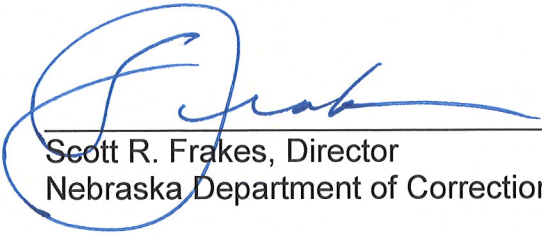
 Good Life. Great Mission. <hr/> DEPT OF CORRECTIONAL SERVICES	<b>TITLE</b> <b>INTERPRETATION / TRANSLATION SERVICES</b>		
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	<b>STATEMENT OF AVAILABILITY</b> <b>*This Administrative Regulation is to be made available in law libraries and other inmate resource centers.</b>		

EFFECTIVE: September 27, 2000  
 REVISED: April 23, 2007  
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 REVISED: March 31, 2015  
 REVIEWED: March 31, 2016  
 REVISED: March 31, 2017

**SUMMARY of REVISION/REVIEW**


Updated wording in sections I.D. and II.C. Updated attachment A.
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APPROVED:




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Scott R. Frakes, Director  
 Nebraska Department of Correctional Services

 <p><b>NEBRASKA</b> Good Life. Great Mission. DEPT OF CORRECTIONAL SERVICES</p>	<b>TITLE</b>  <b>INTERPRETATION / TRANSLATION SERVICES</b>		
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PURPOSE

To establish authority, responsibility and procedures for interpretation and translation services within the Nebraska Department of Correctional Services (NDCS).


GENERAL

It is the policy of NDCS to facilitate oral and written interpretation and translation services to inmates, inmate families and the community. Such services shall be provided and/or coordinated by Interpretation and Translation Services. Each institution, consistent with its function and the nature of its inmate population and programs, shall develop its own version of this Administrative Regulation (AR) within the limits and guidelines that follow.

PROCEDURE

I. STAFF AVAILABILITY

- A. The NDCS interpreter and translation staff are assigned by geographic areas. The number of staff positions and their current locations are based on NDCS needs.
  - 1. The Interpreter Supervisor is located at the Lincoln Correctional Center.
  - 2. Interpreters are located at:
    - a. Nebraska State Penitentiary
    - b. Tecumseh State Correctional Institution
    - c. Omaha Correctional Center
- B. Each interpreter will be available to travel to each NDCS institution/program as needed. Such requests should be coordinated through the Interpreter Supervisor. Interpretation/translation services may also be handled by telephone, teleconference or video-conference.
- C. Services available from the interpreters are:
  - 1. Interpretation.
    - Verbal interpretation from Spanish to English or from English to Spanish.
  - 2. Translation.
    - a. Written translation of documents from Spanish to English or from English to Spanish.
    - b. A letter or e-mail denying any request for translation from staff or inmates shall be forwarded to the requesting institution, along with an explanation detailing the specifics.

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3. All other interpretation and translation services provided for languages other than Spanish and English shall be coordinated through the Interpreter Supervisor.

D. Other interpretation/translation services may be provided by qualified staff, but may not leave their regular work duties to provide interpretation. Such interpretation/translation must be documented in accordance with Procedure V.A.

## II. GENERAL PROTOCOL

A. All Inmate Interview Request forms not written in English will be routed directly to the on-site interpreter by the person to whom it is addressed. Facilities that do not have an on-site interpreter should notify the Interpreter Supervisor. The interpreter will in turn translate and route the inmate request to the appropriate employee/department (i.e. Health Services, Custody, etc.) to avoid any delays.

B. When interpreters are required, the requesting employee will provide the following information to the interpreter: inmate name, institutional number, time needed, appointment time and a brief description of the interpretation need.

C. Staff will verbalize one sentence or phrase at a time, speaking slowly and clearly, unless otherwise specified by the interpreter. Only one person is to speak at a time. The location and noise level should allow the interpreter to complete his/her duties.

D. The interpreter will advise all parties involved (inmate and employee) that it is his/her duty and responsibility to interpret everything said and instruct the parties to direct questions, comments, etc. to each other and not directly to the interpreter.

## III. INTERPRETATION / TRANSLATION NEEDS

### A. Interpretation

1. Staff will contact the on-site interpreter to make the request known. If no interpreter is assigned to the facility, staff will contact the Interpreter Supervisor.


2. The interpreter will contact the Interpreter Supervisor and explain the request if such is outside routine daily interpretation needs.

3. The Interpreter Supervisor will make the necessary arrangements and advise the on-site interpreter and/or facility contact person.

4. Should an outside contract interpreter be hired in an emergency situation (weekend, after hours, etc.) the staff member that contacted the interpreter is responsible for informing the NDCS Interpreter Supervisor as soon as possible of this situation and submit a written report.

### B. Translation

1. Any facility and/or NDCS materials requiring translation will be forwarded to the Interpreter Supervisor. Routine documents (Inmate Interview Requests, Grievances, Intel documents, etc) may be translated by the on-site interpreter.

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2. The Interpreter Supervisor will review the materials for translation and will notify the staff submitting the materials of the disposition of the request.
3. The Interpreter Supervisor will return translated materials to the appropriate on-site interpreter with a signed letter of approval.

C. Services for the Deaf and Hard of Hearing to Access NDCS Programs and Services.

1. Upon request, NDCS interpretation and translation services staff shall arrange for a qualified and licensed interpreter to assist an inmate who is deaf or hard of hearing with the following:
  - a. inmate orientation
  - b. the inmate disciplinary process
  - c. the inmate classification process
  - d. inmate transportation orders
  - e. parole hearing/reviews
  - f. health services
  - g. community inquiries
  - h. emergency services
  - i. other needs as determined by the Warden
2. The Commission for the Deaf and Hard of Hearing is a resource for obtaining the services of a qualified and licensed interpreter.

IV. SERVICES


The interpretation and translation services shall provide a variety of interpretation and translation services to include but not limited to the following:

- A. Inmate Orientation
- B. Inmate Disciplinary Process.
- C. Inmate Classification Process.
- D. Inmate Transportation Orders

Interpreters may be utilized to interpret and/or translate during a transportation order. However, interpreters will not serve as the Officer-in-Charge of a Transportation Order.

- E. Parole Hearings / Reviews.
- F. Health Services Consultation Interpretation.
- G. Community Inquiries

Interpreters may be utilized to assist with inquiries from the community/general public and inmate family members as needed. In the event that such services are needed, the staff member in need of interpretation assistance shall contact the on-site interpreter or

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Interpreter Supervisor to coordinate this process. The interpreter/translator shall be responsible for receiving telephonic and written communication in Spanish directed to them by coordinating institutional staff.

H. Pre-employment and Post-employment.

Positions that require or desire Spanish speaking skills shall be tested in accordance with AR 112.03, *Employee Selection Policy*. Specific procedures will be designed and clarified by each institution's operational memorandums.

I. Emergency Services.

The interpreter/translator will respond to any emergency as determined by the Warden or emergency commander. The Interpreter Supervisor will be responsible for implementing an emergency on-call procedure for interpretation/translation staff.

J. External Matters

Interpreters will not provide interpretation/translation services for matters external to NDCS, including judicial matters-

K. Other needs as determined by the Warden/program administrator.

V. DOCUMENTATION OF SERVICES

A. Logs

All interpretation/translation services shall be documented in either the Interpreter or Translation logs - (Attachments B and C). The logs will be returned on a monthly basis to the Interpreter Supervisor's office. All hours logged will be reflected on a monthly report which is submitted to the Interpreter Supervisor and the on-site supervisor.


B. Records

1. General Correspondence.

The interpreter providing the translation services shall maintain copies of the general correspondence he/she has translated.

2. Health Services/Mental Health.

The only Health Services/Mental Health translation documentation that may be retained by interpreters is limited to the Inmate Interview Request/Health Services Request forms that were translated. Copies of all other translated documents shall be sent by Health Services/Mental Health to the interpreter supervisor for review and filing. The Interpreter Supervisor shall retain these documents in a secure manner for statistical tracking purposes.

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VI. CONFIDENTIALITY AND ETHICS

As a NDCS employee, all interpreters are bound by the same confidentiality and code of ethics as any other NDCS employee. Reference AR 112.31, *Code of Ethics and Conduct*. Interpreters shall perform their job function without paraphrasing or individual personalization. Interpreters shall not advocate for either side. Interpreters must remain neutral, impartial and express no personal opinion.

REFERENCE

I. ADMINISTRATIVE REGULATIONS

- A. Administrative Regulation 112.03, *Employee Selection Policy*
- B. Administrative Regulation 112.31, *Code of Ethics and Conduct*

II. ATTACHMENTS

- A. Organization Chart
- B. Interpreter Log
- C. Translation Log

III. AMERICAN CORRECTIONAL ASSOCIATION STANDARDS

- A. Adult Community Residential Services (fourth edition): 4-ACRS-3A-05