

El Paso – Teller County Enhanced 9-1-1 Authority Board

Number: 4.27

Date Issued: January 28, 2003

Date Effective: January 28, 2003

Subject: Language Line

Policy: The Enhanced 9-1-1 Authority shall follow a standardized procedure for the use of Language Line services.

Purpose: To provide all personnel with an understanding of the purpose for the Language Line, and when it should be used.

Procedure:

1. The El Paso-Teller Enhanced 9-1-1 Authority has provided the Language Line to be used on incoming 9-1-1 calls in which the call taker is unable to communicate with a non-English speaking caller.
2. If a call is received on an administrative line at the PSAP, and the call taker is unable to determine if the non-English speaking caller has an emergency, the Language Line may be used.
3. The Language Line provided by the Authority is for use inside the PSAP only. The language line call will not be provided to on-scene personnel for interrogation of the victim and/or suspect.
4. Under no circumstances will the Language Line telephone number and PSAP password be released to any persons outside the PSAP.
5. PSAP personnel are responsible for safeguarding the telephone number and PSAP password in order to provide continued availability of the service.