

	<b>MARICOPA COUNTY SHERIFF'S OFFICE</b> <b>POLICY AND PROCEDURES</b>	
	<b>Subject</b>  <b>VOIANCE LANGUAGE SERVICES</b>	<b>Policy Number</b> <b>GI-5</b> <b>Effective Date</b> <b>10-31-23</b>
<b>Related Information</b> DI-6, <i>Limited English Proficiency (LEP) Inmates</i> GJ-24, <i>Community Relations and Youth Programs</i>	<b>Supersedes</b>  GI-5 (12-08-21)	

**PURPOSE**

The purpose of this Office Policy is to establish guidelines and procedures for the Office's use of a telephonic language interpreting service to facilitate communication with individuals with limited English proficiency. The Office subscribes to Voiance Language Services, which provides the Office with 24 hours, seven days a week, Over-the-Phone Interpretation (OPI) in over 200 languages.

**POLICY**

It is the policy of the Office to be able to communicate effectively with all members of the public and inmates whom the Office comes into contact with. When an employee perceives that a member of the public or inmate is limited in their English proficiency, the employee should use the services of Voiance so that members of the public and inmates can effectively communicate with Office personnel.

**DEFINITIONS**

***Inmate:*** An individual who has been accepted for confinement in an Office jail facility.

***Limited English Proficient (LEP):*** Refers to a person who does not speak English as their primary language and has a limited ability to read, write, speak, or understand English. LEP individuals may be competent in certain types of communication (such as, speaking or understanding), but still be LEP for other purposes (such as, reading or writing). Similarly, LEP designations are context-specific: an individual may possess sufficient English language skills to function in one setting, but these skills may be insufficient in other situations.

***Primary Language:*** The language in which the individual most effectively communicates.

***Prisoner:*** An individual deprived of their liberty and kept under involuntary restraint, confinement, or custody prior to being accepted into an Office jail facility.

**PROCEDURES**

1. **Procedures for Telephonic use of Voiance Language Services:** When interacting with LEP members of the public or inmates in the performance of official duties, employees should use the telephonic language interpreting service provider, Voiance Language Services. Employees shall not use members of the public's telephonic devices to contact the interpreting services. Employee shall use Voiance Language Services as follows:
  - A. Detention personnel and those employees associated with detention related functions:
    1. Dial [REDACTED] to access the interpretation services.
    2. When prompted, enter the 6-digit Access Code: [REDACTED].

- a. Press 1 for Spanish.
  - b. Press 0 for all others.
3. Once connected to the interpreter the following shall be completed:
- a. The employee shall make an introduction to include:
    - (1) The phone should normally be placed on speaker;
    - (2) The employee shall identify them self;
    - (3) The employees shall allow the interpreter to greet the member of the public or inmate; and
    - (4) The interpreter shall state that the interpretation is not being recorded.
  - b. The employee shall provide the interpreter with a brief explanation of the call;
  - c. The employee should speak in first person;
  - d. The employee shall use short but complete phrases;
  - e. The employee shall avoid slang, jargon, or metaphors;
  - f. The employee shall allow the interpreter to clarify linguistic and cultural issues; and
  - g. Prior to disconnecting, the employee shall write the interpreter ID number down for documentation.
4. If detention personnel determine that another party should be added to the call, such as a parent for a juvenile, they shall advise the interpreter, who shall be responsible for contacting the third party and adding them to the call.

B. Sworn personnel and those employees associated with sworn related functions:

1. Dial [REDACTED] to access the interpretation services.
  2. When prompted, enter the 6-digit Access Code: [REDACTED].
    - a. Press 1 for Spanish.
    - b. Press 0 for all others.
3. Once connected to the interpreter the following shall be completed:
- a. The employee shall make an introduction to include:
    - (1) The phone should normally be placed on speaker;
    - (2) The employee shall identify them self;

- (3) The employees shall allow the interpreter to greet the member of the public or prisoner/inmate; and
      - (4) The interpreter shall state that the interpretation is not being recorded.
    - b. The employee shall provide the interpreter with a brief explanation of the call;
    - c. The employee should speak in first person;
    - d. The employee shall use short but complete phrase;
    - e. The employee shall avoid slang, jargon, or metaphors;
    - f. The employee shall allow the interpreter to clarify linguistic and cultural issues; and
    - g. Prior to disconnecting, the employee shall write the interpreter ID number down for documentation.
  - 4. If sworn personnel determine that another party should be added to the call, such as a parent for a juvenile they shall advise the interpreter, who shall be responsible for contacting the third party and adding them to the call.
2. Employees working in the field may contact the Communications Division to dial Voiance Language Services.
- A. Notify Communications Division personnel that a telephonic interpreter is required and request to be connected to Voiance Language Services.
  - B. Provide the applicable 6-digit detention or sworn access code. This is necessary for statistical and billing purposes.