
	<b>Ithaca Police Department</b> <b>120 East Clinton Street</b> <b>Ithaca, New York 14850</b>	
	<b>General Order Number: 481</b>	<b>Title: Language Assistance Policy for Individuals with Limited English Proficiency</b>
<b>Issuing Authority: Chief Pete Tyler</b> 		<b>Effective Date: 01-01-2018</b>
<b>Rescinds/Supersedes: All previously issued directives</b>		<b>Review Date: 01-01-2020</b>
<b>Applicable NYSLEA Standards:</b>		<b>Number of Pages: 1</b>

## I. Purpose

The purpose of this General Order is to fulfill the obligation of the City of Ithaca Police Department (the “Department”), set forth in Section 215-45(B) of the City of Ithaca Municipal Code, of establishing a Language Assistance Policy for Individuals with Limited English Proficiency (“LEP”). This General Order also establishes procedures for providing interpretation or translation services under such Language Assistance Policy.

## II. Policy

It is the policy of the Department to provide language assistance services to individuals with LEP that are reasonably required to communicate with the members of the Department. Such interpretation or translation services shall be provided as set forth in the “Procedures” section of this General Order.

## III. Procedures

In the event the Department reasonably requires interpretation or translation assistance to communicate with an individual with LEP, the Department shall utilize the following services and resources:

- A. Translator Interpreter Services: The Department shall request services on behalf of LEP persons from the Cornell University Public Service Translator Interpreter Program (607-255-1148) or directly from a list of TIP, or other, interpreters maintained by the Department.
- B. Language Line Personal Interpreter Services: Under emergency circumstances, the Department may use the Language Line Personal Interpreter Services to immediately connect with interpreters via 1-800-774-4344.