

7.3.4.1 COMMUNICATION WITH PEOPLE WHO ARE DEAF OR HARD OF HEARING

Revised June 2012
The Patrol Bureau has audit responsibility.

The Long Beach Police Department shall ensure that a consistently high level of service is provided to all community members, including people who are deaf or hard of hearing. LBPB has specific legal obligations under the Americans with Disabilities Act and the Rehabilitation Act to communicate effectively with people who are deaf or hard of hearing.

A qualified sign language interpreter can be obtained at any time by contacting the LBPB Communications Division. Officers should provide the following information, if known:

- The nature of the interaction for which the interpreter is needed
- When and for how long the interpreter is needed
- The location where the interpreter is needed
- A contact person who will be available at the location when the interpreter arrives
- Any other special requirements

ON-CALL INTERPRETING SERVICES

The LBPB Communications Section maintains a list of sign language and oral interpreting services that are available and on-call 24-hours per day and willing to provide interpretive services. The LBPB Communications Section will update this list annually.

TTY/TDD, VIDEO RELAY SERVICE AND CALIFORNIA RELAY SERVICE

Where warranted, officers must provide people who are deaf or hard of hearing the opportunity to place telecommunications calls. These calls may be made using a teletypewriter (TTY, also known as a telecommunications device for deaf people (TDD)), a Video Relay Service (VRS system) or the California Relay Service (CRS).

LBPB will ensure an operable TTY/TDD device is available at the main station. TTY/TDD phones will comply with requirements for TTY/TDD phones as set forth in the ADA Accessibility Guidelines.

Personnel assigned to the main station front business desk duties will be trained in the answering, handling, and placing of text telephone calls. Officers must be familiar with the usage of TTY/TDD and recognize the unique tones emitted by TTY/TDD devices. Officers must also accept telephone calls placed by persons who are deaf or hard of hearing through the Telecommunications Relay Service.

TTY/TDD devices are located in 4th and 6th floor jails and at the main police station business desk. TTY/TDD devices are portable and can be requested from the jail

supervisor for use where needed. TTY/TDD devices will work with pay phones in the station and also with house phones.

If an officer needs to use a TTY/TDD device with a juvenile subject/suspect, the device must be used in an area other than booking or the jail because juveniles may not have contact with adult inmates.

Video Relay Service or VRS allows a subject to communicate through sign language via video conferencing, which is relayed by an interpreter to a third party. VRS systems are located on the first floor lobby of the main station and the 6th floor men's jail.

The California Relay Service (CRS) enables a person using a text telephone device to communicate by phone with a person who does not use a text telephone device. The service also works in reverse, allowing a non-text telephone user to call a person utilizing such a device. To reach a toll-free CRS operator, dial 7-1-1. Additional information about the services provided by CRS is available on-line at <http://www.ddtp.org>.

People who are deaf or hard of hearing must not be charged for the cost of an auxiliary aid or service needed for effective communication.

For further, refer to Training Bulletin 186 "Communicating with People Who Are Deaf or Hard of Hearing"