



# CHICAGO POLICE DEPARTMENT

## LANGUAGE ACCESS PLAN

April 2021

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# Language Access Plan

## Executive Summary

The Chicago Police Department (CPD) Language Access Plan (LAP) is a living document that examines how CPD provides language accessibility to individuals who are non-English speaking or have limited English proficiency (LEP).

The LAP:

- Assesses language needs utilizing LEP demographics, as well as language interpretation usage data from both CPD and the Office of Emergency Management Communications (OEMC) to provide different metrics of language use across the city.
- Identifies CPD's multilingual resources, such as Department members' self-declared foreign language proficiency data, translated documents, officer training tools, website language accessibility, and outreach community programs.
- Applies sets of observable variables –demographics, language use frequency, program's importance, and resources, to ensure meaningful access to CPD's programs and activities by LEP individuals.<sup>1</sup>
- Establishes operating procedures for obtaining translations and interpretation, posting multilingual signage, and submitting language access services feedback.
- Presents future projects aimed at closing the gap between language needs and resources.

Pursuant to the Consent Decree, paragraph 64 states that, "within 180 days of the effective date, CPD will review and, to the extent necessary, revise its language access policy to provide meaningful access to CPD programs and services for individuals who have a limited ability to speak, read, write, or understand English...."<sup>2</sup>

The information presented in the LAP operates as part of a feedback loop informing policy reviews and revisions. As CPD-S02-01-05<sup>3</sup> undergoes changes, these will be updated on the LAP as well. Any revisions to CPD's policies and procedures regarding language access will be submitted to the

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<sup>1</sup> These variables are interpreted through a four-factor analysis model, following guidelines by the United States Department of Justice (DOJ), *What Federal Agencies and Federally Assisted Programs Should Know about Providing Services to LEP individuals*, <https://www.justice.gov/file/1252541/download>.

<sup>2</sup> A consent decree is a court-approved settlement agreement. This Consent Decree requires the Chicago Police Department (CPD) and the City of Chicago (the City) to reform training, policies, and practices in several areas, including use of force, community policing, impartial policing, and many others. The Consent Decree is available for review at:

<http://chicagopoliceconsentdecree.org/wp-content/uploads/2019/02/FINAL-CONSENT-DECREE-SIGNED-BY-JUDGE-DOW.pdf>

<sup>3</sup> Special Order CPD-S02-01-05, *Limited English Proficiency*, 31 May 2012.

Independent Monitor (Monitor) and the Illinois Office of the Attorney General (OAG), who oversee the City's compliance with the Consent Decree, in accordance with the requirements of Part C of the Implementation, Enforcement and Monitoring section of the Consent Decree.

## Purpose

CPD is aware of the significance of meaningful, accurate, and effective communication between its staff and the communities it serves. In May 2012, Special Order CPD 02-01-05, *Limited English Proficiency*,<sup>4</sup> was drafted to establish standard operating policies and procedures for providing language accessibility to LEP individuals. In June 2020, the Language Access Coordinator (LAC) position was created as part of a sustained effort to ensure compliance with the City's Language Access Ordinance to provide LEP individuals meaningful access to vital CPD public documents and services. This language access plan is a living document that takes a look at the current policies, protocols, needs, and resources for the provision of linguistic assistance. The information presented in it will be changing as policies and protocols are reviewed and revised, and the delivery of language services and resources are improved. The plan also analyzes various sources of local data, both external and internal –LEP demographics, emergency calls, and interpretation and translation logs. These different metrics provide a measure of the city's trends and needs for language services. The plan presents future objectives to meet language access demands and further the mission to overcome language barriers and facilitate communications with LEP individuals, and the vision to enable all people to communicate meaningfully with police, regardless of the language they speak.

## Language Access Framework

DOJ Guidelines recommend three intersecting elements as key to building a robust language access framework<sup>5</sup>:

- (i) Clear policy directives.
- (ii) A comprehensive agency-wide plan.
- (iii) Underlying procedures that inform and reflect both the policies and the plan.

CPD's language access plan intends to align with DOJ Guidelines, interconnecting those three integral parts, as represented visually in the chart on the next page.

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<sup>4</sup> Chicago Police Department, Special Order CPD-02-01-05, Limited English Proficiency.

<sup>5</sup> DOJ, *Overcoming Language Access Barriers — Creating Language Access Policies*.

<https://www.justice.gov/crt/video/overcoming-language-barriers-creating-language-access-policies>.



## Mission Statement of the Chicago Police Department

To serve our communities and protect the lives, rights, and property of all people in Chicago. The Department will act in a unified manner to uphold the Vision, Mission Statement and Core Values. The Department's response to emerging and chronic crime and disorder will be comprehensive and consistent with all aspects of the Mission Statement.

## Vision

That all the people in the City of Chicago are safe, supported, and proud of the Chicago Police Department.

## Core Values<sup>6</sup>

- Professionalism
- Integrity
- Courage
- Dedication
- Respect:

## Key definitions

**Core languages**—those languages spoken by non-English speakers, or limited English proficiency individuals that comprise 5% of the total population or 10,000 persons, whichever is less.

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<sup>6</sup> For additional information, see General Order G01-01, *Vision, Mission Statement, and Core Values*.

**Essential public documents**—documents most commonly distributed to the public that contain or elicit important and necessary information regarding the provision of basic City services.<sup>7</sup>

**Exigent circumstances**—Situations requiring immediate action, such as a threat to life, safety, property, fleeing suspect, or the potential loss or destruction of evidence (i.e., physical loss of property, witness or victim, etc.).

**Language Identification Guide**—document CPD-21.171,<sup>9</sup> a multilingual guide used for helping identify foreign languages spoken by LEP individuals. When presented this guide, an individual who has limited English proficiency can point to the text that reads “Point to your language. An interpreter will be called. The interpreter is provided at no cost to you” in the individual’s primary language.

**Interpretation**—conveying meaning orally from one language (source language) into another language (target language) while retaining the same meaning.

**Interpreter**—a person who is fluent in English and another language(s) (including ASL) and has the ability to use those languages proficiently, accurately and impartially for the purposes of interpretation and/or sight translation.

**Language access services**— describes services (such as translation and interpretation) used to bridge the communication barrier with individuals who cannot speak, understand, read, or write English fluently.

**Language Assistance Notice**—a multi-language sign displayed in the public area of Department facilities that informs the public that interpreters will be provided to LEP individuals free of charge (CPD-21.126)<sup>10</sup>.

**LanguageLine InSight**—an application installed in a Department-owned mobile device or computer that enables its user to provide 24-hour access to certified interpretation on demand in over 240 languages, including American Sign Language (ASL).

**LanguageLine Solutions** — A Department authorized language services vendor that provides translation and interpretation services worldwide in over 240 languages.

**Limited English proficiency (LEP)** — Designates an individual whose primary language is not English and who may have a limited ability to read, write, speak, or understand English. LEP designations are context specific and individuals may have sufficient English proficiency to function in certain types of

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<sup>7</sup> Essential public documents are documents that are “most commonly distributed to the public that contain or elicit important and necessary information regarding the provision of basic City services.”

According to guidance from the City of Chicago and the Office of New Americans (ONA), the following are considered essential documents:

Documents that provide guidance.

Documents for programs or services that may incur disadvantage if a resident cannot access.

Payments to/from City, such as fines, appeals.

Documents that pertain to a resident’s rights.

Notices of denials or approvals of rights and/or benefits.

Safety-related materials.

Culturally specific or population specific material.

Applications.

<sup>9</sup> Chicago Police Department, CPD-21.171, *Language Identification Guide*.

<sup>10</sup> Chicago Police Department, CPD-21.126, *Language Assistance Notice*.

communication (e.g., speaking, understanding) but lack the skills to function in other situations (e.g., reading, writing).

**Multilingual Department member** — a non-certified Chicago Police Department employee who declared foreign language(s) proficiency levels in speaking, writing, reading, and listening by filling out forms CPD-11.611<sup>11</sup> and /or CPD-62.326.<sup>12</sup>

**Multilingual Department Member List**—a list of CPD employees who are multilingual and may be called to perform interpreter services not requiring certified interpretation. This list is available to all Department members on the CPD intranet and is regularly updated.

**Primary language**—an individual's native tongue or language in which they most effectively communicate.

**Sight translation**—the oral rendition of text written in one language into another language.

**Translation**—the replacement of written text from one language (source language) to equivalent written text of another language (target language).

## Background Legislation

- A. White House Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," charges each agency receiving federal financial assistance with developing and implementing a system by which LEP individuals can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency.<sup>13</sup>
- B. Title VI of the 1964 Civil Rights Act, 42 U.S. Code § 2000d. "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."<sup>14</sup>
- C. Chapter 2-40 of the City of Chicago Municipal Code — Citywide Language Access to Ensure the Effective Delivery of City Services. "All City Departments that provide direct public services shall ensure meaningful access to such services by taking reasonable steps to develop and implement Department-specific language access plans regarding LEP individuals."<sup>15</sup>

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<sup>11</sup> Chicago Police Department, CPD-11.611, *Personnel Change Notice*.

<sup>12</sup> Chicago Police Department, CPD-62-326, *Personnel Data Entry Worksheet*.

<sup>13</sup> Federal Regulation and Compliance Section 180, *Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency*, August 11, 2000. <https://www.justice.gov/crt/federal-coordination-and-compliance-section-180>.

<sup>14</sup> United States Code, Title IV Statute 42 Chapter 21 Civil Rights, Subchapter V—Federally Assisted Programs. <https://www.govinfo.gov/content/pkg/USCODE-2008-title42/html/USCODE-2008-title42-chap21-subchapV.htm>. Note that different treatment due to a person's ability to speak, read, write, or understand English may be a type of national-origin discrimination.

<sup>15</sup> City of Chicago Municipal Code Chapter 2-240-020, *Language Access Plans*.

[https://codelibrary.amlegal.com/codes/chicago/latest/chicago\\_il/0-0-0-2442464#JD\\_2-40-020](https://codelibrary.amlegal.com/codes/chicago/latest/chicago_il/0-0-0-2442464#JD_2-40-020)

## Language Access Policy of the Chicago Police Department

Special Order CPD-S02-01-05,<sup>17</sup> Section II,<sup>18</sup> spells out CPD's policy regarding the provision of services to LEP individuals (entire section is quoted below):

- A. The Chicago Police Department and its members will provide professional, respectful, and courteous police service to all persons, equally and without prejudice and will take reasonable steps to provide Department services to all individuals encountered regardless of their ability to speak, read, write, or understand English. Department members will not exhibit any bias, or racially or culturally discriminate against individuals with limited English proficiency (LEP).
- B. Pursuant to federal law, the enforcement of immigration law generally rests with the U.S. Immigration and Customs Enforcement and Removal Operations (ICE ERO) and not with the state and local police.
- C. Department members will not participate in civil immigration enforcement operations or assist the civil enforcement of federal immigration law. Members will continue to follow the procedures outlined in S06-14-03 "Responding to Incidents Involving Citizenship Status"<sup>19</sup> including compliance with the provisions of the City of Chicago's Welcoming City Ordinance.<sup>20</sup>  
**EXCEPTION:** This does not preclude Department members from responding and taking police action should a contemporaneous public safety concern arise or in response to alleged violations of the Illinois Compiled Statutes<sup>21</sup> or Municipal Code of Chicago<sup>22</sup>.
- D. Individuals with limited English proficiency (LEP) requiring a Department service will be provided timely and meaningful access to police services, including interpretation services, provided by the Department free of charge, to ensure proper communication exists throughout the duration of the incident.
- E. Department members interacting with individuals with limited English proficiency will use certified interpreters via the LanguageLine InSight application to ensure appropriate resolution of the incident, including but not limited to community interactions, preliminary investigations, and custodial interrogations (e.g., the provision of Miranda warnings).

## LEP Four Factor Analysis

CPD applies DOJ's "Four Factor Analysis"<sup>23</sup> model when developing guidance for the provision of language access services for LEP individuals.

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<sup>17</sup> Chicago Police Department, Special Order CPD-02-01-05, *Limited English Proficiency*.

<sup>18</sup> Ibid, Section II quoted verbatim.

<sup>19</sup> Chicago Police Department, Special Order S06-14-03, Responding to Incidents Involving Citizenship Status.

<sup>20</sup> City of Chicago Municipal Code, Chapter 2-173 Welcoming City Ordinance. It explains that the Chicago Police Department is not in charge of enforcing a civil immigration violation for the Immigration and Customs Enforcement Office (ICE).

<sup>21</sup> Illinois General Assembly, Illinois Compiled Statutes, <https://www.ilga.gov/legislation/ilcs/ilcs.asp>.

<sup>22</sup> City of Chicago Municipal Code, [https://codelibrary.amlegal.com/codes/chicago/latest/chicago\\_il/0-0-0-2438966](https://codelibrary.amlegal.com/codes/chicago/latest/chicago_il/0-0-0-2438966).

<sup>23</sup> United States Department of Justice, "Executive Order 13166. Improving Access to Services for Persons with Limited English Proficiency," updated December 19, 2020.

## Factor I: the number or proportion of LEP individuals served or encountered in the eligible service population

CPD serves all the people in the City of Chicago. For this reason, LEP data from the American Community Survey (ACS)<sup>24</sup> are used when applying policy guidance calling for the provision of language assistance in a language spoken by 5% of the population or 10,000 persons, whichever is less<sup>25</sup>.

According to the 2019 American Community Survey (ACS) conducted by the US Census Bureau, the estimated Chicago population 5 years and over is 2,531,162. 895,246 (35%) speak a language other than English at home.<sup>26</sup> Some of these persons speak English “less than very well”. This group is categorized as LEP.

Based on the total numbers of each LEP population per language, Spanish speakers are the primary LEP group served by CPD employees, followed by Chinese and Polish speakers. There are three languages spoken by more than 10,000 LEP individuals, and only one of those languages (Spanish) is spoken by more than 5% of the entire population.



The table below analyzes the LEP language demographics for the top 6 languages:

Spanish	Spoken at home by 596,765 people, or 22% of the population five years and older. Of the 596,765 persons who speak Spanish at home, 240,557 (40%) report speaking English “less than very well”. Those 240,557 persons represent about 10% of the total estimated 2019 population.
Chinese	

<sup>24</sup> United States Census Bureau, “Language Spoken at Home by Ability to Speak English for the Population 5 Years and Older,” American Community Survey, 2019.

<sup>25</sup> City of Chicago Municipal Code, Chapter 2-40-020, 3. Language Access Plans.

<sup>26</sup> 2019: ACS 1-Year Estimates Detailed Tables. Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over. United States Census Bureau.

	Spoken in Chicago by 53,111 people, or 2% of the population five years and older. Of the 53,111 persons who speak Chinese at home, 34,261 (40%) report speaking English "less than very well". Those 34,261 persons represent 1% of the total estimated 2019 population.
<b>Polish</b>	Spoken at home by 39,758 people, or 1.5% of the population five years and older. Of the 39,758 persons who speak Polish at home, 20,848 (71%) report speaking English "less than very well". Those 20,848 persons represent 1% of the total estimated 2019 population.
<b>Arabic</b>	Spoken at home by 18,272 people, or 0.07% of the population five years and older. Of the 18,272 persons who speak Arabic at home, 6,943 (38%) report speaking English "less than very well". Those 6,943 persons represent 0.02% of the total estimated 2019 population.
<b>Tagalog (including Filipino)</b>	Spoken at home by 18,407 people, or 0.07% of the population five years and older. Of the 18,407 persons who speak Tagalog at home, 6,524 (35%) report speaking English "less than very well". Those 6,524 persons represent slightly under 0.03% of the total estimated 2019 population.
<b>Vietnamese</b>	Spoken at home by 7,820 people, or 0.03 of the population five years and older. Of the 7,820 persons who speak Vietnamese at home, 5,595 (71%) report speaking English "less than very well". Those 5,595 persons represent slightly over 0.02% of the total estimated population.

## Factor II: the frequency with which LEP individuals come into contact with the Department

CPD routinely encounters individuals who have limited English proficiency. Because the nature of these encounters varies widely, going from informal day-to-day interactions in communities to formal requests for assistance and crime fighting, recording all instances of LEP interactions is not feasible. Informal encounters or requests for assistance in which officers have the language skills required to provide interpretation are not logged. The same applies to telephone calls for help, calls to 3-1-1, or emergency calls that are fielded by multilingual staff. Requests for interpretation during calls to 9-1-1 and 3-1-1 involving LanguageLine, and requests for translated documents are tracked, providing a relative measure of language needs and accessibility.

## Factor III: the nature and importance of the program, activity, or service to the LEP person (including consequences of lack of language services or inadequate interpretation/translation)

CPD provides many essential services, such as: enforcement of the law, investigation of crimes, apprehension and processing of offenders, crime prevention, maintaining peace, and providing law

enforcement-related services. As explained in its mission statement<sup>27</sup> and on the City of Chicago website, “the Chicago Police Department, as part of, and empowered by, the community, is committed to protect the lives, property, and rights of all people, to maintain order, and to enforce the law impartially”<sup>28</sup>. CPD provides quality police service in partnership with other members of the community, as outlined on CPD-G02-03<sup>29</sup> and CPD-S02-03<sup>30</sup>.

CPD partners with the Office of Emergency Management Communications (OEMC). Its operators and dispatchers play a central role in protecting the lives and property of the people in the City of Chicago, answering emergency calls from the public, and relaying requests to the appropriate resources. OEMC provides language access when necessary, either through its multilingual staff or through remote interpretation from LanguageLine. This communication interchange occurs 24 hours a day, 365 days a year. OEMC also helps police officers locate Department interpreters within the vicinity of an incident where needed. CPD has multilingual members throughout the Department who are able to provide interpretation and has contracted oral and written language assistance services from LanguageLine.

#### Factor IV: the resources available to the Department and the costs of providing various types of language services

CPD, through its language access coordinator, continually assesses its language assistance resources. This involves, among others:

- Researching current approaches used for providing language access at the federal and local levels.
- Identifying multilingual members interested in serving as interpreters, and driving oversight of the interpreter database optimization.
- Working with LanguageLine representatives to discuss various service quality assurance and account-related issues, remote interpretation technologies and personnel training and certification.
- Collaborating with area colleges to secure new staff training opportunities in language access.
- Holding regular meetings with the City of Chicago’s Office of New Americans (ONA) and other City Departments’ language access coordinators to exchange best practices across City agencies.
- Preparing and assessing community surveys to obtain policy input from external stakeholders.
- Analyzing community surveys and focus groups feedback to inform and update language access policy.
- Consulting with various departments internally, to identify documents and distribution materials that need to be translated.

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<sup>27</sup> Chicago Police Department, General Order G01-01. *Vision, Mission Statement, and Core Values*.

<sup>28</sup> City of Chicago, *Police*, [www.chicago.gov](http://www.chicago.gov).

<sup>29</sup> Chicago Police Department, General Order G02-03, *Community Policing Mission and Vision*.

<sup>30</sup> Chicago Police Department, *Community Relations Strategy*, G02-03.

- Collaborating with the Field Technology and Innovation Section and the Communications Divisions to disseminate information relevant to language access, ensure website language accessibility through a user-friendly translation widget, and translated forms and brochures.
- Collaborating with the Training Division in planning LEP-training and drafting the LEP Training Bulletin.

In alignment with the principles set forth in CPD-G02-01<sup>31</sup> and CPD-S02-01-05<sup>32</sup>, language access services are provided during police encounters at no cost to the LEP individual<sup>33</sup>. CPD provides oral language assistance to LEP individuals through multilingual OEMC employees, multilingual Department members, and LanguageLine Services. Additionally, for individuals who are deaf or hard of hearing, CPD offers video-assisted interpreting services through OEMC and LanguageLine, and in-person or virtual interpretation from the Chicago Hearing Society. Additionally, LEP individuals can contact 9-1-1 using a cellphone equipped with the customized Smart911 app, which allows their calls to be automatically routed to an operator who will answer the call in the language selected on the user's Safety Profile.<sup>34</sup>

Translations of written CPD-owned materials are produced upon request by Department members, who will need to provide the source English language document(s) along with form CPD-21.172<sup>35</sup>. Translated forms are submitted to Research and Development for online posting, in keeping with CPD-S09-03-02<sup>36</sup> guidelines. CPD determines which documents to translate into languages other than English by (1) identifying documents deemed "essential public documents"<sup>37</sup>, and (2) conducting an assessment consistent with the four-factor analysis<sup>38</sup> to determine the languages to which those documents should be translated. CPD analyzes the number of LEP individuals who would utilize the materials, the frequency with which LEP individuals need them, their nature and importance, and the resources available for their translation. Based on Chicago's substantial Spanish speaking LEP population, many of the written materials have been translated into Spanish. CPD exceeds safe harbor standards by also providing commonly requested and vital documents also translated to Polish, Chinese, and Arabic, to better serve LEP communities. Multilingual signage in additional languages is distributed to each District, as requested<sup>39</sup>. CPD's language bank currently exceeds 200 documents which have been translated into 34 languages, and consists of flyers, posters, signs, brochures, notices, forms, booklets, and video voiceover and closed-captioning. CPD's language access policies are posted online in Spanish, Chinese, Polish, and Arabic. Additionally, the

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<sup>31</sup> Chicago Police Department, General Order G02-01, *Human Rights and Human Resources*.

<sup>32</sup> Chicago Police Department, Special Order CPD-02-01-05, *Limited English Proficiency*.

<sup>33</sup> For additional information on special accommodations for individuals who are deaf or hard of hearing, please refer to Chicago Police Department Special Order CPD-S02-01-01, *People with Disabilities*.

<sup>34</sup> Smart 911. <https://smart911.com/>.

<sup>35</sup> Chicago Police Department, Form CPD-21.172, *Request for Translation*.

<sup>36</sup> Chicago Police Department, Special Order S09-03-02, *Forms Management System*.

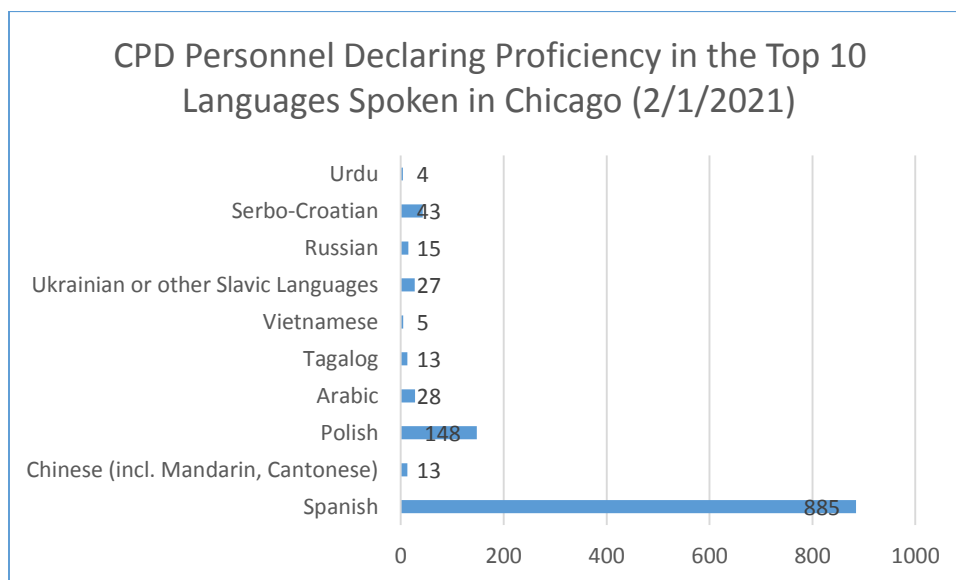
<sup>37</sup> See note 7 of this document for additional details on essential documents.

<sup>38</sup> City of Chicago Municipal Code, Chapter 2-20, 2, *Citywide Language Access to Ensure the Effective Delivery of City Services*.

<sup>39</sup> Non-English languages requested by the Districts during November/December 2020 (in addition to Spanish, Chinese, Polish, and Arabic) also include Tagalog, Korean, Vietnamese, Ukrainian, Russian, Urdu, Punjabi (India), Punjabi (Pakistan), and Gujarati.

CPD public website offers both translated documents, and translated webpage content in 20 non-English languages through a built-in translator widget<sup>40</sup>.

Approximately 9% of Department members identify as multilingual in more than 33 languages. These 1,271 employees are the first line of response whenever the need for language services arises. 885, or 70%, of the multilingual members self-rate their proficiency levels as excellent in understanding, reading, speaking, and writing in Spanish. 148 employees, or 12% of multilingual members also have excellent proficiency in those four skills in Polish, and 13, or 1% of multilingual members is fluent in Chinese. The Arabic, Tagalog, and Urdu numbers of multilingual members are representative of the communities served. 2% of multilingual members declare excellent fluency levels in the four language skills in Arabic, and 1% declare the same proficiency level in Tagalog. CPD offers bilingual compensation for interpreting services consistent with the terms of the Collective Bargaining Agreement<sup>41</sup>, and as set forth on CPD-S02-01-05<sup>42</sup>.



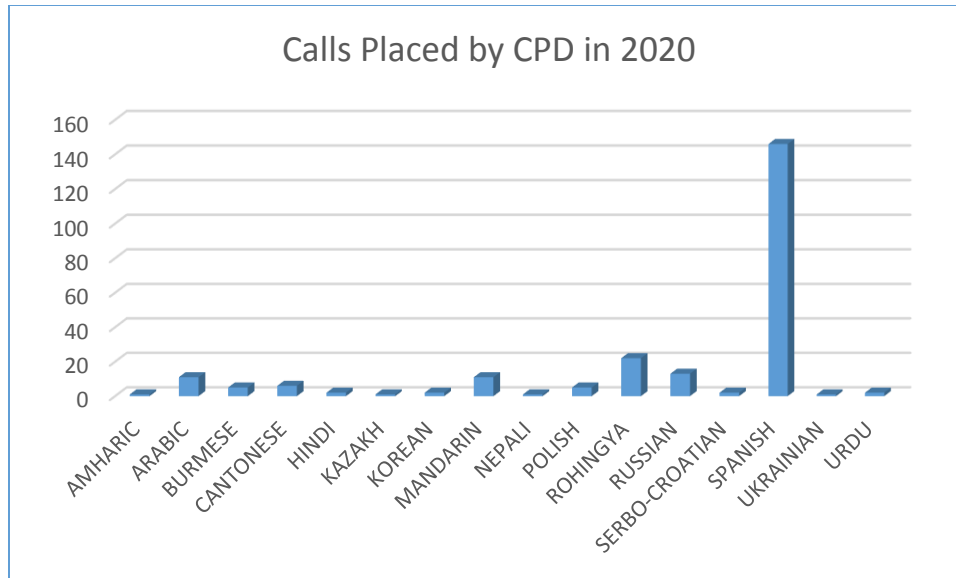
CPD also has a subscription to Language Line Services, a service that provides on-demand, over the phone, and in-person interpretation in more than 240 different languages 24 hours a day, seven days a week, 365 days a year. These services are utilized to provide interpretation for LEP individuals whenever Department interpreters are unavailable nearby, or whenever third-party interpretation is necessary. During 2020, 231 interpretation calls were placed in 16 languages.<sup>43</sup> (See next chart).

<sup>40</sup> Languages available on the CPD public website include Spanish, Simplified Chinese, Traditional Chinese, Polish, Tagalog, Arabic, French, German, Greek, Gujarati, Hebrew, Hindi, Italian, Japanese, Korean, Russian, Punjabi, Ukrainian, Urdu, and Vietnamese.

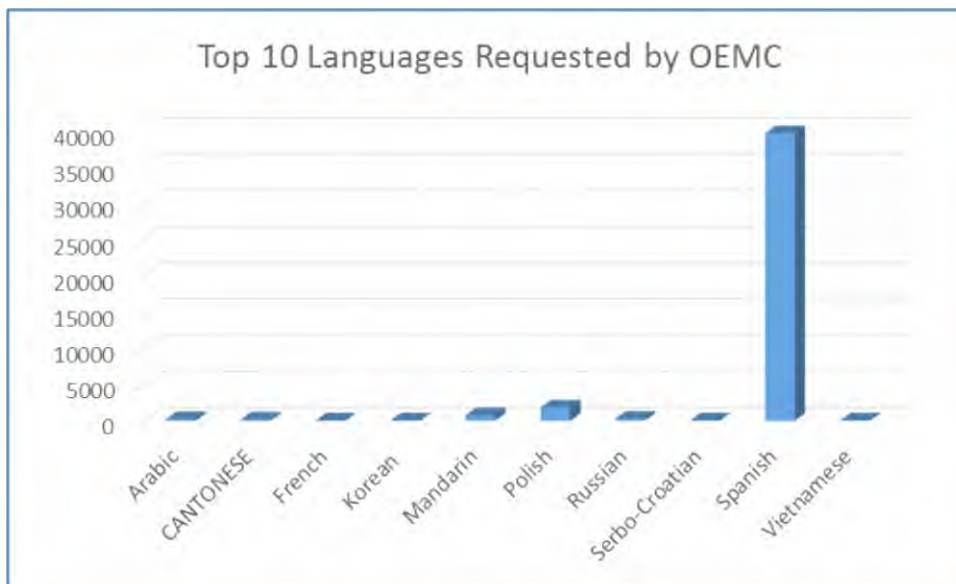
<sup>41</sup> *Agreement between the Fraternal Order of Police Chicago Lodge No.7 and the City of Chicago*, 26.2 “Bilingual Compensation,” pp. 45-6.

<sup>42</sup> Chicago Police Department, Special Order CPD-02-01-05, *Limited English Proficiency*.

<sup>43</sup> The 231 interpreting calls placed through LanguageLine during 2020 were in the following 16 languages: Amharic, Arabic, Burmese, Cantonese, Hindi, Kazakh, Korean, Mandarin, Nepali, Polish, Rohingya, Russian, Serbo-Croatian, Spanish, Ukrainian, and Urdu.



The Office of Emergency Management & Communications (OEMC) employs multilingual employees who routinely interact with LEP callers. If OEMC is unable to immediately locate a multilingual employee who is fluent in the target language within their staff, they will place three-way and/or video-assisted calls using LanguageLine’s InSight application, to ensure the appropriate dispatch of services. During 2020, 43,701 calls were fielded in 45 non-English languages.<sup>44</sup>



<sup>44</sup> The 43,701 calls interpreting calls placed by OEMC were in the following languages: Spanish, Polish, Mandarin, Russian, Arabic, Cantonese, Korean, Vietnamese, Serbo-Croatian, French, Hindi, Romanian, Japanese, Somali, Mongolian, Rohingya, Greek, Gujarati, Albanian, Yoruba, Burmese, Amharic, Farsi, Kinyarwanda, Portuguese, Bengali, Italian, Nepali, Fuzhou, Malayalam, Akan, Dari, German, Lingala, Lithuanian, Punjabi, Cambodian, Chin, Fukinese, Igbo, Karen, Kmer, Malay, Marshallese, Rundi, and Wolof.

## Components of CPD's Language Access Plan

Pursuant to Chicago City Ordinance, this language access plan includes the following elements:

Identification and translation of essential public documents provided to or completed by program beneficiaries and/or participants.<sup>45</sup>

CPD will use the following resources and procedures to translate essential documents:

1. Documents deemed “essential” will be translated in compliance with the procedures set by the City of Chicago<sup>46</sup> and with Special Orders CPD-S09-03-02<sup>47</sup> and CPD-S02.01-05.<sup>48</sup>  
**NOTE:** Such documents shall include consent to search forms, witness and victim statement forms, citation forms, victim rights notification forms, citizen complaint forms, and notices advising LEP individuals of free language assistance in connection with CPD activities.
2. If a Department member finds a document that needs to be translated, he or she may submit a request for translation by filling out form CPD-21.172<sup>49</sup> and emailing it to: [LanguageAccess@chicagopolice.org](mailto:LanguageAccess@chicagopolice.org).
3. Members of the public may suggest the translation of a CPD document they consider necessary for the provision of services to the LEP community by filling out form CPD-21.170.<sup>50</sup> This form can be found online at [www.chicagopolice.org](http://www.chicagopolice.org) under *Community>Language Access*. This request may be submitted by email to [LanguageAccess@chicagopolice.org](mailto:LanguageAccess@chicagopolice.org), or mailed to Chicago Police Department, Language Access, Unit 441, 3510 S. Michigan Avenue, Chicago, IL 60653.
4. Translations are reviewed for quality assurance by a City-approved independent contractor first, and receive a second review by the language access coordinator.
5. If the translated document does not meet quality standards, it will be sent back to the translator for any necessary revisions.
6. If the document meets quality standards, it will be sent to the Research and Development Division for approval and distribution, if required.
7. Whenever applicable, these documents will be made available to the public online at the Chicago Police Department website.
8. Whenever applicable, translated documents will be posted as signage at the appropriate locations and will be visibly placed.
9. A language bank of translated essential public documents will be kept by the language access coordinator and will be reviewed and updated, if necessary, on a yearly basis.

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<sup>45</sup> Meets Municipal Code 2-40-020i, *Language Access Plans*

<sup>46</sup> City of Chicago, *Language Access Toolkit by the Office of New Americans and Office of Community Engagement*.

<sup>47</sup> Chicago Police Department, Special Order CPD-S09-03-02, *Forms Management System*.

<sup>48</sup> Chicago Police Department, Special Order CPD-02-01-05, *Limited English Proficiency*.

<sup>49</sup> Chicago Police Department, Special Order CPD-21.172, *Request for Translation*.

<sup>50</sup> Chicago Police Department, Special Order CPD-21.170, *Language Assistance Feedback Report*.

10. Additional translations of essential documents will be provided, if needed, in accordance to City<sup>51</sup> and Federal guidelines<sup>52</sup> for the provision of language services to LEP populations.
11. LEP census data and available police language usage data will be reviewed on a yearly basis and will be considered when selecting target languages for translated documents.

### Provision of free, timely interpretation services

In order to effectively communicate with an LEP individual, CPD will provide language interpretation free of charge to the individual, in-person through a Multilingual Department member, or over the phone through a certified interpreter from LanguageLine. The procedures for providing interpretation are outlined below<sup>53</sup>:

1. Determine the primary language understood by the individual.  
**Note:** The Language Identification Guide can be used to determine the primary language.<sup>54</sup>
2. The member will then call the OEMC zone dispatcher to request a multilingual Department member from the District of occurrence, or a neighboring District, who can serve as an interpreter.
3. If an interpreter is unavailable from the District of occurrence or a neighboring District, the Department member will inform OEMC that LanguageLine will be notified via the InSight application installed on their cellular telephones.  
**NOTE:** Department member will follow the procedures detailed in S02-01-05<sup>55</sup>

Special Order CPD-02-01-05 states that, Department members will use certified interpreters via the LanguageLine InSight application for all encounters involving a person with Limited English Proficiency (LEP) except in the following situations:

1. When exigent circumstances exist and immediate interpretation is required to protect the safety of individuals present, or potential loss or destruction of evidence (i.e., physical loss of property, witness or victim, etc.)<sup>56</sup>
2. When a Department service is requested by a person with LEP which is informational in nature and does not require an emergency response. Examples may include, but not limited to, the need to obtain descriptive information on a fleeing subject or identifying information of an injured person.

**NOTE:** Under both these circumstances, Department members may use members on the multilingual Department member list, or non-Department members for interpretation. Using family, friends, or bystanders to interpret could result in the

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<sup>51</sup> City of Chicago Office of New Americans, *Language Access Toolkit by the Office of New Americans and Office of Community Engagement*.

<sup>52</sup> DOJ, *Law Enforcement LEP Planning Tools*, "Considerations for Creation of a Language Assistance Policy and Implementation Plan for Addressing Limited Proficiency in a Law Enforcement Agency," March, 2006.

<sup>53</sup> CPD-02-01-05, *Limited English Proficiency*, VIII. Procedures.

<sup>54</sup> CPD-21.171, *Language Identification Guide*. This document offers the following message in the top 99 languages: "Point to your language. An interpreter will be called. The interpreter will be provided at no cost to you."

<sup>55</sup> CPD-02-01-05, *Limited English Proficiency*, VIII. Procedures.

<sup>56</sup> Please note that after the exigency passed, Department members will revert to the procedures outline in Special Order CPD-S02-01-05, *Limited English Proficiency*.

breach of confidentiality, a conflict of interest, or an inadequate interpretation. Barring exigent circumstances, Department members should not use minor children to provide interpreter services. Family members and friends will NOT be permitted to interpret for an LEP individual during a criminal investigation unless the conversation is informal, non-confrontational and only requires obtaining basic information.

## Training of personnel on language access policies and procedures

CPD is currently drafting a Training Bulletin<sup>58</sup> which will be based on the revised Special Order CPD-S02-01-05.<sup>59</sup> This document will be made available online on CPD's intranet for mandatory learning and will include the following:

- Special Order CPD-S02-01-05 and any revisions to it, whenever applicable.<sup>60</sup>
- Additional existing procedures for a variety of incidents, including presenting the Miranda Rights<sup>61</sup> in the LEP individual's primary language, Processing Persons under Department Control,<sup>62</sup> Custodial Interrogations,<sup>63</sup> Domestic Incidents,<sup>64</sup> Sexual Assault,<sup>65</sup> Live Lineups, Photo Lineups, and Showups,<sup>66</sup> Complaint and Disciplinary Procedures,<sup>67</sup> the Arrest of Foreign Nationals,<sup>68</sup> and Responding to Incidents Involving Citizenship Status.<sup>69</sup>
- Civil Rights relevant to LEP individuals, such as Federal legal precedents calling for the provision of language access services, Chicago City ordinance,<sup>70</sup> and CPD policies contained in CPD-G02-01,<sup>71</sup> and CPD-G02-04.<sup>72</sup>
- Chicago's Welcoming City Ordinance.<sup>73</sup>
- Instructions for using the Language Identification Guide.<sup>74</sup>

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<sup>58</sup> Chicago Police Department Training Bulletin Draft ETB# 00-00, *Limited English Proficiency*.

<sup>59</sup> Chicago Police Department, Special Order CPD-S02-01-05, *Limited English Proficiency*.

<sup>60</sup> Chicago Police Department, Special Order CPD-S02-01-05, *Limited English Proficiency*.

<sup>61</sup> Chicago Police Department, CPD-11.482, *Advisement of Rights*.

<sup>62</sup> Chicago Police Department, CPD-G06-01, *Processing Persons under Department Control*.

<sup>63</sup> Chicago Police Department, CPD-G04-03, *Custodial Interrogations*.

<sup>64</sup> Chicago Police Department, CPD-G04-04, *Domestic Incidents*.

<sup>65</sup> Chicago Police Department, Special Order CPD-S04-29, *Illinois Sexual Assault Incident Procedures Act*.

<sup>66</sup> Chicago Police Department, Special Order CPD-G06-02, *Live Lineups, Photo Lineups, and Showups*.

<sup>67</sup> Chicago Police Department, CPD-G08-01, *Complaint and Disciplinary Procedures*.

<sup>68</sup> Chicago Police Department, Special Order S06-14-02, *Procedures for the Arrest of Foreign Nationals*.

<sup>69</sup> Chicago Police Department, Special Order S06-14-03, *Responding to Incidents Involving Citizenship Status*.

Chicago Police Department, Electronic Training Bulletin ETB# 12-09, *Responding to Incidents Involving Citizenship Status*, <http://thewire.chicagopolice.org/thewire/wp-content/uploads/incidents-involving-citizenship-status-training-bulletin-.pdf>.

<sup>70</sup> City of Chicago Municipal Code, Chapter 2-160, *Human Rights*.

<sup>71</sup> Chicago Police Department, General Order CPD-G02-01, *Human Rights and Human Resources*.

<sup>72</sup> Chicago Police Department, General Order CPD-G02-04, *Prohibition Regarding Racial Profiling and other Biased Policing*.

<sup>73</sup> City of Chicago Municipal Code, Chapter 2-173 *Welcoming City Ordinance*.

<sup>74</sup> Chicago Police Department, CPD-21.171, *Language Identification Guide*.

- Instructions for requesting an interpreter, and documenting when an interpreter was used.
- Instructions for the use of technology to provide LanguageLine InSight interpretation.
- Exigent circumstances exceptions to interpretation protocols.
- All available e-learning materials.<sup>75</sup>

### Posting of Language Access signage in conspicuous locations

- Each of the Department's 22 police Districts and holding facilities shall display the Language Assistance Notice<sup>84</sup> informing of the availability of free interpreting services, in each of the District's three predominantly spoken languages<sup>85</sup> in addition to English.
- Next to the Language Assistance Notice, there shall be a Language Identification Guide that LEP individuals can use to point to their language so that interpretation services can be provided free of charge to the LEP individual.
- The Language Assistance Notice, and the Language Identification Guide shall be permanently posted in a conspicuously placed location so that the public can easily see them.
- There shall be yearly audits of language access signage compliance conducted by the Inspections Division on an ongoing basis.

### Distribution of Multilingual Materials

In addition to translated documents available on CPD's intranet, the public website ([www.chicagopolice.org](http://www.chicagopolice.org)) offers downloadable forms and informational material that assist the public in the protection of property and communities and in the fight against crime. Some of these materials can also be found in printed form at police facilities. Other materials distributed to the Districts include the Language Identification Guide (CPD-21.171) that officers carry to help them identify the language of LEP individuals they interact with and be able to provide the assistance needed in a timely manner.

### LEP Community Engagement

CPD strives to give others a voice, listen with impartiality, and provide respectful treatment to gain the trust of the community<sup>86</sup>. To enhance meaningful communications with the LEP community and effectively combat crime and violence, CPD offers language assistance at various community partnerships:

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<sup>75</sup> CPD training video titles on LEP interactions and cultural sensitivity training, currently available through e-learning, include: V037 *Racial Profiling*; V173 *Diversity-East Asian*; V190 *Diversity-Building Trust*; V192 *Diversity-South Asian*; V193 *Diversity-Mexican*; V194 *Diversity-Central and South American*; V196 *Diversity-Puerto Rican and Cuban*; and V293 *Limited English*.

<sup>84</sup> Chicago Police Department, CPD-21.126, *Language Assistance Notice*.

<sup>85</sup> Predominant languages spoken by LEP individuals at each of the 22 District locations were identified during November 2020, as follows: Spanish, Mandarin, Polish, Tagalog, Arabic, Korean, Vietnamese, Ukrainian, Russian, Urdu, Punjabi (Indian), Punjabi (Pakistan), and Gujarati. Signage was distributed accordingly.

<sup>86</sup> CPD-G02-03. *Community Policing Mission and Vision*.

- The Office of Community Policing (OCP) regularly engages the LEP community by conducting beat meetings in Spanish and other languages.
- CPD, in partnership with the Center for Conflict Resolution<sup>88</sup>, led focus groups in Spanish during October 2020. LEP individuals were able to voice their opinions and help shape LEP policy during these discussions.
- During September and November 2020, CPD partnered with the University of Illinois at Chicago and the Office of the Mayor of the City of Chicago to launch online community surveys on language access, hate crimes, LGBTQ+, youth, religious worship, domestic violence, etc. in Spanish, Polish, Chinese, and Arabic.
- *Community Conversations* was a series of District-specific events held during the months of October and November 2020 via Zoom. Community representatives and multilingual Department members facilitated this outreach effort. Using the EventBrite registration system, participants were able to request language assistance in advance to ensure meaningful participation in their primary language. The languages requested were Spanish, Chinese, and ASL. This series of events resulted in productive discussions on community engagement, crime prevention, and public safety strategies for each District, in which Department members and persons with limited English proficiency were able to interact entirely in target languages.

These community events were advertised in different languages through community organizations, media outlets, social media, and on the CPD website in order to create awareness of language access services among the public. Those media outlets were also used to raise awareness of the availability of language access services for the LEP population. A press release<sup>89</sup> was distributed to major news outlets, and television and radio interviews<sup>90</sup> were conducted in both English and Spanish during June and July of 2020, upon the creation of the new Language Access Coordinator position.

Other community outreach efforts take the form of children's school-based programs, such as Officer Friendly, Drug Abuse Resistance Education (D.A.R.E), and Gang Resistance Education and Training (G.R.E.A.T.). These are also led by bilingual officers where needed, and age-appropriate bilingual instructional materials and coloring books are distributed as part of this program.

CPD also engages various community organizations serving LEP communities of immigrants and refugees to share relevant public safety and policy information, and to better understand the communities served and their current needs and issues relating to language access.

Additional multilingual information on community engagement and gang and crime prevention are provided on the CPD website under the *Safety Tips* section of the *Community* tab. Also from that tab, the *Language Access* section houses CPD's language access policy<sup>91</sup> and language assistance feedback forms<sup>92</sup> in English, Spanish, Chinese, Polish, and Arabic. The site offers various links to community alerts

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<sup>88</sup> Center for Conflict Resolution, [ccrchicago.org](http://ccrchicago.org).

<sup>89</sup> "Chicago Police Department Hires First Ever Language Access Coordinator," CPD News Release, July 10, 2020. <https://home.chicagopolice.org/chicago-police-department-hires-first-ever-language-access-coordinator/>

<sup>90</sup> Interviews promoting CPD language access services were conducted by Noticias Telemundo Chicago and Fox 32 Chicago on 7/10/2020, and by WBEZ on 7/14/2020.

<sup>91</sup> Chicago Police Department, CPD-S02-01-05, *Limited English Proficiency*.

<sup>92</sup> Chicago Police Department, CPD-21.170, *Language Assistance Feedback Report*.

and announcements, forms and brochures to report and fight crime and domestic violence, file police complaints, and participate in policy review.

## Continuous Improvement Language Accessibility Initiatives

### Community Feedback

CPD welcomes community feedback. In order to ensure its continuing transparency and accountability to the LEP community, CPD provides several methods for citizens to submit complaints and report allegations of misconduct, as well as to compliment officers. All misconduct complaints will be handled in accordance with CPD-S08-01-01. Complaints may be submitted in the following ways:

1. In person at Department district stations or by requesting a Department supervisor in the field.  
**NOTE:** Written documents in the complainant's primary language, if available, will be accepted. A certified interpreter will be provided via the LanguageLine InSight app for oral interpretation, free of charge, to facilitate the complaint taking process.
2. Via telephone by contacting the Department, the Civilian Office of Police Accountability (COPA), or the City of Chicago at 3-1-1, 24-hours a day, 7 days a week.  
**NOTE:** The Department's website contains a link to COPA's online complaint form. The website has a computer-enabled widget that translates the content into different languages.
3. Contacting COPA in person, by telephone, via its website, or by U.S. Mail.  
**NOTE:** Civilian Office of Police Accountability (COPA)  
1615 W Chicago Ave, 4th Floor  
Chicago, Illinois 60622 (312) 746-3609  
(312) 745-3598 TTY  
<http://www.chicagocopa.org/>

Language access complaints or compliments may be placed by filling out the Language Assistance Feedback Report,<sup>93</sup> which can be downloaded in five languages from the CPD website Language Access tab at ChicagoPolice.org<sup>94</sup>. The CPD website has computer-enabled translation, and comments, suggestions, and requests are accepted in any language.

### Department Interpreter Assessment Program

A new program is currently being developed to assess the language capabilities of multilingual Department members who have declared proficiency in a second language. During 2021, CPD will be reaching out to identify eligible interested members and updating and revising the multilingual Department member list, including their proficiency levels for interpretation and translation.

### Remote Interpretation Language Access

In order to provide timely and meaningful access to interpretation services, CPD has partnered with LanguageLine to provide on-demand, remote interpretation services in over 240 languages, including

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<sup>93</sup> Chicago Police Department, CPD-21.170, *Language Assistance Feedback Report*.

<sup>94</sup> [ChicagoPolice.org/community-policing-group/language-access](http://ChicagoPolice.org/community-policing-group/language-access)

American Sign Language (ASL). Police officers in the city's 22 districts will have access to cellular telephones or tablets equipped with an application that provides video and/or audio access to 11,000 LanguageLine interpreters at the touch of a button. LanguageLine interpreters are professionally trained and certified, and provide language services to healthcare, government, and business organizations around the world 24 hours a day, seven days a week, 365 days a year. This language access initiative is expected to roll out during the summer of 2021.

### **Additional Tracking Sources of LEP Encounters**

CPD is committed to gathering language usage data to better understand the communities served and to best allocate resources. In addition to tracking calls for emergency and non-emergency requests, CPD analyzes translation and interpretation logs, and is exploring the addition of data-gathering points within existing frameworks, such as using the CASE Incident Reporting Application to log incidents involving LEP individuals, and analyzing data collected from this source and from website language analytics. The ongoing monitoring and measuring of the provision of language services from a variety of sources will continue to ensure that the needs of Chicago's LEP communities are properly being met.

### **Language Access Plan Contact Information**

Any questions or comments about this plan should be directed to: [LanguageAccess@ChicagoPolice.org](mailto:LanguageAccess@ChicagoPolice.org)

Or mailed to:

Chicago Police Department  
Language Access Coordinator  
Unit 441  
3510 S. Michigan Ave.  
Chicago, Illinois 60653

### **Attachments**

- Language Assistance Feedback Report (CPD-21.170)
  - CPD-21.170 English
  - CPD-21.170 Spanish
  - CPD-21.170 Chinese
  - CPD-21.170 Polish
  - CPD-21.170 Arabic
- Language Assistance Notice (CPD-21.126)
  - CPD-21.126 English
  - CPD-21.126 Spanish
  - CPD-21.126 Chinese
  - CPD-21.126 Polish

- CPD-21.126 Arabic
- Language Identification Guide (CPD-21.171)
- Personnel Change Notice (CPD-11.611)
- Personnel Data Entry Worksheet (CPD-62-326)
- Request for Translation (CPD-21.172)



**LANGUAGE ASSISTANCE FEEDBACK REPORT**

CHICAGO POLICE DEPARTMENT

DATE SUBMITTED

**INSTRUCTIONS:** PLEASE PRINT OR TYPE. COMPLETE THIS FORM AS COMPLETELY AS POSSIBLE. PRINTED FORMS CAN BE MAILED TO :  
LANGUAGE ACCESS, C/O SPECIAL ACTIVITIES SECTION, 3510 SOUTH MICHIGAN AVENUE, CHICAGO, ILLINOIS 60653, OR  
EMAILED TO [LanguageAccess@chicagopolice.org](mailto:LanguageAccess@chicagopolice.org).

**CONTACT INFORMATION (Required)**

PRINT NAME (LAST - FIRST - M.I.)

SIGNATURE

STREET ADDRESS

CITY

STATE

ZIP CODE

EMAIL ADDRESS

TELEPHONE NO.

**INCIDENT INFORMATION (Required)**

DATE OF INCIDENT

TIME OF INCIDENT

☐ AM☐ PM

LOCATION OR ADDRESS

LANGUAGE NEEDED (Check one box)

☐ SPANISH ☐ POLISH ☐ CHINESE ☐ ARABIC ☐ OTHER (Specify) \_\_\_\_\_**LANGUAGE ACCESSIBILITY DETAILS (Required, check all boxes that apply.)**☐ LACK OF SIGNS INFORMING THE PUBLIC OF INTERPRETATION SERVICES.

INDICATE LOCATION AND LANGUAGE: \_\_\_\_\_

☐ LACK OF FORMS/MATERIALS IN A LANGUAGE I CAN UNDERSTAND.

GIVE FORM/MATERIAL NUMBER, NAME OR DESCRIPTION: \_\_\_\_\_

☐ THE TRANSLATION OF THE FORM OR INFORMATION I RECEIVED HAS MISTAKES.

GIVE FORM/INFORMATION NUMBER, NAME OR DESCRIPTION: \_\_\_\_\_

☐ THE TRANSLATION OF THE FORM OR INFORMATION I RECEIVED HAS MISTAKES.

DESCRIBE DOCUMENT OR INFORMATION: \_\_\_\_\_

DESCRIBE MISTAKES: \_\_\_\_\_

☐ LACK OF BILINGUAL PERSONNEL.☐ I WAS NOT OFFERED AN INTERPRETER.☐ I RECEIVED INTERPRETATION (Indicate type). \_\_\_\_\_☐ CPD INTERPRETER (Name or Star Number, if known) \_\_\_\_\_☐ THIRD PARTY INTERPRETER (Name or Employee Number, if known) \_\_\_\_\_

PLEASE RATE YOUR INTERPRETER'S SKILL LEVEL. (Check one box.)

☐ EXCELLENT ☐ VERY GOOD ☐ GOOD ☐ FAIR☐ THE INTERPRETER TREATED ME WITH COURTESY AND RESPECT. (Explain.) \_\_\_\_\_☐ THE INTERPRETER MADE RUDE OR INAPPROPRIATE COMMENTS. (Explain.) \_\_\_\_\_☐ THE SERVICES TOOK TOO LONG (Explain.) \_\_\_\_\_☐ I WAS UNABLE TO USE SERVICES, PROGRAMS OR ACTIVITIES. (Explain.) \_\_\_\_\_☐ OTHER COMPLIMENT OR CONCERN RELATED TO LANGUAGE ACCESS. (Explain.) \_\_\_\_\_**ADDITIONAL COMMENTS, CONCERNS, INFORMATION**

**INFORME DE COMENTARIOS SOBRE LA AYUDA CON EL IDIOMA**  
DEPARTAMENTO DE POLICÍA DE CHICAGO

FECHA EN QUE SE PRESENTÓ

**INSTRUCCIONES:** ESCRIBA EN LETRA DE MOLDE O A MÁQUINA. COMPLETE ESTE FORMULARIO TANTO LO MÁS POSIBLE. LOS FORMULARIOS IMPRESOS PUEDEN ENVIARSE POR CORREO POSTAL A: LANGUAGE ACCESS, C/O SPECIAL ACTIVITIES SECTION, 3510 SOUTH MICHIGAN AVENUE, CHICAGO, ILLINOIS 60653, O POR CORREO ELECTRÓNICO A [LanguageAccess@chicagopolice.org](mailto:LanguageAccess@chicagopolice.org).

**INFORMACIÓN DE CONTACTO (obligatoria)**

NOMBRE EN LETRA DE MOLDE (APELLIDO - PRIMER NOMBRE - INICIAL DEL SEGUNDO NOMBRE)

FIRMA

DIRECCIÓN

CIUDAD

ESTADO

CÓDIGO POSTAL

DIRECCIÓN DE CORREO ELECTRÓNICO

NÚMERO DE TELÉFONO

**INFORMACIÓN DEL INCIDENTE (obligatoria)**

FECHA DEL INCIDENTE

HORA DEL INCIDENTE

☐ a. m. ☐ p. m.

LUGAR O DIRECCIÓN

IDIOMA QUE SE NECESITÓ (Marque un casillero)

☐ ESPAÑOL ☐ POLACO ☐ CHINO ☐ ÁRABE ☐ OTRO (especifique) \_\_\_\_\_

**INFORMACIÓN SOBRE EL ACCESO AL IDIOMA (obligatoria; marque todos los casilleros que correspondan).**

☐ FALTA DE LETREROS QUE INFORMEN AL PÚBLICO DE LOS SERVICIOS DE INTERPRETACIÓN.  
INDICAR LUGAR E IDIOMA: \_\_\_\_\_

☐ FALTA DE FORMULARIOS/MATERIAL EN UN IDIOMA QUE YO PUEDA ENTENDER.  
INDICAR EL NOMBRE, EL NÚMERO O LA DESCRIPCIÓN DEL FORMULARIO/MATERIAL: \_\_\_\_\_

☐ LA TRADUCCIÓN DEL FORMULARIO O DE LA INFORMACIÓN QUE RECIBÍ TIENE ERRORES.  
INDICAR EL NOMBRE, EL NÚMERO O LA DESCRIPCIÓN DEL FORMULARIO/MATERIAL: \_\_\_\_\_

☐ LA TRADUCCIÓN DEL FORMULARIO O DE LA INFORMACIÓN QUE RECIBÍ TIENE ERRORES.  
DESCRIBIR EL DOCUMENTO O LA INFORMACIÓN: \_\_\_\_\_  
DESCRIBIR LOS ERRORES: \_\_\_\_\_

☐ FALTA DE PERSONAL BILINGÜE

☐ NO ME OFRECIERON UN INTÉRPRETE

☐ RECIBÍ SERVICIOS DE INTERPRETACIÓN (Indique el tipo). \_\_\_\_\_

☐ INTÉRPRETE DEL CPD (Nombre o número de placa, si lo sabe). \_\_\_\_\_

☐ INTÉRPRETE EXTERNO (Nombre o número de empleado, si lo sabe). \_\_\_\_\_

CALIFIQUE EL NIVEL DE COMPETENCIA DE SU INTÉRPRETE. (Marque un casillero).

☐ EXCELENTE ☐ MUY BUENO ☐ BUENO ☐ REGULAR

☐ EL INTÉRPRETE ME TRATÓ CON AMABILIDAD Y RESPETO. (Explique). \_\_\_\_\_

☐ EL INTÉRPRETE HIZO COMENTARIOS IRRESPETUOSOS O INAPROPIADOS. (Explique). \_\_\_\_\_

☐ LOS SERVICIOS TARDARON DEMASIADO (Explique). \_\_\_\_\_

☐ NO PUDE USAR LOS SERVICIOS, PROGRAMAS O ACTIVIDADES (Explique). \_\_\_\_\_

☐ OTROS ELOGIOS O PREOCUPACIONES EN RELACIÓN CON EL ACCESO AL IDIOMA (Explique). \_\_\_\_\_

**OTROS COMENTARIOS, PREOCUPACIONES O INFORMACIÓN**

## 语言协助反馈报告

芝加哥警察局

提交日期

## 说明:

请正楷填写或打印。尽可能完整填写此表。打印好的表格可邮寄至: LANGUAGE ACCESS, C/O SPECIAL ACTIVITIES SECTION, 3510 SOUTH MICHIGAN AVENUE, CHICAGO, ILLINOIS 60653, 或发送电子邮件至 [LanguageAccess@chicagopolice.org](mailto:LanguageAccess@chicagopolice.org)。

## 联系信息 (必填)

正楷姓名 (姓 - 名 - 中间名缩写)

签名

街道地址

市

州

邮政编码

电子邮箱

电话号码

## 事件信息 (必填)

事件发生日期

事件发生时间

☐ 上午☐ 下午

地点或地址

所需语言 (勾选一项)

☐ 西班牙语☐ 波兰语☐ 中文☐ 阿拉伯语☐ 其他语言 (请具体说明) \_\_\_\_\_

## 语言可及性详情 (必选, 勾选所有适用项。)

☐ 缺少用于告知公众翻译服务的标志。

注明地点和语言: \_\_\_\_\_

☐ 缺少我能理解之语言版本的表格/材料。

提供表格/材料编号、名称或描述: \_\_\_\_\_

☐ 表格的翻译版本或我收到的信息有误。

提供表格/材料编号、名称或描述: \_\_\_\_\_

☐ 表格的翻译版本或我收到的信息有误。

描述相关文件或信息: \_\_\_\_\_

描述相关错误: \_\_\_\_\_

☐ 缺少双语工作人员。☐ 我没有获得口译员协助。☐ 我获得了口译服务 (注明类型)。 \_\_\_\_\_☐ CPD 口译员 (如已知, 请提供其姓名或星数) \_\_\_\_\_☐ 第三方口译员 (如已知, 请提供其姓名或员工编号) \_\_\_\_\_

请评价为您服务的口译员的技能水平。 (勾选一项。)

☐ 非常好☐ 很好☐ 好☐ 一般☐ 口译员对我以礼相待, 恭敬有加。 (详细说明。) \_\_\_\_\_☐ 口译员发表不礼貌或不恰当的言论。 (详细说明。) \_\_\_\_\_☐ 服务花费的时间太长 (详细说明。) \_\_\_\_\_☐ 我无法获取相关服务、计划或活动。 (详细说明。) \_\_\_\_\_☐ 与语言协助有关的其他投诉或顾虑。 (详细说明。) \_\_\_\_\_

## 其他评论、疑虑、信息

**OPINIA NA TEMAT DOSTĘPU DO POMOCY JĘZYKOWEJ**

WYDZIAŁ POLICJI W CHICAGO (CPD)

DATA ZŁOŻENIA

**INSTRUKCJE:** PROSIMY WYPEŁNIĆ DRUKOWANYMI LITERAMI LUB MASZYNOWO I PODAĆ MOŻLIWIE JAK NAJWIĘCEJ INFORMACJI. WYDRUKOWANE FORMULARZE MOŻNA PRZESŁAĆ POCZTĄ NA ADRES: LANGUAGE ACCESS, C/O SPECIAL ACTIVITIES SECTION, 3510 SOUTH MICHIGAN AVENUE, CHICAGO, ILLINOIS 60653, LUB POCZTA ELEKTRONICZNA NA ADRES [LanguageAccess@chicagopolice.org](mailto:LanguageAccess@chicagopolice.org).

**INFORMACJE KONTAKTOWE (Wymagane)**

NAZWISKO, IMIĘ ORAZ PIERWSZA LITERA DRUGIEGO IMIENIA

PODPIS

ULICA

MIASTO

STAN

KOD POCZTOWY

ADRES E-MAIL

NR TELEFONU

**INFORMACJE O ZDARZENIU (Wymagane)**

DATA ZDARZENIA

CZAS ZDARZENIA

☐ AM☐ PM

MIEJSCE LUB ADRES

WYMAGANY JĘZYK (Zaznaczyć jedno pole)

☐ HISPANSKI ☐ POLSKI ☐ CHIŃSKI ☐ ARABSKI ☐ INNY (Proszę podać) \_\_\_\_\_**INFORMACJE DOTYCZĄCE DOSTĘPNOŚCI USŁUG JĘZYKOWYCH (Wymagane, zaznaczyć wszystkie pola, które mają zastosowanie)**☐ BRAK OZNACZEŃ INFORMUJĄCYCH O USŁUGACH TŁUMACZENIA.

PODAĆ MIEJSCE I JĘZYK: \_\_\_\_\_

☐ BRAK FORMULARZY/MATERIAŁÓW W JĘZYKU, KTÓRY ROZUMIEM.

PODAĆ NUMER FORMULARZA/MATERIAŁU, NAZWĘ LUB OPIS: \_\_\_\_\_

☐ OTRZYMANE TŁUMACZENIE FORMULARZA LUB INFORMACJI ZAWIERAŁO BŁĘDY.

PODAĆ NUMER FORMULARZA/INFORMACJI, NAZWĘ LUB OPIS: \_\_\_\_\_

☐ OTRZYMANE TŁUMACZENIE FORMULARZA LUB INFORMACJI ZAWIERAŁO BŁĘDY.

OPISAĆ DOKUMENT LUB INFORMACJE: \_\_\_\_\_

OPISAĆ BŁĘDY: \_\_\_\_\_

☐ BRAK DWUJĘZYCZNEGO PERSONELU☐ NIE ZAOFEROWANO MI POMOCY TŁUMACZA.☐ ZAOFEROWANO MI POMOC TŁUMACZA (Podać rodzaj). \_\_\_\_\_☐ TŁUMACZ CPD (Nazwisko lub numer odznaki, jeśli znane) \_\_\_\_\_☐ TŁUMACZ ZEWNĘTRZNY (Nazwisko lub numer pracownika, jeśli znane) \_\_\_\_\_

PROSIMY OCENIĆ JAKOŚĆ TŁUMACZENIA. (Zaznaczyć jedno pole)

☐ DOSKONAŁE☐ BARDZO DOBRE☐ DOBRE☐ WYSTARCZAJĄCE☐ TŁUMACZ POTRAKTOWAŁ MNIE Z GRZECZNOŚCIĄ I SZACUNKIEM. (Proszę wyjaśnić) \_\_\_\_\_☐ TŁUMACZ CZYNIŁ NIEGRZECZNE LUB NIEODPOWIEDNIE UWAGI. (Proszę wyjaśnić) \_\_\_\_\_☐ ZAPEWNIENIE USŁUGI TRWAŁO ZBYT DŁUGO (Proszę wyjaśnić). \_\_\_\_\_☐ NIE MIAŁEM(-AM) MOŻLIWOŚCI SKORZYSTANIA Z USŁUG, PROGRAMÓW LUB DZIAŁAŃ. (Proszę wyjaśnić) \_\_\_\_\_☐ INNE WYRAZY UZNANIA LUB ZASTRZEŻENIA DOTYCZĄCE DOSTĘPU DO USŁUG JĘZYKOWYCH. (Proszę wyjaśnić) \_\_\_\_\_**DODATKOWE UWAGI, ZASTRZEŻENIA, INFORMACJE**

## تقرير الملاحظات الخاصة بالمساعدات اللغوية

قسم شرطة شيكاغو

تاريخ التقديم

تعليمات:

يرجى طباعة النموذج وإكماله يدويًا أو إكماله كتابةً على الكمبيوتر. املا هذا النموذج بالكامل قدر الإمكان. يمكن إرسال النماذج المطبوعة عبر البريد إلى: LANGUAGE ACCESS, C/O SPECIAL ACTIVITIES SECTION, 3510 SOUTH MICHIGAN AVENUE, CHICAGO, ILLINOIS 60653 أو إرسال النسخ الإلكترونية إلى عنوان البريد الإلكتروني LanguageAccess@chicagopolice.org.

### معلومات الاتصال (مطلوبة)

الاسم بأحرف واضحة (الاسم الأخير، الاسم الأول، الحرف الأول من الاسم الأوسط)		التوقيع
عنوان الشارع	المدينة	الولاية
عنوان البريد الإلكتروني	رقم الهاتف	الرمز البريدي

### معلومات الواقعة (مطلوبة)

تاريخ الواقعة	وقت الواقعة	الموقع أو العنوان
<input type="checkbox"/> صباحًا <input type="checkbox"/> مساءً		
اللغة المطلوبة (ضع علامة على مربع واحد)		
<input type="checkbox"/> الإسبانية <input type="checkbox"/> البولندية <input type="checkbox"/> الصينية <input type="checkbox"/> العربية <input type="checkbox"/> غير ذلك (يرجى التحديد)		

### تفاصيل إمكانية الوصول إلى الخدمات اللغوية (مطلوبة، ضع علامة على جميع المربعات التي تنطبق.)

<input type="checkbox"/>	عدم وجود لافقات لإعلام الجمهور بخدمات الترجمة الفورية العامة.
<input type="checkbox"/>	عدم وجود نماذج/مواد بلغة يمكنني فهمها.
<input type="checkbox"/>	ترجمة النموذج أو المعلومات التي تلقيتها تحتوي على أخطاء.
<input type="checkbox"/>	ترجمة النموذج أو المعلومات التي تلقيتها تحتوي على أخطاء.
<input type="checkbox"/>	عدم وجود موظفين ثنائيي اللغة.
<input type="checkbox"/>	لم تُعرض عليَّ خدمات مترجم فوري.
<input type="checkbox"/>	تلقيت ترجمة فورية (حدد النوع).
<input type="checkbox"/>	مترجم فوري تابع لقسم شرطة شيكاغو (الاسم أو رقم الشارة، إن كان معروفًا).
<input type="checkbox"/>	مترجم فوري تابع لطرف ثالث (الاسم أو رقم الموظف، إن كان معروفًا).
<input type="checkbox"/>	يرجى تقييم مستوى مهارات مترجمك الفوري. (ضع علامة على مربع واحد).
<input type="checkbox"/>	ممتاز <input type="checkbox"/> جيد جدًا <input type="checkbox"/> جيد <input type="checkbox"/> مقبول <input type="checkbox"/>
<input type="checkbox"/>	عاملني المترجم الفوري بأدب واحترام. (وضح).
<input type="checkbox"/>	أدلى المترجم الفوري بتعليقات فظة أو غير لائقة. (وضح).
<input type="checkbox"/>	استغرقت الخدمات وقتًا طويلاً (وضح).
<input type="checkbox"/>	لم أتمكن من استخدام الخدمات أو البرامج أو الأنشطة. (وضح).
<input type="checkbox"/>	تعليق آخر بالثناء أو الشكوى بخصوص الوصول إلى الخدمات اللغوية. (وضح).

تعليقات، شكاوى، معلومات إضافية



# LANGUAGE ASSISTANCE NOTICE

**It is the policy of the Chicago Police Department to provide professional and courteous police service to all persons, equally and without prejudice.**

The Department and its members will take reasonable steps to provide service to all individuals encountered regardless of their ability to speak, read, write, or understand English.

**If you feel that you need an interpreter to effectively communicate:**

- Tell an officer that you need an interpreter and your primary language, and
- An interpreter will be provided to you FREE OF CHARGE.



# LANGUAGE ASSISTANCE NOTICE

**La política de la Policía de Chicago es la de proporcionar a todas las personas, igualdad en el servicio de policía, de una manera profesional, cortés y sin prejuicio.**

El Departamento y sus miembros tomarán medidas razonables para proporcionar servicio a todos los individuos que se encuentren, sin importar su habilidad para hablar, leer, escribir, o comprender inglés.

**Si usted considera que necesita un intérprete para comunicarse efectivamente:**

- Informe al oficial que usted necesita un intérprete y el idioma que usted habla, y
- Un intérprete le será proporcionado a usted GRATUITAMENTE



# LANGUAGE ASSISTANCE NOTICE

芝加哥警局的宗旨是平等无偏见地为所有人提供专业周到的警务服务。人们只要与警局或者分支机构联系，无论他们是否可以讲英语、阅读、书写或者听懂英语，警局都将为他们提供适当的警务服务。

如果您觉得需要一个翻译人员以有效沟通：

-请您告诉警官说您需要一个翻译并说明您需要什么语种的翻译，

然后

-我们将会为您安排一个翻译，完全免费的。



# LANGUAGE ASSISTANCE NOTICE

Departament Policji w Chicago ma na uwadze zapewnienie wszystkim interesantom równego traktowania oraz uprzejmej, profesjonalnej i wolnej od wszelkich uprzedzeń obsługi.

Departament oraz wszyscy jego pracownicy podejmą uzasadnione działania tak, aby zapewnić należyty dostęp do świadczonych usług wszystkim osobom, niezależnie od posiadanych przez nie umiejętności pisania, czytania i mówienia, jak również rozumienia języka angielskiego.

**Jeśli uznają Państwo, że dla efektywniejszej komunikacji potrzebują skorzystać z pomocy tłumacza:**

- proszę poinformować o zaistniałej potrzebie oficera oraz podać mu język w którym ma nastąpić tłumaczenie
- tłumacz zostanie przydzielony Państwu bezpłatnie



# LANGUAGE ASSISTANCE NOTICE

إن شرطة مركز شرطة شيكاغو (Chicago Police Department) توفر خدمات الشرطة المهنية والمهذبة لجميع الأشخاص بمساواة وبدون تحامل. وسوف يتخذ أفراد المركز الخطوات المعقولة لتوفير الخدمات لجميع الأفراد المتعاقدين معهم بغض النظر عن قدرتهم على التحدث والقراءة والكتابة أو فهم اللغة الإنجليزية.

إذا كنت بحاجة لمترجم فوري للتواصل بفعالية:

- قم بإخبار أحد الضباط أنك بحاجة إلى مترجم فوري، واذكر لغتك الأم، ثم

- سوف يتم توفير أحد المترجمين الفوريين بدون مصاريف.

Europe	
<b>Albanian</b>	Shqip 🇦🇱
Tregoni me gisht gjuhën tuaj. Do të thërrasim një përkthyes. Përkthyesi ofrohet falas për ju.	
<b>Armenian</b>	Հայերեն 🇦🇲
Ինչպե՞ս որ լեզվով եք խոսում: Թարգմանիչ կիմա՞նք: Թարգմանչի ծառայությունները տրամադրվում են առկա՞նք:	
<b>Basque</b>	Euskara 🇪🇷
Zure hizkuntza aukeratu. Jarraian interprete bati deituko diogu. Zerbitzu hau doakoa da.	
<b>Bosnian</b>	Bosanski 🇸🇦
Pokažite svoj jezik. Pozvat ćemo tumača. Usluge tumača su besplatne za vas.	
<b>Bulgarian</b>	Български 🇧🇬
Посочете вашия език. Ще бъде извикан преводач. Преводачът е осигурен безплатно за вас.	
<b>Croatian</b>	Hrvatski 🇭🇷
Pokažite svoj jezik. Prevoditelj će biti pozvan. Prevoditelj a ćete dobiti besplatno.	
<b>Czech</b>	Čeština 🇨🇪
Ukažte na váš jazyk. Bude zavlán tlumočník. Tlumočení je pro vás bezplatné.	
<b>Danish</b>	Dansk 🇩🇰
Peg på dit sprog. En tolk vil blive tilkaldt. Tolken tilbydes uden omkostninger for dig.	
<b>Dutch</b>	Nederlands 🇳🇱
Wijs uw taal aan. Er zal contact worden opgenomen met een tolk. De service van de tolk is geheel gratis.	
<b>Estonian</b>	Eesti keel 🇪🇪
Osutage oma keelel. Vastava tõlgiga võetakse ühendust. Tõlketeenus on teie jaoks tasuta.	
<b>Finnish</b>	Suomi 🇫🇮
Osoita maasi kieltä. Kutsumme tulkin paikalle. Tulkin käyttö on sinulle ilmaista.	
<b>French</b>	Français 🇫🇷
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	
<b>German</b>	Deutsch 🇩🇪
Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird angefordert. Der Dolmetscher ist für Sie kostenlos.	
<b>Greek</b>	Ελληνικά 🇬🇷
Δείξτε τη γλώσσα σας και θα καλέσουμε ένα διερμηνέα. Ο διερμηνέας σας παρέχεται δωρεάν.	
<b>Hungarian</b>	Magyar 🇭🇺
Válassza ki a nyelvet. Tolmácsot fogunk hívni. A tolmács az Ön számára díjtalan.	

Europe - continued	
<b>Icelandic</b>	Íslenska 🇮🇸
Bentu á þitt tungumál. Það verður hringt í túlk. Tulkurinn er þér að kostnaðarlausu.	
<b>Italian</b>	Italiano 🇮🇹
Indicare la propia lingua. Un interprete sarà chiamato. Il servizio è gratuito.	
<b>Lithuanian</b>	Lietuvių 🇱🇮
Nurodykite savo kalbą. Bus pakviestas vertėjas. Vertėjas jums bus suteiktas nemokamai.	
<b>Macedonian</b>	Македонски 🇲🇰
Покажете на јазикот на кој зборувате. Ќе повикаме преведувач. Услугите на преведувачот се бесплатни.	
<b>Norwegian</b>	Norsk 🇳🇴
Pek på språket dit. En tolk vil bli tilkalt. Tolken tilbys kostnadsfritt for deg.	
<b>Polish</b>	Polski 🇵🇱
Proszę wskazać swój język i wezwieemy tłumacza. Usługa ta zapewniana jest bezpłatnie.	
<b>Portuguese</b>	Português 🇵🇹
Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.	
<b>Romanian</b>	Română 🇷🇴
Indicați limba pe care o vorbiți. Vi se va face legătura cu un interpret caare vă este asigurat gratuit.	
<b>Russian</b>	Русский 🇷🇺
Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.	
<b>Serbian</b>	Српски 🇷🇸
Покажите свој језик. Преводилац ће бити позван. Преводилац је за вас обезбеђен бесплатно.	
<b>Slovak</b>	Slovenčina 🇸🇰
Ukážte na svoj jazyk. Zavoláme tlmočníka. Tlmočenie je pre vás bezplatné.	
<b>Spanish</b>	Español 🇪🇸
Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.	
<b>Swedish</b>	Svenska 🇸🇪
Peka på ditt språk. En tolk kommer att tillkallas. Tolken erbjuds utan kostnad för dig.	
<b>Ukranian</b>	Українська 🇺🇦
Вкажіть вашу мову. Вам викличуть перекладача. Послуги перекладача надаються безкоштовно.	
<b>Yiddish</b>	יידיש 🇮🇱
איר דארפט גאָרניט באַצאָלן פאַר דער איבערעצונג.	

Pacific Islands	
<b>Fijian</b>	Vosa Vakaviti 🇫🇯
Dusia na nomu vosa. Ni na Vakarautaki mai e dua na dau vakadewa vosa. Na dau vakadewa vosa e sega ni saumi.	
<b>Ilocano</b>	Ilokano 🇵🇭
Itudo yo ti sao yo. Ag awag da ti maysa nga mangipat-patarus nga tumulong kadakayo nga awan ti bayad na.	
<b>Indonesian</b>	Bahasa Indonesia 🇮🇩
Tunjukkan bahasa Anda. Penerjemah akan dihubungi. Penerjemah disediakan gratis tanpa dikenakan biaya.	
<b>Malay</b>	Bahasa Melayu 🇲🇾
Tunjukkan bahasa anda. Jurubahasa akan dihubungi. Jurubahasa akan disediakan tanpa anda dikenakan bayaran.	
<b>Marshallese</b>	Kajin Majól 🇲🇭
Kelet kajin eo am. Im renaaj kúr juón am Ri-Ukok. Ri-Ukok eo enaaj jibañ eok ilo ejjelok wóneen.	
<b>Samoan</b>	Fa'asamoa 🇲🇻
Fa'asino lau gagana. Ole a vala'au se fa'amatala'upu. Ua saunia se fa'amatala'upu e aunoa ma se tau e te tofotogia.	
<b>Tagalog</b>	Tagalog 🇵🇭
Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.	
<b>Tongan</b>	Lea Faka-Tonga 🇲🇺
Tuhu l mai ho'o lea fakafonua. 'E ui ha fakatonulea. 'Oki ta'etotongi kia 'a e fakatonulea.	

North America, South America, and Caribbean	
<b>French</b>	Français 🇫🇷
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	
<b>Haitian Creole</b>	Kreyòl 🇮🇰
Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.	
<b>Navajo</b>	🇳🇻
Nizaaɗ biká'ígíí bich'í' dah dilinííh. Ata' 'hahne'é la' 'hago bí'dí'dooníit. Ata' 'hahne'é éí doo haida 'yít'éego bik'é ní'dííéel da. T'áá'jilk'e ná ata 'hodoohíh.	
<b>Portuguese</b>	Português 🇵🇹
Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.	
<b>Spanish</b>	Español 🇪🇸
Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.	

# Language Identification Guide

- Locate the geographical region where you believe the speaker may be from. (Pacific Islands, Europe, etc.)
- Show the person the languages listed for that region. Underneath each language is the translation of the statement below:

<b>English</b> 🇬🇧	English 🇬🇧
Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.	



CPD-21.171 (12/20)

## India, Pakistan, and Southwest Asia

**Bengali** বাংলা   
আপনার ভাষার দিকে নির্দেশ করুন। একজন দোভাষীকে ডাকা হবে। দোভাষী আপনি নিখরচায় পাবেন।

**Gujarati** ગુજરાતી   
તમારી ભાષાનો ઉપયોગ કરો. દુભાષિયાને બોલાવી શકાશે. દુભાષિયાને બોલવવામાં તમારે ખર્ચે આપવો નહિ પડે.

**Hindi** हिंदी   
अपनी भाषा को इंगित करें। निम्नके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।

**Malayalam** മലയാളം   
നിങ്ങളുടെ ഭാഷയിലേക്ക് ചുണ്ടുകൾക്കു പുറത്തുനിന്നും സേവനം ലഭ്യമാക്കുന്നു. ഈ വ്യവസ്ഥയനുവേദിന്റെ സേവനം നിങ്ങൾക്ക് സൗജന്യമായാണ് നൽകുന്നത്.

**Nepali** नेपाली   
आफ्नो भाषाको औल्याङ्ग्रेजीमा एक दोभाषीलाई बोलाइन्छ। तपाईंको निमा कुनै खर्चको, एकजना दोभाषे उपलब्ध गराइन्छ।

**Punjabi** ਪੰਜਾਬੀ   
ਆਪਣੀ ਭਾਸ਼ਾ ਦੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਬਾਸੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਲਈ ਦੁਬਾਸੀਆ ਦੀ ਮੁਫਤ ਸੇਵਾਜਾਮ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।

**Sinhalese** සිංහල   
ඔබගේ ඔබව පෙන්වන්න. ඔබ පරිවර්තකයෙකු කැඳවනු ඇත. ඔබ පරිවර්තකය ඔබ ඔබව පෙන්වීමට සැපයෙනු ඇත.

**Tamil** தமிழ்   
உங்கள் மொழியைச் சுட்டிக்காட்டுங்கள். மொழிபெயர்ப்பாளர் ஒருவர் அதற்குக்கப்படுவார். மொழிபெயர்ப்பாளருக்காக நீங்கள் செலவு செய்யத் தேவையில்லை.

**Telugu** తెలుగు   
మీ భాషను గురించండి. మీ భాషను నాడకులను వెలసజడము. మీకు ఎటువంటి ఖర్చు లేకుండా భాషను నాడకులను సమకూర్చబడును.

**Urdu** اُردو   
اُپنی زبان پر اشارہ کریں۔ ایک ترجمان کو بلاجائے گا۔ ترجمان کا انتظام آپ پر بغیر کسی خرچ کے کیا جائے گا۔

**Arabic** عربي   
أشتر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجانًا.

## Africa - continued

**Dinka** Thok monyang   
Weet ten thoungdie. Raan weetgeryic a col. Agerwelyic ku a cin aroop biyik yen.

**French** Français   
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.

**Hausa** Hausa   
Nuna zuwa ga yarenka. Za a kira tafinta. An samar maka da tafintan ne ba tare da sai an biya kudi ba.

**Italian** Italiano   
Indicare la propia lingua. Un interprete sarà chiamato. Il servizio è gratuito.

**Nuer** Mägäcä luqäddä   
Ku t̪imään luqäddäädä. Turjubään äyää looyëëri-doonää. Turjubäänkä läguḡu yëëräyo wää biläáš.

**Oromo** Oromo   
Gara afaan keetti eeri. Turjumaanni ni waamama. Turjumaanni beesee takka malee siif qophaawa.

**Portuguese** Português   
Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.

**Portuguese Creole** Crioulo Portugues   
Nho pontá pa lingu qui nho ta papá. No ta arranja um interprete pa nho. No ta ranje um interprete e nho ca ta pagá nada pa el.

**Somali** Af-Soomali   
Farta ku fiqluqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.

**Swahili** Kiswahili   
Onyesha lugha yako. Mkalimani ataitwa. Utapewa mkalimani bila gharama yoyote.

**Tigrinya** ትግርኛ   
ቋንቋንኹም ኣመልኩቱ። ኣተርጓሚ ከጽዋለ ይኸእል እዩ። ጎኡተርጓሚ እትከፍልዎ ዝኾነ ከፍሊት የለን።

**Wolof** Wolof   
Taannal sa lakk ngir fiou bolela ak kou degg sa lakk mou dimbeuli leu. Ndimbeul bi do ci fey data.

**Yoruba** Yorùbá   
Tóka sí èdè rẹ. A ó pe ògbùfọ̀ kan. Ọfẹ̀ ní a ó pe ògbùfọ̀ yí! fún ọ.

## Middle East

**Arabic** عربي   
أشتر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجانًا.

**Armenian** Հայերեն   
Նշեք, թե՛ ինչ լեզվով եք խոսում: Քարգանակից կկատարվի: Քարգանակի ծառայությունները տրամադրվում են անվճար:

**Azerbaijani** Azərbaycan dili   
Dənışdığınız dili bildirin. Sizin üçün tərcüməçi dəvət olunacaq. Tərcümə xidməti üçün ödəniş tələb olunmur.

**Dari** داری   
زبان مورد نظر را نشانی کنید. یک ترجمان فراخوانده خواهد شد. این برای شما کدام هزینه در پی نخواهد داشت.

**Farsi** فارسی   
زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.

**Hebrew** עברית   
הצבע לעבר השפה שלך, ואנחנו נתקשר למתורגמן. שירותו של המתורגמן ניתן ללא תשלום.

**Kurdish** کوردی   
نامازە بە زمانەکان. وەرگیرێک بانیگ دکرێت. بۆ نامادکر دنی وەرگیر هیچ پارچێک لە تو وەر ناگیر دزێت.

**Pashto** پښتو   
ځېلې ژبې ته اشاره وکړئ. يو ژباړونکی به راوبلل شي. ستاسو له پاره د ژباړونکي انتظام په وړيا توگه کيږي.

**Turkish** Türkçe   
Konuştuğunuz dili gösterin. Sizin için bir çevirmen aranacaktır. Bu çevirmen size ücretsiz sağlanır.

**Asia**

**China** 請指認您的語言，以便為 您提供免費的口譯服務。 您提供免費的口譯服務。

**Cantonese** 廣東話   
**Chaochow** 潮州話   

**Fukienese** 福建話   
**Mandarin** 國語   
**Shanghai** 上海話   

**Taiwanese** 台灣話   
**Toishanese** 台山話   

## Asia- continued

**Burmese** မြန်မာ   
သင့်ဘာသာစကားကို ဖြန့်ဖြူးပါ။ စကားပြန် ခေါ်ဝေါ်ပါမယ်။ သင့်အတွက် စကားပြန် အခမဲ့ ဝေမျှမယ်။

**Hmong** Hmoob   
Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.

**Indonesian** Bahasa Indonesia   
Tunjukkan bahasa Anda. Penerjemah akan dihubungi. Penerjemah disediakan gratis tanpa dikenakan biaya.

**Japanese** 日本語   
あなたの話す言語を指してください。 無料で通訳サービスを提供します。

**Karen** ကရင်   
နွဲ့လိခကရင်တို့တက်ကကိရင်တို့ထံဝတ်, တက်ကရင်တို့ထံဝတ်လတတခိုဒ်ဒီးဆယုဆတလံတဝ်.

**Khmer (Cambodian)** ខ្មែរ (កម្ពុជា)   
សូមជួយភាសាកម្ពុជា ។ បើមិនដឹងពីអ្នកបកប្រែភាសាកម្ពុជា ។ អ្នកបកប្រែភាសាទីបួនអ្នកជួយមិនគិតថ្លៃ ។

**Korean** 한국어   
귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.

**Laotian** ພາສາລາວ   
ຊັບອາພາສາທີ່ຈັດເວົ້າໄດ້ ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້. ຫ່ານຜັ້ງເສຍເງິນພາດໃຫ້ໃຜກໍ່ແມ່ນາຍພາດ.

**Malay** Bahasa Melayu   
Tunjukkan bahasa anda. Jurubahasa akan dihubungi. Jurubahasa akan disediakan tanpa anda dikenakan bayaran.

**Mien** Mein   
Nuqv longc meih nyei waac fingx. Ninh mbuo porv waac mienh oix zuqç heuc daaih lorx meih. Ninh mbuo porv waac mienh tengx nyei jiauv louc yaac baeqç thenx maiv zuqç cuotv zinh nyaanh faan-luc.

**Mongolian** Монгол   
Танай хэлээ заа. Орчуулагч дуудагдана. Орчуулагчийн тусламж танд үнэгүй байх болно.

**Thai** ไทย   
ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาคนให้ท่าน การใช้ล่ามไม่ต้องเสียค่าใช้จ่าย

**Vietnamese** Tiếng Việt   
Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

## HUMAN RESOURCES DIVISION/CHICAGO POLICE DEPARTMENT

**INSTRUCTIONS:** Prepare one copy for the Human Resources Division and Member's Unit Commander.

NAME (LAST)	(FIRST)	(M.I.)	STAR NO.	EMPLOYEE NO.	UNIT NO.
JOB TITLE			EFFECTIVE DATE	TODAY'S DATE	

TYPE OF ACTION	
1	2
3	4
5	6
7	8
9	10
11	12
13	14
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77	78
79	80
81	82
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93	94
95	96
97	98
99	100

CHECK BOX FOR TYPE OF ACTION		INFORMATION REQUIRED FOR THE TYPE OF ACTION CHECKED
ADDRESS CHANGE	<input type="checkbox"/>	Complete "Change of Address Section" below and the City Change of Address form Per-72 in duplicate.
PHONE CHANGE	<input type="checkbox"/>	Complete "Change of Phone Number Section " below.
CHANGE OF SPOUSE	<input type="checkbox"/>	Give name, address and phone no. in the "Remarks Section" below.
EDUCATIONAL ACHIEVEMENT	<input type="checkbox"/>	Give dates, schools and details in the "Remarks Section" below. Attach copy of official records.
LANGUAGE SKILLS	<input type="checkbox"/>	List new skills acquired and specify proficiency level in the Language Proficiency Table on Side 2 of this form
MILITARY STATUS CHANGE	<input type="checkbox"/>	Give change in rank, unit, and service termination in the "Remarks Section " below.
OTHER	<input type="checkbox"/>	Specify change particulars in the "Remarks Section" below.

## CHANGE OF ADDRESS SECTION

OLD STREET ADDRESS

NEW STREET ADDRESS	NEW ZIP CODE	NEW DISTRICT
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NEW DISTRICT

## CHANGE OF PHONE NUMBER SECTION

OLD HOME PHONE NO.	NEW HOME PHONE NO.	OLD CELL PHONE NO.	NEW CELL PHONE NO.
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REMARKS SECTION

[illegible]

SIGNATURE OF MEMBER	STAR NO./EMPLOYEE NO.
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STAR NO./EMPLOYEE NO.

**NOTE:** Unit will note change on member's unit Personnel Card, Unit of Assignment Roll Call & Check-Off Roster and District of Residence Check-Off Roster.

## **LANGUAGE PROFICIENCY TABLE**

Please indicate your language proficiency level by writing F=Fair, G=Good, VG=Very Good, E=Excellent for each category (Understand, Speak, Write, Read), as applicable.

Language	Understand	Speak	Write	Read
Arabic				
Armenian				
Belarusian				
Cambodian				
Cantonese				
Creole				
Czech				
Dutch				
French				
German				
Greek				
Gujarati				
Hebrew				
Hindi				
Hungarian				
Italian				
Japanese				
Korean				
Latvian				
Lithuanian				
Mandarin				
Persian				
Polish				
Portuguese				
Punjabi (India)				
Punjabi (Pakistan)				
Romanian				
Russian				
Serbo-Croatian				
Scandinavian				
Slovene				
Spanish				
Tagalog				
Thai				
Ukrainian				
Urdu				
Vietnamese				
Yiddish				
Other: Specify				

Please check the box(es) if you are proficient in the languages below:

☐ American Sign Language (ASL)    ☐ Braille

# PERSONNEL DATA ENTRY WORKSHEET

Human Resources Division/Chicago Police Department

PRINT ALL INFORMATION

DO NOT COMPLETE SHADED AREAS - FOR HUMAN RESOURCES DIVISION USE ONLY.

EMP. TYPE CODE	EMP. STATUS CODE	EMPLOYEE NO.	CS TITLE CODE	STAR NO.	STAR TYPE CODE	APPOINTMENT DATE MONTH	DAY	YEAR
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NAME (LAST - FIRST - M.I.)	MAIDEN NAME	SOCIAL SECURITY NO.
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HOME ADDRESS (STREET NO. & NAME, ZIP CODE)	POLICE DISTRICT	HOME TELEPHONE NO. ( )
--	-----------------	---------------------------

SEX <input type="checkbox"/> MALE (M) <input type="checkbox"/> FEMALE (F)	RACE (CHECK ONE) <input type="checkbox"/> BLACK/AFRICAN AMERICAN (N) <input type="checkbox"/> WHITE (X) <input type="checkbox"/> HISPANIC (S) <input type="checkbox"/> ASIAN/PACIFIC ISLANDER (O) <input type="checkbox"/> NATIVE AMERICAN INDIAN/ALASKAN NATIVE (I)	HEIGHT	WEIGHT LBS.	DISABILITY CODE
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DATE OF BIRTH (MO. - DAY - YR.)	PLACE OF BIRTH (CITY, STATE OR COUNTRY)
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U.S. CITIZEN <input type="checkbox"/> YES <input type="checkbox"/> NO	MARITAL STATUS <input type="checkbox"/> SINGLE (1) <input type="checkbox"/> MARRIED (2) <input type="checkbox"/> DIVORCED (3) <input type="checkbox"/> WIDOWED (4) <input type="checkbox"/> SEPARATED (5)	NAME OF SPOUSE
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MILITARY SKILLS	<b>ACTIVE SERVICE HISTORY</b>			
	BRANCH	RANK AT DISCHARGE	DATE OF DISCHARGE (MO. - DAY - YR.)	TYPE OF DISCHARGE
	<b>RESERVE SERVICE HISTORY</b>			
	TYPE <input type="checkbox"/> ACTIVE (A) <input type="checkbox"/> INACTIVE (I) <input type="checkbox"/> COMPLETED	BRANCH	RANK	
	RESERVE START DATE MO. DAY YEAR	DATE OF DISCHARGE OR DATE OBLIGATION WILL END MO. DAY YEAR	TYPE OF DISCHARGE	

EDUCATION	CHECK THE BOX OF HIGHEST GRADE COMPLETED	GRAMMAR SCHOOL 1 2 3 4 5 6 7 8 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	HIGH SCHOOL 9 10 11 12 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	COLLEGE 13 14 15 16 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	GRADUATE 17 18 <input type="checkbox"/> <input type="checkbox"/>	EDUCATION CODE
	HIGH SCHOOL - GRADUATED? <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> GED					
	NAME OF SCHOOL	GRADUATED <input type="checkbox"/> YES <input type="checkbox"/> NO	DATE GRADUATED (MO. - DAY - YR.)	TYPE OF DEGREES AWARDED		
	JUNIOR COLLEGE	<input type="checkbox"/> YES <input type="checkbox"/> NO		DEGREE	MAJOR	
	COLLEGE (UNDERGRADUATE)	<input type="checkbox"/> YES <input type="checkbox"/> NO				
GRADUATE SCHOOL	<input type="checkbox"/> YES <input type="checkbox"/> NO					

LANGUAGE SKILLS	<b>LANGUAGE PROFICIENCY TABLE</b>															
	Please indicate your language proficiency level by writing F=Fair, G=Good, VG=Very Good, E=Excellent for each category (Understand, Speak, Write, Read), as applicable.															
	LANGUAGE	UNDER- STAND	SPEAK	WRITE	READ	LANGUAGE	UNDER- STAND	SPEAK	WRITE	READ	LANGUAGE	UNDER- STAND	SPEAK	WRITE	READ	
	ARABIC					ITALIAN					PUNJABI (PAKISTAN)					
	ARMENIAN					JAPANESE					ROMANIAN					
	BELARUSIAN					KOREAN					RUSSIAN					
	CAMBODIAN					HEBREW					SERBO-CROATIAN					
	CANTONESE					HUNGARIAN					SCANDINAVIAN					
	CREOLE					ITALIAN					SLOVENE					
	CZECH					JAPANESE					SPANISH					
	DUTCH					KOREAN					TAGALOG					
	FRENCH					LATVIAN					THAI					
	GERMAN					LITHUANIAN					UKRANIAN					
	GREEK					MANDARIN					VIETNAMESE					
	GUJARATI					PERSIAN					YIDDISH					
	HEBREW					POLISH					OTHER: Specify in boxes below					
	HINDI					PORTUGUESE										
	HUNGARIAN					PUNJABI (INDIA)										
	Please check the box(es) if you are proficient in the languages below:															
	<input type="checkbox"/> AMERICAN SIGN LANGUAGE (ASL) <input type="checkbox"/> BRAILLE															

# **OCCUPATIONAL SKILLS TABLE**

PLACE AN X IN THE BOX IN FRONT OF ANY SKILL YOU POSSESS.

OCCUPATIONAL SKILLS	x	SKILL	x	SKILL	x	SKILL
		SNIPER 001		EMERGENCY MEDICAL TECHNICIAN 120		STATIONARY ENGINEER 140
		HELICOPTER PILOT 002		NURSE 121		STATIONARY FIREMAN 141
		MARINE ENGINE MECHANIC 003		ENGRAVER 122		STENOGRAPHER 142
		BOMB DISPOSAL TECHNICIAN 004		GUN SMITH 123		STENOTYPIST 143
		MEDICAL CORPSMAN 005		LAWYER 124		TEACHER 144
		ACCOUNTANT 100		LOCKSMITH 125		TELEPHONE OR POWER LINEMAN 145
		AIRCRAFT PILOT 101		MACHINIST 126		TELEPHONE REPAIRMAN 146
		AIR TRAFFIC CONTROLLER 102		ELECT. BUS. MACHINE OPERATOR 127		PARAMEDIC 147
		ARTIST 103		MECHANIC 128		TRUCK DRIVER 148
		BAKER 104		MEDICAL LAB TECHNICIAN 129		TYPIST 149
		BARBER 105		MOVIE PROJECTIONIST 130		WELDER 150
		BARTENDER 106		MUSICIAN 131		WRITER 151
		BEAUTICIAN 107		NEWSPAPER REPORTER 132		DIVER 152
		BOOKKEEPER 108		PAINTER 133		PHARMACIST 154
		BRICKLAYER 109		PHOTOGRAPHER 134		INSURANCE ADJUSTER 155
		BUTCHER 110		PLASTERER 135		LIFEGUARD 156
		CAB DRIVER 111		PLUMBER 136		RESPIRATORY THERAPIST 157
		CARPENTER 112		RADIO & TV REPAIRMAN 137		SWIM INSTRUCTOR 158
		CHEMIST 113		ROOFER 138		X - RAY TECHNICIAN 159
		COOK 114		SEAMAN 139		OTHER: Specify 153
		DOG TRAINER 115				
		DRAFTSMAN 116				
		ELECTRICIAN 117				
		COMPUTER OPERATOR 118				
		COMPUTER PROGRAMMER 119				

EMERGENCY NOTIFICATION	PERSON TO BE NOTIFIED		RELATIONSHIP	
	ADDRESS (STREET NO. & NAME, CITY, STATE, ZIP CODE)		HOME TELEPHONE NO. (   )	BUSINESS TELEPHONE NO. (   )
	PERSON TO BE NOTIFIED		RELATIONSHIP	
	ADDRESS (STREET NO. & NAME, CITY, STATE, ZIP CODE)		HOME TELEPHONE NO. (   )	BUSINESS TELEPHONE NO. (   )

DRIVERS LICENSE NO.	EXPIRATION DATE	RESTRICTION CODE	CLASS
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TYPE OF ACTION		UNIT ASSIGNED NO.	UNIT DETAILED NO.
<input type="checkbox"/> NEW HIRE <input type="checkbox"/> CS REINSTATEMENT <input type="checkbox"/> POLICE BOARD <input type="checkbox"/> RETURN FROM L.O.A. <input type="checkbox"/> REHIRE <input type="checkbox"/> COURT ORDERED REINSTATEMENT <input type="checkbox"/> OTHER			
JOB TITLE		EFFECTIVE DATE (MONTH-DAY-YEAR)	
APPLICANT/EMPLOYEE'S SIGNATURE		TODAY'S DATE	

REMARKS

PROCESSED BY	DATE	ENTERED BY	DATE
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# REQUEST FOR TRANSLATION

CHICAGO POLICE DEPARTMENT  
LANGUAGE ACCESS  
SPECIAL ACTIVITIES SECTION  
UNIT 441

DATE REQUESTED

DATE NEEDED

DOCUMENT TITLE (S)

**INSTRUCTIONS:** COMPLETE THIS REQUEST AS COMPLETELY AS POSSIBLE. FORWARD THIS COMPLETED REQUEST ALONG WITH THE SOURCE DOCUMENT(S) TO [LanguageAccess@chicagopolice.org](mailto:LanguageAccess@chicagopolice.org).

LANGUAGE(S) NEEDED

☐ SPANISH ☐ CHINESE ☐ POLISH ☐ ARABIC ☐ OTHER (EXPLAIN) \_\_\_\_\_

DOCUMENT(S) FORMAT

☐ MS WORD ☐ PDF ☐ OTHER (EXPLAIN) \_\_\_\_\_

ADDITIONAL INFORMATION (PLEASE ADD DETAILS OR SPECIFIC INSTRUCTIONS BELOW.)

UNIT NAME AND TITLE OF REQUESTER

TELEPHONE NUMBER

EMAIL ADDRESS

NAME, RANK/TITLE OF REQUESTER

REQUESTER'S SIGNATURE

DATE

NAME, RANK/TITLE OF APPROVER

APPROVER'S SIGNATURE

DATE