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17-061

03/06/17

Request for Sign Language Interpreters

(Supersedes DB 16-101)

International Effectiveness Center (IEC) is the Department's designated sign language interpreter service provider. IEC can make appointments to meet with department members to conduct a pre-arranged interview with a suspect, witness or victim and can be reached 24/7 for emergency situations. IEC has 24/7 live-person schedulers who make initial arrangements and put the requesting member in touch with the responding interpreter. **IEC can be reached at (800) 292-9246.**

When requesting an interpreter, members should provide the responding interpreter the following information:

- Name, star number and immediate contact number;
- Name and star number of the officer handling the case, if different;
- Exact location where to go, directions and parking instructions;
- Name and gender of the deaf or hard of hearing person;
- Case or CAD number;
- A summary of the situation and what actions may take place;
- An estimated length of the interview.

Members shall obtain the responding interpreter's name, immediate contact number and IEC badge number, as well as his/her estimated time of arrival and where he/she is traveling from. Members shall document this information in the incident report.

If a member requested a sign language interpreter in an emergency situation, and IEC has not followed up with a progress report within 15 minutes, the members shall contact Mr. Tarek Rouchdy, the owner of IEC at (415) 637-0608.

The Americans with Disabilities Act (ADA) mandates public entities:

...ensure effective communication with individuals who are deaf or hard of hearing. Whether a qualified sign language interpreter or other communication aid is required will depend on the nature of the communication and the needs of the requesting individual...

Officers should be aware that the California Evidence Code Section 754 mandates *qualified* interpreters for the deaf and hard of hearing in civil and criminal cases. In particular, Section 754(k) states that a written or oral statement made by a deaf person cannot be used against that person unless the statement was made or elicited through a qualified interpreter. *If the individual requests an interpreter, members shall contact IEC.*

The use of written notes maybe one means of communication; however, officers must remember as the interview becomes more technical or complicated, it is best to obtain the assistance of a qualified sign language interpreter.

If an IEC interpreter does not respond for interpretation services, members shall respond to a district station for remote video interpretation, which is located at the front desk.

The following illustration is the icon located on the front desk computer.



The login is automatic, but in the event that ODI is requesting a login name and password:

Station Name	Location of PC	ODI login number and password	PC Number
Headquarters	Reception	2002028297	PT1017CC
Mission	Reception	2002028298	PT00MISW
Mission	Assembly Rm	2002028299	PT00MIS3
Northern	Reception	2002028300	PT00NORA
Richmond Park	Reception	2002028301	PT00RICF
	Reception	2002028302	PT00PARI
	Special Victims Unit	2002028303	
Bayview	Reception	2002028304	PT00BAYC
Ingleside	Reception	2002028305	PT00INGH
Taraval	Reception	2002028306	PT00TARP
Central	Reception	2002028307	PT00CENT
Tenderloin	Reception	2002028308	PT00TIFF
	Airport Traffic Desk	2002028309	
Southern	Reception	8775711893	Front Counter

Click on the icon and you will see the list of languages, including American Sign Language. Wait for the live person and begin your interview.

This shall not be used to replace IEC.

Remote Video Interpretation Services available at all district stations, SVU and Airport.

If there is any question about whether the legality of the statements provided will be questioned in a court of law, members shall call for an interpreter. Members who are unsure of how to work with an interpreter should ask him or her to explain the process. One rule of etiquette is to speak directly to the deaf or hearing-impaired person and not to the interpreter.

Unless exigent circumstance exist, officers *should* not rely on family members to provide sign language interpretation, as they are often emotionally involved. Like any foreign language, sign language requires a qualified person to ensure effective communication is taking place. Using a qualified sign language interpreter will ensure the information is understood and any statements made or taken are accurate.

Attached is a copy of the "SFPD Pocket Guide: Communicating with Deaf and Hard of Hearing People/ How to Get a Sign Language Interpreter (SFPD form #557)." Members should carry this pocket guide to ensure effective communication with those who are deaf and hard of hearing. The pocket guide also details the procedure to obtain a Sign Language Interpreter.

Any questions may be directed to the Department's Americans with Disabilities Act Coordinator, Penny Si at (415) 837-7221.






WILLIAM SCOTT
Chief of Police

Per DB 15-141, both sworn and non-sworn members are required to electronically acknowledge this Department Bulletin in HRMS.

Before Placing the Video Call:

1. Turn on your PC or laptop
2. Log in to your PC/Laptop with your username and password, if necessary
3. Connect to your VPN, if necessary

Steps to Access the LanguageU^c Video Interpreter:

<p>1 Double click the video application icon.</p> 	<p>2 Your username and password will appear on the screen. Click the OK button on the log in page.</p> 	<p>3 Select <u>language needed</u>. A hold screen will appear until you connect to the interpreter.</p> 	<p>4 When the interpreter appears on the screen, document his/her name and ID #.</p> 
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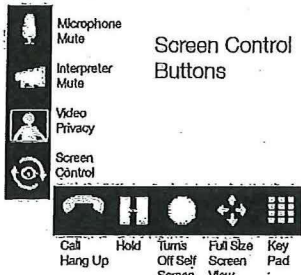
Remember to:

- ✓ Check that the camera is connected properly, and positioned so that the individual with whom you need to communicate and the interpreter can see each other clearly.
- ✓ Test the microphone to check it is active and the speaker volume is set to the highest level.

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Screen Control Buttons

You will see the control buttons on the window that opens as soon as you place a video/audio call.

<p>Microphone Mute - Mutes the audio to the interpreter</p> <p>Interpreter Mute - Mutes the interpreter</p> <p>Video Privacy - Turns off the camera to block the interpreter's view</p> <p>Screen Control - Allows you to adjust the self-view, side-by-side, and the interpreter windows on screen</p>	 <p>Screen Control Buttons</p>	<p>Call Hang Up - Ends the connection with the interpreter</p> <p>H for Hold - Places the video call on hold</p> <p>Circle Image - Turns off the camera to block the interpreter's view</p> <p>Full Size Screen View - Double click to see full size screen view</p> <p>Key Pad - Used for placing audio calls, when applicable</p>
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200 LANGUAGES VIA AUDIO – If you select this option or get routed to an interpreter via audio, a new window will open. Hover over the keypad icon and when prompted provide the information requested.

WORKING WITH AN INTERPRETER – Brief the interpreter. Speak directly to the person with whom you are communicating. To ensure accuracy, the interpreter may sometimes ask for clarification or repetition.

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How to Call for a Sign Language Interpreter

In compliance with the Americans with Disabilities Act (ADA), all San Francisco emergency services have access to Sign Language Interpreters 24 hours a day. See current Department Bulletin for a detailed explanation regarding the procedure for SFPD personnel to obtain an Interpreter through INTERNATIONAL EFFECTIVENESS CENTER (IEC).

CALL FOR AN INTERPRETER

1(800) 292-9246

OR (415) 788-4149

24hour/7days-a-week live person assistance and scheduling

If requesting a sign language interpreter in an emergency situation and IEC has not followed up with a progress report in 15 minutes, contact the following people in this order:

- (415) 637-0608 – Tarek Rouchdy (Owner)
- (415) 243-6970 – Martha Martinez (Vice President)
- (415) 532-4294 – Lily Cardenas

INFORMATION TO GIVE THE INTERPRETER OVER THE PHONE

- Your name, star number, and phone number
- Name and star number of officer handling the case, if different
- Exact location to which interpreter is to respond, directions, and parking instructions
- Name and gender of the Deaf or Hard of Hearing person
- Case or citation number
- A summary of the situation and what actions may take place
- Estimated length of interview

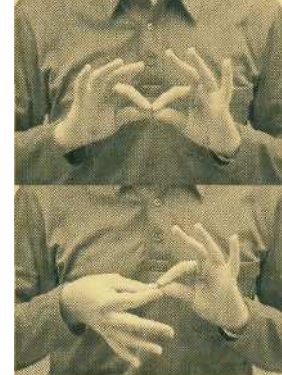
Survival Signs for Police



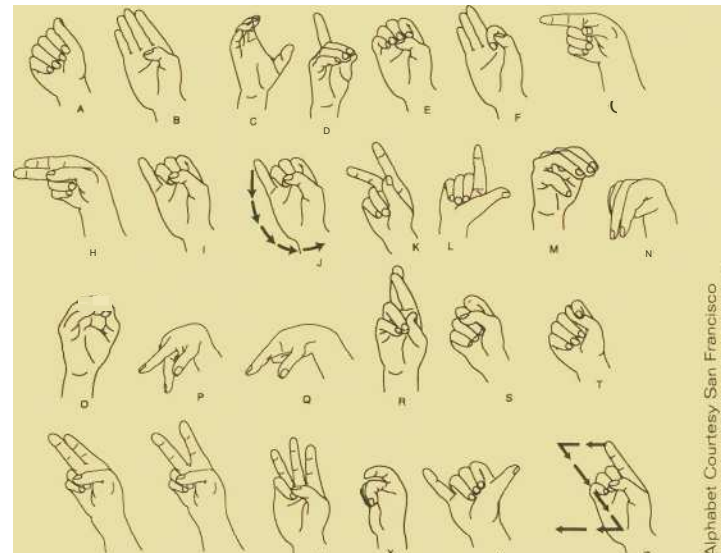
DEAF



INTERPRETER

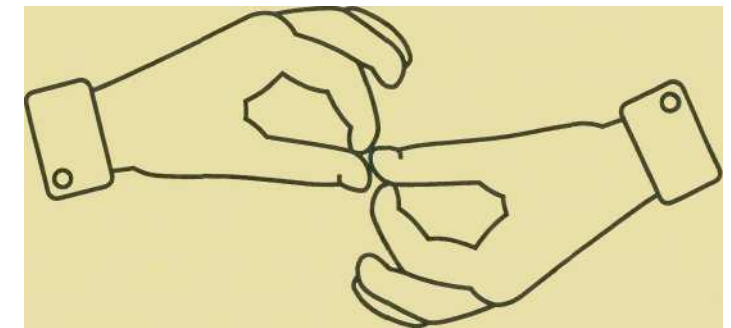


THE AMERICAN MANUAL ALPHABET



SFPD Pocket Guide

Communicating with Deaf and Hard of Hearing People



How to Get a Sign Language Interpreter

San Francisco Police Department
 in cooperation with
 International Effectiveness Center (IEC)
 with appreciation to
 Deaf/ Hard of Hearing Community Coalition
 of San Francisco

Making our service accessible to people with disabilities.

About Deaf and Hard of Hearing People

People who are Deaf or Hard of Hearing, have varying degrees of hearing loss, different cultural identities, and a wide range of communication needs. Members of the American Deaf culture community share a common language, American Sign Language (ASL), which has its own grammar distinctly different from English. ASL is not universal, but rather, the language used by most Deaf individuals in the United States. Some Deaf people are bilingual and may be comfortable communicating in writing. Some people with hearing loss rely on speech-reading and written English and may use an English-like manual sign system. Others may be foreign-born and may use a different sign language. Deaf and Hearing-Impaired people basically rely on visual forms of communication.

NOTE ON TERMINOLOGY

- For many, the correct term is Deaf. Others describe themselves as Hearing-Impaired, Hard of Hearing or deafened.
- **Do not** use the terms deaf-mute, dumb, or handicapped.
- Always ask the individual directly which term is preferred.

The Americans with Disabilities Act

The Americans with Disabilities Act (ADA) was passed in 1990 to ensure that people with disabilities are afforded the same rights and privileges as non-disabled individuals. By law, Deaf and Hard of Hearing individuals must be provided access to effective communication. In many instances this means securing the services of a qualified Sign Language Interpreter. The procedure is outlined here in this brochure. Refer to the SFPD "Disability Awareness Guide.

Approaching Deaf or Hard of Hearing People

- Get the person's attention with a wave or a gentle tap on the shoulder.
- Face the person, maintaining eye contact. Make sure there is adequate lighting.
- Identify yourself using visual cues. Point to your name tag or star.
- To ask if the person is deaf, point with one hand to your ear and mouth and then to the person. (See picture on reverse.)
- Ask the person directly, or in writing, for his or her preferred mode of communication.
- If the person prefers to lip-read, speak normally, ask if you can be understood, and move to a well-lighted location.
- Do not assume a lip reader can understand everything. Only 30% of speech is discernible on the lips.
- If the person relies on residual hearing, move to a less noisy, but well lighted location.
- Offer to communicate in writing when necessary. Do not assume the person is fluent in English.
- If the person prefers to communicate in Sign Language, call for an Interpreter.
- Do not rely on family members or friends of the person to communicate. The law mandates the services of a qualified Interpreter.

Refer to the SFPD's Disability Awareness Guide for more information or contact the Department's ADA Coordinator.

Working with a Sign Language Interpreter

- Brief the Interpreter with any safety concerns and communication issues before the interview.
- The Interpreter is a trained professional, nationally certified, and bound to a Code of Ethics.
- Do not speak privately to the Interpreter in the presence or sight line of the Deaf person.
- While interviewing, speak at your normal pace, addressing the deaf person directly, not the Interpreter.
- The Deaf person needs to be positioned with a clear view of the Interpreter to communicate.
- The Interpreter may interject for clarification or corrections.
- One Interpreter cannot interpret continuously for more than 1-1 /2 hours. Let the interpreter know ahead of time if greater durations of time are anticipated.
- Use the Interpreter's time as expediently as possible.
- Do not leave the Interpreter alone with the Deaf person.
- Before giving the Miranda Warning, check with the Investigations Bureau for advice.
- Nodding by a Deaf person does not necessarily indicate understanding or agreement.
- Videotape interrogations and interviews whenever possible. Position camera to include both the Deaf person and interpreter.
- If the Deaf person uses a non-standard form of Sign Language, the Interpreter may request the services of a Deaf Relay Interpreter who is skilled in gestural systems.