

HOW DO I OBTAIN LANGUAGE ASSISTANCE?

If you can speak some English:

1. Tell the officer, "I speak [language], and I need an interpreter."
2. The officer may also ask you to identify the language you speak on a Language Identification Guide.
3. Point to the language you speak on the Guide.
4. The officer will call for a police member who speaks your language or use the LanguageLine app to provide immediate interpretation.

If you speak no English:

1. If you carry an "I Speak" card, show it to the officer. If you do not carry an "I Speak" Card, the officer will show you a Language Identification Guide.
2. Point to the language you speak on the Guide and point it out to the officer.
3. The officer will call for a CPD member who speaks your language or use the LanguageLine app to provide immediate interpretation.

Questions or Comments?

About Language assistance at CPD

Language assistance is a free service for limited English proficient (LEP) individuals provided under Special Order CPD-S02-01-05.

Language assistance feedback

If you would like to provide feedback on language assistance, you may find the Language Access Feedback Form by scanning the QR Code below with your cell phone's camera.



Contact by mail or email:

Language Access Coordinator
Chicago Police Department
3510 South Michigan Avenue
Chicago, Illinois 60653

LanguageAccess@chicagopolice.org

<https://home.chicagopolice.org/community-policing-group/language-access/>

CHICAGO POLICE DEPARTMENT

Guide to Language Assistance



*Everyone can communicate
with the police regardless
of what language they speak.*



CPD's GOAL IS TO PROVIDE TIMELY AND ACCURATE COMMUNICATION

WHAT KIND OF LANGUAGE SERVICES DOES CPD PROVIDE?

- Over 1,000 multilingual officers who speak over 30 languages can provide interpretation.
- On-demand access to interpreters in over 240 languages 24 hours a day, 7 days a week, 365 days/year.
- Translated forms are available or may be read to you in your primary language by a multilingual officer or an interpreter.

WHO CAN OBTAIN LANGUAGE SERVICES?

Everyone has the right to adequate and accurate communication with the police, and CPD wants to assist.

CPD provides language services to persons with limited English Proficiency (LEP).

A person with LEP may have difficulties reading, speaking, or understanding English because English is not their primary language.

CPD WILL PROVIDE LANGUAGE SERVICES WHEN YOU TALK WITH A POLICE OFFICER

EVEN WHEN A PERSON WITH LIMITED ENGLISH PROFICIENCY KNOWS SOME ENGLISH, THEY STILL MAY REQUIRE AN INTERPRETER TO:

- Avoid misunderstandings.
- Provide information accurately.
- Understand their legal rights.
- Request services.

CAN FAMILY, FRIENDS, OR BYSTANDERS PROVIDE INTERPRETATION FOR YOU?

CPD will not use family, friends, or bystanders to interpret unless it is an informal situation or an emergency requiring the protection of life or property.

A child, relative, or a bystander, may not know the correct vocabulary to interpret.

LANGUAGE SERVICES ARE ESPECIALLY IMPORTANT WHEN YOU:

- Report a crime
- Request help
- Need to fill out police forms
- Are interviewed or questioned by police.
- Are read your Miranda Rights.

MISUNDERSTANDINGS CAN ENDANGER THE SAFETY OF EVERYONE!



City of Chicago
Lori E. Lightfoot
Mayor



**CHICAGO
POLICE
DEPARTMENT**

David O. Brown
Superintendent