථන සොනෙස් හොයනවා	ධිංහල	
எத்த மொழியில் துவிபான்கள் பேண்டு போ அளக வாலால் கானப்தேவும்.	r i	<b>FE</b> 1
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	Hausa Nuna yärenkä/yärenki. A ä kirä tafintä.	Hausa 🛞
	<b>Italian</b> Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	Italiano 😭
	Portuguese Aponte seu idioma. Providenciaremos um intérprete.	Português 爱
	Portuguese Creole Cabo Ponta pa bu lingua Un intrepeto ta ser chumado.	Verdiano 🝘
	<b>Somali</b> Tilmaan afka aad ku hadasho. Tarjumaan ayaa la wacayaaye.	Afsomali 📆
	<b>Swahili</b> Onyesha lugha yako. Tutamwita nuu atakayekufasiria.	Kiswahili 😿
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72	Armenian Ցոյց տուք ո՞ր մէկ լեգուն կը խօ որպեսզի թարգմանիչ մը կանչել		761
139	Assyrian ومعدا برمعدا د معد بد باعد م	<u>ር</u> ንወዮና	F)
111	<b>Dari</b> شما بکدام زبان گپ میزنید ؟ بگ ترجمان میاید.	درى	<b>FE</b> I
107	Farsi بزیانی که صحت میکنید نشان دفید. برای شما مترجم میآوریم.	فارسى	É
106	Hebrew הצבע על השפה שלך נקרא למתרגם מיר	עכרית	5EQ
140	Kurdish زمانی خۆت دەستېشان بکه تەرجومانينکت بۇ بانگ دەكدېنه سەر تەلىدۇرى	کوردی	521
110	Pashto خپله ژبه ویینه. ژربه ترجمان در سره خبری وکړی.	پشتر	F.I
112	Tuckish Kendi anadilinizi gösterin. Size bir tercüman çağırıyoruz.	Türkçe	- TEX
A	sia		

		K您的格式 K您請翻算	请指认您的语言 以便为您语 <b>制</b> 译		
м	Cantonese	囊束括	广东语	F.	
38	Chaochow	潮州話	潮州话	<b>TE</b> I	
32	Fukiencse	補建品	捕建请	F.	
35	Mandarin	HN 16	国 语	761	
37	Shanghai	上海話	七海话	<b>T</b> E1	
,55	Taiwanese	台灣話	台湾话	<b>T</b> \$1	
30	Toishanese	台山話	台山诸	<b>791</b>	

/	sia	
¥2	Burmese ခင်ဗျာရဲ့ဘာ သာ မံ ကား ကို ေ စ ကား Bနီ ေန ပေးမယ်။	မြန်မာ့စကား၊ ဆျွေ လာက်ပြပါ၊
N.	Cambodian សូមចង្កិលតាសាអ្នក លើងនិងរហាអ្នកទកប្រែមកជូន	កាសារ័ទ្ធរ 😴
6	Hmong Thoy taw tes rau koj y Peb yuay hu ib tug ner	Hmoob 😪 am lus. eg txhais lus rau koj.
0	<b>Indonesian</b> Tunjukkan bahasamu. Jurubahasa akan disedi	Bahasa Indonesia 🝘 akan
0	Japanese あなたの話す菖葉を指さ 通訳を呼びます。	日本語 7分1
t	Korean 당신이 쓰는 말을 지적하세요. 봉역환율 불러 드리겠어요.	한국말 361
3	Laotian ชีบอรนาสาทัตวิจะอิจได้ แอรณร์จจะติดตับคุณกลาใต้	ພາສາລາວ 🛒
1	Malay Tunjukkan yang mana Seorang jurubahasa ak:	Bahasa Malaysia 😪 bahasa anda. m diberitahu.
5	Mien Nuqv meih nyel waac n yie heue faan waac mie	Mienh 🐲 nbuox yie lluz, nh bun meih oc.
-	Thai บ่ายปีให้การหม่อยว่ากาษาใหม่ แล้วยาวจะจัดหาล่ามให้ก่าน	เรา เสเนท คุณทักรถานรั
9	Vietnamese Chỉ rõ tiếng bạn nói. Sẽ có một thông dịch viên	Tiếng Việt 👘 nói chuyện với bạn ngay.

#### Europe

- Albanian Tregoni me gisht gjuhën që filtni. Do të gjejmë një përkthyes për ju. 70 Shaip 501 Հայերեն 🐨 Armenian Sng mate n'e dty itemi te house 72 որպէսզի թարգմանիչ մը կանչել տոսնը. Euzkera 😪
- 136 **Basque** Zeure izkuntza atzamarragaz erakutzi. Euzkeratzail hateri deituko deutsagu. Български език 🔞 69
- Bulgarian Бълга Посочете Вашия език. Ние ще извикаме преподач за Вас.
- 132 Catalan Assenyall amb el dit el seu idioma. Es trucarà a un intèrpret. Català 😪
- Croatian Molim Vas, pokažite nam Vaš jezik. Zvat ćemo tumača za Vas. Hrvatski 🝘 67
- Czech Ukažte, který je váš jazyk. Zavoláme tlumočníka. 63 Česky 🖘
- Danish 55 Dansk 767 Peg på dit sprog. En tolk vil blive tilkaldt.
- Dutch Wijs uw taal aan. Wij zullen u een tolk geven. 56 Nederlands 201
- Estonian Näidako oma emakoelele. Me muretseme teile tõlgi. Eesti Keel 🐲
- Finnish Osoittakaa teidän kielenne. Tulkki kutsutaan auttamaan teitä 52 Suomi 🐨
- Montrez-nous quelle langue vous parlez. Nous vous fournirons un/c interprète. 58
- German Zeigen Sie auf Ihre Sprache. Wir rufen einen Dolmetscher an. 57 Deutsch 70
- Greek Δείξτε ποιά γλώσσα μιλάτε και θα κληθεί ένας διεφμηνέας. 71 Ελληνικά 🐲
- Hungarian Válassza ki az ón által beszélt nyelvet. Kapcsoljuk a tolmácsot. 65 Magyar 🖅

Bentu á þitt tungumál. Það verður hringt í túlk.	isienska gelj
Italian Faccia vedere qual è la sua lin Un interprete sarà chiamato.	Italiano 🝘
Lithuanian Parodyk tavo kalbama kalba. Venčjas bus pakviestas.	ietuvių Kalba 😪
Macedonian Posočete molim Vaš jezik. Ke vikame prevodilac Vas da d	Makedonski 🜮
Norwegian Pek på ditt språk. En tolk vil bli tilkalt.	Norsk 🜮
Polish Proszę wskazać na swój język o Tłumacz zostanie poproszony d	Polski 😪 jczysty. lo telefonu.
Portuguese Aponte seu idioma. Providenciaremos um intérprete	Português 汩
<b>Romanian</b> Indicați limba pe care o vorbiți. Veți fi pus în legătură cu un înt	Românește 😪
Russian Р Укажите, на каком языке Вы го Сейчас Вам вызовут переводчик	усский Язык Жал оворите. а.
Serblan Молим Вас, покажите нам Вац Зваћемо тумача за Вас.	Српски Жа
Slovak Ukážte na vašu reč. Zavoláme timočnika.	Slovensky 🗐
<b>Spanish</b> Señale su idioma. Se llamará a un intérprete.	Español 🚒
<b>Swedish</b> Peka ut Ett språk. En tolk kommer att tillkallas.	Svenska 😴
Ukrainian Укра Покажіть, якою мовою ви говој Зараз викличуть вам переклада	йнська Мова 🔂
	bað verður heingt í túlk. Italian Faccia vedere qual é la sua lin Un interprete sará chiamato. Lihtuarian Un tarterprete sará chiamato. Lihtuarian Parcolyk tavo kelbama kalba. Vertéjas bus pakviestas. Macedonian Posočete molim Vaš jezik. Ke vikame prevodilac Vas da d Norwegian Pek på ditt språk. En tolk vi bi tilkalt. Polish Prosze wskazać na swój jezyk of Tumacz zostanie poproszony of Portuguese Romanian Michail limba pe care o vorbiji. Veti fi pus in legáturát cu un inté Russian Yoszámre, ak sakodi snuke Bar Sechian Montis Bas, noszávare nas Bau Basheor tystava 2a Bac. Slovak Ukážie na vašu reč. Zavoláme timořnika. Spanish Seniale su idioma. Se libanať a su intérprete. Swedish Peka u Bra sprák. En tolk kommer att tilkallas. Ukrainian Yropianian Storakis, skrob nosoba pri pros

Íslenska 🖘

וודיש 🐨

135 Icelandic

135 Yiddish

ווײַזט אָן אױף אײַער שפּראָך. מע וועט אַנקלינגען אַן איבערזעצער.

#### Pacific Islands

- 120 **Aklan** Ituro mo ro atong hambae. Magtawag kami et mag-interprete. Aklanon 🖘 Kaiviti 😿 127 Fijian Dusia na nomu vosa Ena qai kacivi edua mi vakavaka dewa 113 Ilocano Ilokano 😥 Itudom iti saom. Umayab kam iti interprete Indonesian Bal Tunjukkan bahasamu. Jurubahasa akan disediakan. Bahasa Indonesia 😪 50
- 51
- Malay Bahasa Malaysia 🔂 Tunjukkan yang mana bahasa anda. Seorang jurubahasa akan diberitahu.
- 126 Samoan Gagana Samoa <table-cell> Gagana Samoa 🍘
- 117 Tagalog Pakituro mo nga ang iyong wika. Magpapatawag ako ng interprete. Tagalog 🐲
- 128 **Tongan** Tuhu kihe lea 'oku ke lea 'aki. 'E fetu'utaki kihe fakatonulea. Tonga 😪

## North America, South America, and Caribbean

- Français 寣 French 48 Montrez-nous quelle langue vous parlez. Nous vous fournirons un/e interprète
- 129 Haitian Creole Kre Montre lang ou-a, Yap voye chèche yon entèprêt. Kreyðl Ayisyen 🐲
- 1:1 Navajo
  Saad béé honisinigii nila' bee bik'idiilniih.
  Ata' halneë la' nábich'j' hodoonih. Diné 🐨
- Portuguese Aponte seu idioma. Providenciaremos um intérprete. Português 🖅 61 Spanish Español 😥 60
- Señale su idioma. Se llamará a un interprete.

•	•
	e Line
TF-3331 (Nov 09)	
Language	FEI
Identification	
Card	

As a Language Line Services customer you have access to over-the phone interpretation 24 hours a day, 7 days a week. Use this Language Identification Card in a face to face situation, to determine the hanguage a person speaks. The Language ID Card lists the languages most frequently encountered in North America,

- requently encountered in North America, grouped by the geographical region where they are commonly spoken. To use the Language ID Card efficiently, locate the geographical region where you believe the non-English speaker may be from.
- (Pacific Islands, Europe, etc.) Show the person the languages listed for that region. The message underneath each language says: "Point to your language. An Interpreter will be called.

Sample:

- English Point to your language. An Interpreter will be called. English "@U (8)
- · Refer to your Quick Reference Guide (QRG) to access an interpreter through Language Line Services. In most cases, an interpreter is
- available within seconds. If you are unable to identify the language, our representative will help you.

Please note: Listing of languages within this card does not guarantee availability of interpreters in toese languages. Language Line Services interprets from English into more than 140 languages, only the most requested languages are itself berr. This list is subject to change based upon demand.

COMMUNICATIONS PROCEDURE MANUAL Oakland Fire Department					
Chapter Title:	Emergency Medical Dispatch Program	Section No.:	962		
Section Title:	Using A Translator	Effective:	June 2009		

962.

### Using a Translator

Oakland Fire Communications has the capability of utilizing a translation service that will provide assistance in over 100 languages. When warranted, the EMD shall use the translation service to determine the nature of a request for service. Account # 901114 via the preprogram line

- A. For medical calls requiring the use of a translation service, the EMD shall create a CAD event using the Automated Number Information / Automated Location Information (ANI/ALI) as the phone number and location of the emergency unless more correct information can be ascertained.
- B. The EMD shall inform the caller, via the translator, that help is being sent, and then continue with the caller interrogation. The EMD shall use the translation services to verify the location of the emergency, verify the phone number the RP is calling from, and ask the Case Entry questions and Key Questions from the most appropriate chief complaint protocol.
- C. The EMD shall adjust the response determinant code accordingly.
- D. PDI/DLS and PAI shall be provided to callers via the translator when appropriate, possible and necessary.

Attachment B

	IUAL			
Chapter Title:	Emergency Medical Dispatch Program	Section No.:	962	
Section Title:	Translation Services for MPDS	Effective:	June 2009	

962

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## Translation Services for MPDS

Oakland Fire Communications has the resources to provide translation services in a variety of languages via use of the AT&T language line. Account # 901114 via the preprogram line.