

DATE:	DECEMBER 27, 2018
NUMBER:	P.11
SUBJECT:	HEARING IMPAIRED INMATES
RELATED SECTIONS:	
IN COMPLIANCE WITH:	AMERICANS WITH DISABILITIES ACT OF 1990

PURPOSE

To provide assistance to inmates who have hearing impairments in accordance with the requirements of the Americans with Disabilities Act.

PROCEDURE

Each detention facility shall have their telephonic communication system equipped to provide access for inmates with varying degrees of hearing impairments. Equipment shall be provided to communicate on the public phone system and also the visiting phone.

I. ASSISTING INMATES WITH COMMUNICATION ON TELEPHONIC COMMUNICATION SYSTEMS

- A. In each facility, a Telecommunications Device for the Deaf (T.D.D.) shall be made available to severely hearing impaired inmates to be utilized while making outside phone calls.
- B. Each facility shall issue a green sheet on the location and procedures for the use of the T.D.D.
- C. Each facility shall be equipped with “Hearing Aid Compatible” phones to allow inmates with personal hearing aids to effectively utilize the phone.
- D. All facilities' inmate phones, including the social visiting phones, shall have the hearing enhancement device feature. These devices shall enhance the ability to hear by the activation of an amplification switch that has three settings: *Normal*, *Loud* and *Louder*. A decal or engraving with the universal symbol for the hearing impaired shall be visible on all inmate phones.

II. IDENTIFICATION OF HEARING IMPAIRED INMATES

The administrative lieutenant and the Supervising Correctional Counselor or designee at each facility shall identify all inmates with serious hearing impairments. This information is available in the Jail Information Management System (JIMS) via the *Inmates with active Medical Instructions: Hearing Deficit/Deaf* JIMS Web Report. These inmates shall be allowed to use the T.D.D.'s. or other communication systems that have hearing amplification devices.

III. OBTAINING SIGN LANGUAGE INTERPRETING ASSISTANCE

The County of San Diego has contract providers for interpreting services in place for any County-affiliated agency. For non-emergency interpreting service requests, you will find a list of approved service providers at:

https://insiteext.sdcounty.ca.gov/csg/pc/Lists/dpc_cw/Allitemsg.aspx.

For emergency interpreting services (such as an arrest or interview), call (619) 398-2488. Press "5" to obtain the After Hours Emergency Line.