



DEPARTMENT NOTICE

24-064

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Assistive Listening Devices and Locations

(Update to DN 21-039)

Title II of the Americans with Disabilities Act requires that state and local government agencies communicate effectively with people who have communication disabilities which may include the need to provide auxiliary aids and services.

One such aid is an assistive listening device (ALD) that amplifies sound directly into the ear (see picture below).



Often, individuals who are hard of hearing will arrive at a district station in need of assistance but are unable to hear our members because the environment is too noisy. The ALD separates sounds, particularly speech, that a person wants to hear from background noise and can be used with or without a hearing aid. As such, the most common requests for the ALD will be for onsite interviews and community meetings.

If a person who is hard of hearing requests the use of an ALD (ALD symbol) the member should obtain it at the front business counter of a district station or ID Bureau supervisor's office at the Hall of Justice. Members should retrieve the device, turn it on, show the person how it works and allow them to use it. Make sure it is turned off after use.



If there is need for more than two ALDs at a community meeting, members can sign out an entire assistive listening system from the Mayor's Office on Disability at 1155 Market Street, 1st Floor, San Francisco, CA 94103. The availability of the system is not guaranteed if advance notice is not provided. The Mayor's Office on Disability's [ALD Loaner Policy](#) is attached.

If you have any questions about the ALD, contact the Department's ADA Coordinator at (415) 837-7221.


WILLIAM SCOTT
Chief of Police

Per DN 23-152, all sworn & non-sworn members shall electronically acknowledge this Department document in PowerDMS within (30) thirty calendar days of issuance. Members whose duties are relevant to this document shall be held responsible for compliance. Any questions regarding this policy should be sent to sfpd.writtendirectives@sfgov.org who will provide additional information.

Mayor's Office on Disability



City and County of San Francisco

Nicole Bohn
Director

Assistive Listening Device (ALD) Loan Policy

ALDs are available from the Mayor's Office on Disability (MOD) free of charge for City-sponsored events, City and County departments, and City contractors.

In order to borrow ALDs, departments or contractors need to contact MOD at least 24-hours prior to pick-up at:

VOICE: (415) 554-6789
E-mail: mod@sfgov.org

If MOD is contacted less than 24-hours prior to the time ALDs will be picked up, every effort will be made to provide the requested equipment, as MOD understands some circumstances may make it difficult for advance requests to be made. Please note that MOD is open between the hours of **8:00 a.m. and 5:00 p.m., Monday through Friday.**

Representatives from the department or organization that has requested the ALDs will be asked to furnish the following information on the phone or via e-mail:

- Department/contractor's name
- Department/contractor's contact information
- Date/time of equipment pick-up from MOD
- Date of equipment return to MOD

ALDs need to be picked up from MOD at 1155 Market Street, 1st Floor. MOD will not deliver them to a department or contractor. When picking up the equipment, representatives will need to complete an *Equipment Loan Out Form*.

Representatives who pick up the equipment need to test the equipment at MOD to ensure that they know how to use it and to ensure that it is in good working order. They are warned to check receivers on very low volume.

Representatives are also required to post signs (provided with the equipment) informing people that ALDs are available at the event. Any individual who needs to use the equipment at the event will be required to provide an identification "as a deposit," before being given a receiver. No credit card or any kind of payment shall be requested. The I.D. card will be returned to the individual when the receiver is returned.

The equipment is very expensive and it needs to be carefully supervised to ensure against theft or breakage. The department or contractor that borrows the equipment is responsible for the replacement of any equipment that is lost or damaged. By signing the *Equipment Loan Out Form*, you will have agreed to this responsibility. The equipment needs to be returned to MOD.

Should you have problems with the equipment, please notify MOD as soon as possible. MOD will test the equipment upon return to ensure that repairs needed are made promptly.