



# METROPOLITAN NASHVILLE POLICE DEPARTMENT

## Cricket Volunteer Spanish Interpreters Criteria

(Rev. 12-28-11)



The Metro Nashville Police Department (MNPD) and Cricket Communications have partnered on an exciting collaboration to assist MNPD Officers and the Davidson County's Spanish-speaking population by bridging the language barrier through volunteer interpreters. This program falls in-line with the mission of the Metro Nashville Police Department's El Protector Program.

The "El Protector Interpreters Program" was officially launched on Friday, July 8th, 2005. The program will allow police officers to access a pool of volunteers that speak English and Spanish so that they may assist with the communication process between the police department and the Non-English-speaking community of Davidson County.

### Volunteer Interpreter Requirements:

- 1) Must be a U.S. Citizen or Permanent Resident
- 2) Must be 21 years of age or older
- 3) Must be FULLY bilingual in English and Spanish
- 4) Must pass a short Interpreter Competency Test
- 5) Must abide by and sign a Memorandum of Understanding agreement for this program

### Assignment Details:

- Volunteer interpreters will be assigned to cover interpretations, once a month as main interpreter and once a month as back up.
- These **TWO (2) days** per month are for a 24-hour period each time, and will include weekends on occasion. During that time, the interpreters will be "on-call" and will receive calls from Metro Nashville Police Officers that may require communication assistance in cases such as traffic stops, traffic accidents, calls for reports, missing persons, etc.
- Cricket Volunteer Interpreters will **NOT** be asked to come to the scene under any circumstances.
- Volunteer interpreters will speak with the individual on the phone and then accurately interpret to the officer what is being said and vice versa.
- At the moment, the average is of 0 to 2 calls a day. The number of calls per day may increase in the future.
- Once volunteer interpreters have committed, it is important that they are available to be "on-call" during the 24-hour period for which they commit. Officers requesting assistance are made aware not to call interpreters unless the interpreters are on call.
- It is also essential that volunteer interpreters keep information regarding all police-related communication completely confidential.
- Interpreters will **NOT** provide legal advice to persons with whom the officers come in contact. Providing legal advice opens up the interpreter and the police department to legal action against all parties involved.

### Exchange details:

In exchange for their interpreting assistance, Cricket Communications will **provide volunteers with a wireless phone AND complimentary service with unlimited local use during their participation in the program. There will be no charge for phone usage** and volunteer interpreters are encouraged to use the phones at their discretion. The value of this phone and service is approximately \$700 per year.

### For more information and to sign up please contact:

Officer Rafael Fernandez at [rafael.fernandez@nashville.gov](mailto:rafael.fernandez@nashville.gov) or 615-880-1783 or FAX 615-880-1831  
Officer Gilbert Ramirez at [gilbert.ramirez@nashville.gov](mailto:gilbert.ramirez@nashville.gov) or 615-880-3176 or FAX 615-880-3047