



CHICAGO FIRE DEPARTMENT BUREAU OF OPERATIONS



Operations Order: 25-006
May 30, 2025

SUBJECT: LANGUAGE TRANSLATION SOFTWARE

I. PURPOSE

This Order:

- A. Defines Language Translation Software;
- B. Establishes the issuance of the “MyLanguageLine” Language Translation Software;
- C. Establishes guidelines for the appropriate use of Language Translation Software; and
- D. Becomes effective June 1, 2025.

II. POLICY

It is the policy of the Chicago Fire Department (CFD) to provide the necessary tools to ensure effective communications with Limited English Speaking (LES) individuals at the scene of emergency incidents or when interacting with the public. The MyLanguageLine software is being provided to all Emergency Medical Service (EMS) licensed apparatuses and Chief Officers to assist in Department-related matters.

III. DEFINITIONS

MyLanguageLine Language Translation Service: A subscription-based language interpreter service that provides access to over 240 languages. American Sign Language (ASL) is currently on Chief Officer phones only. This service is available 24 hours a day.

IV. PROCEDURE

- A. The following companies will receive access to the Language Translation Software:
 - 1. All Basic Life Support (BLS) Fire Suppression & Rescue (FSR) Companies
 - 2. All FSR Advanced Life Support (ALS) Companies
 - 3. All Ambulance Companies
 - 4. All Bureau of Operations Battalion Chiefs, Paramedic Field Chiefs, Deputy District Chiefs, and Assistant Deputy Chief Paramedics
 - 5. All Mobile Medical Response (MMRT) Teams
 - 6. Mobile Integrated Health (MIH) Unit

7. Other companies, response vehicles, groups, or Chief Officers, as determined by the Fire Commissioner
- B. The Language Translation Software shall be installed on the following devices:
 1. Tablets assigned to EMS licensed apparatuses
 2. Cellular phones assigned to EMS licensed apparatuses
 3. Cellular phones assigned to Chief Officers
 4. Other cellular phones that can support the mobile app.
- C. The MyLanguageLine toll-free number shall be entered into phones assigned to EMS and FS&R apparatuses.
- D. All members shall receive a MyLanguageLine reference badge for their convenience.
- E. Company Officers shall record the activation of the MyLanguageLine software in the Company Journal.
- F. Company Officers shall ensure that the Language Translation Software is only used during emergency incidents where language translation is needed.
- G. Company Officers shall ensure that any support documents (cards, laminates, etc.) pertaining to the Language Translation Software remain on the apparatus so they are available for emergency incidents.
- H. Any operating issues with the Language Translation Software shall be reported to MRU Support at EMS Logistics.

V. OPERATIONAL USE OF LANGUAGE TRANSLATION SOFTWARE:

- A. On tablets and cellular devices that support the MyLanguageLine mobile app, members may open up the MyLanguageLine software and follow the directions provided by the app. The following icons will be present:
 1. Yellow Video: Video conferencing available
 2. Blue Phone: Audio only available
- B. If companies need to use ASL translation services, Company Officers may request the nearest available Battalion Chief/Paramedic Field Chief to respond for use of their cellular device.
- C. On cellular phones that do not support the MyLanguageLine mobile app, members may call the toll-free number stored in the phone. Members will be prompted to enter their File Number for access to an interpreter.
- D. The use of Language Translation Software for an emergency incident shall be documented in the Electronic Patient Care Report.

- E. When used by a Battalion Chief on an incident, the use of Language Translation Software shall be documented on the NFIRS/NERIS report.
- F. Patient Treatment and Transport shall not be unnecessarily delayed for language translation services.

VI. RESPONSIBILITIES

- A. Chief Officers and Company Officers shall be responsible for ensuring compliance with the provisions of this Order.
- B. Chief Officers and Company Officers shall conduct Company School to ensure that all members are aware of the provisions of this Order.
- C. It is the responsibility of all members to have a thorough knowledge of this Order.

By order of:



Donald Walker
Assistant Deputy Fire Commissioner
Bureau of Operations

TO BE READ AT FOUR (4) ROLL CALLS AND POSTED

Distribution: A