

Language Assistance Services

In support of the communities we serve, we will provide accessible language assistance for all.

The Alameda County Sheriff's Office (ACSO) is committed to equitably serving all people in the community, including Limited English Proficient (LEP) persons. It is the policy of ACSO to take every reasonable step to ensure accurate, timely, and effective communication to all persons regardless of national origin or primary language. Language assistance for LEP individuals is a free service that is part of the ACSO Language Access Services for LEP persons ([click here to read the ACSO Language Access Plan](#)).

Who can obtain language services?

Language services are provided to anyone, free of charge, who is a limited English proficient (LEP) person. This means that English is not your primary language, and you may have difficulties reading, speaking, or understanding English.

I know some English. Do I really need an interpreter?

You may understand or speak some English, but you may still want an interpreter. Interpreters can help you:

- Prevent misunderstandings.
- Give accurate information.
- Understand your legal rights.
- Request services such as victim's services & translated forms.

How to obtain Language Assistance Services

If you can speak some English or do not speak English:

1. Explain to the Agency member (deputy, dispatcher) that you need an interpreter. Say, "I would like an interpreter, and I speak [language or dialect]."
2. The Agency member may have you identify the language you speak using an "I Speak" card with a list of languages.
3. Find the language you speak on the "I speak" card and point it out to the Agency member.

4. The Agency member will then call for a qualified bilingual Agency member or will connect with a telephone interpreter for assistance.

Can my child/family member, or a bystander interpret for me?

ACSO deputies will not use family members, including children, or bystanders as an interpreter unless there is an emergency. Emergencies include a threat to life, safety, or property.

What kind of language services does ACSO provide?

- Certified bilingual officers
- Access to interpreters through a telephone interpreter system for other languages including Spanish, Cantonese, Mandarin, Arabic, Hindi, Punjabi, Tagalog/Filipino, Vietnamese, and more.
- Your rights will be read to you in your primary language by a qualified bilingual Agency member or telephone interpreter.
- Interviews will be conducted in your primary language by a qualified bilingual Agency member or telephone interpreter.
- Written forms will be provided or read to you in your primary language by a qualified Agency member or telephone interpreter.

Language assistance is especially important when you are:

- Interviewed by deputies
- Read your Rights
- Given forms to fill out
- Formally questioned

Will I be causing an inconvenience or problems if I ask for an interpreter?

Everyone has the right to effective and accurate communication with ACSO. We want to assist.

The ACSO Language Access Policy and Plan will ensure language accessibility in our communications with the public we serve.

When ACSO is hosting an event, we will work with the community to determine which interpreter services are needed and such services will be provided to the extent reasonably possible, at no cost.

Questions/Comments/Concerns:

ACSO Language Access Coordinator
Community Oriented Response and Engagement Unit
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For Emergencies: 9-1-1