



| | | | |
|---|---|---------------------------------------|--|
|  | SARASOTA COUNTY FIRE DEPARTMENT ADMINISTRATIVE DIRECTIVE #153 | | |
| | Language Link Services | | |
| | Category: Policy | Previous Revision Date: N/A | Date Approved: September 6, 2024 |
| | Fire Chief Approval (or designee):  | | |

PURPOSE:

To establish guidelines for the use of Language Link Services by the Sarasota Fire Department (SCFD) to ensure effective communication with individuals who have limited English proficiency (LEP).

The SCFD will ensure effective communication with all members of the community, thereby enhancing public safety and trust. The use of Language Link Services is a critical component of our commitment to serving the diverse needs of our community with professionalism and respect.

OBJECTIVES:

1. Ensure clear and effective communication with LEP individuals who require assistance from the SCFD.
2. Comply with federal, state, and local laws and regulations regarding language access.
3. Utilize Language Link Services efficiently to support the needs of the community without causing undue delays or resource strain.

RESPONSIBILITIES:

Fire Department Administration

1. Ensure that this directive is effectively implemented and adhered to by all members of the department.
2. Monitor the use of Language Link Services and evaluate its effectiveness periodically, making adjustments as necessary.

Officers and Supervisors

1. Ensure compliance with this directive by all personnel assigned to them.
2. Provide support and guidance to personnel in the use of Language Link Services during emergency and non-emergency situations.
3. Ensure that all instances of Language Link use are properly documented as per department guidelines.

All Personnel

- Be familiar with the procedures for accessing and using Language Link Services.
- Use Language Link Services whenever communication with individuals with LEP is needed.
- Document the use of Language Link Services in the appropriate incident reports, noting the reason for its use and any pertinent details of the interaction.
- Treat all interactions with individuals with LEP with the utmost respect and sensitivity.

PROCEDURES:

1. Accessing Language Link Services:

- A. Identify the need for interpretation or translation services.
- B. Access Language Link Services via the designated department contact method (e.g., phone number, online platform).
- C. Follow the provided instructions to connect with an interpreter for the required language listed below.
 - I. Language Link Access Procedures:
 - a. Call 833-735-3779 (Should be stored in apparatus phone)
 - b. If needed, the client code is 31924
 - c. You will be prompted to enter the language choice before being connected to the interpreter.

2. During the Call:

- A. Clearly and calmly explain the situation to the interpreter.
- B. Allow the interpreter to communicate with the LEP individual.
- C. Ensure all instructions, questions, and responses are accurately conveyed through the interpreter.

3. Post-Interaction:

- A. Document the use of Language Link Services in the incident report, including the date, time, language needed, and any relevant details.
- B. Report any issues or challenges faced during the interaction to a supervisor.