



**San Diego County Sheriff**

**Training Bulletin**

**Kelly A. Martinez, Sheriff**

**January 02, 2024**



**American Sign Language (ASL) Interpretation Services**

The San Diego Sheriff's Department (SDSD) acknowledges the importance of ensuring that communications with persons with disabilities are as effective as communications with persons without disabilities. SDSD is committed to making reasonable accommodations to provide qualified individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, Sheriff's Department services, programs, and activities. This training bulletin seeks to educate staff about a communication tool that is accessible through department-issued iPhones and tablets.

Sheriff's Department staff can access American Sign Language (ASL) Video Remote Interpreting (VRI) services with Lionbridge Technologies through the "InterpretManager" application. The VRI application allows individuals who use ASL to sign directly with a remote ASL interpreter who can translate between the ASL user and the person who does not use ASL.

Lionbridge can be used to communicate with an individual in ASL during law enforcement related interactions, including but not limited to:

- Any law enforcement contact (traffic stop, arrest, etc.)
- Investigation purposes (witness and suspect interviews)
- Health care encounters
- Booking process

**Use of Lionbridge in Detention Facilities:**

Detention facilities have a designated tablet(s) with the InterpretManager app to access Lionbridge. The tablet(s) will be used solely for the purpose of providing ASL interpreting services to incarcerated individuals.

Employees shall use an incarcerated person's documented preferred method of communication for all "Due Process" events. "Due Process" events include but are not limited to:

- Classification interviews and processes
- Responses to Grievances and Grievance Appeals
- Major jail rule violation interactions
- Disciplinary procedures
- Service of notices (e.g., Notice to appear, add/drop charges, restraining orders, etc.)
- Discharge planning and release processes
- Special management unit placements, reviews, and processes



This Training Bulletin was prepared by the Americans with Disabilities Act (ADA) Unit. If you have expertise in a particular subject and would like to write a training bulletin, please contact the ADA Unit

GC 7927.700 - Pro Staff Phone-Home-Email-Birth-Medical-Test Score

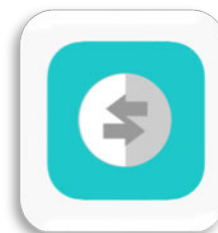
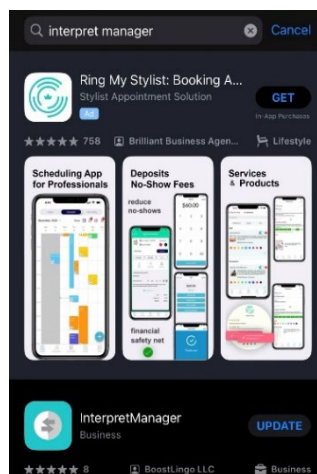
During "Due Process" events , qualified interpreters are required for exchanges of information with incarcerated persons whose preferred method of communication is ASL. Unless the incarcerated person's JIMS accommodations state that in-person interpretation is required, VRI services (Lionbridge) may be used to provide an ASL interpreter.

Note: Virtual ASL interpretation for social visits should be obtained through designated devices with Purple Communications, a Video Relay Service (VRS), or through the Smart Technologies phone system.

### Accessing Lionbridge on Department iPhones or Devices

The InterpretManager application may be utilized on department issued iPhones or devices. The application may be automatically downloaded onto department devices, so please ensure all updates are done accordingly so the device can be configured. If the application hasn't automatically downloaded onto your department phone or device, please perform the following:

- 1) Go to the Apple app store on your department iPhone or device:
- 2) Download InterpretManager Application  
(if it hasn't automatically downloaded or updated already on your device)



**\*\*\*You will need your Apple ID and password to download the application on to your department phone or device.**

For questions or concerns regarding issues with department phones or devices please contact the Sheriff's HelpDesk at [GC 7922-000 - Public Member Phone-Home-Email](tel:7922-000)

### Logging into Lionbridge on Department iPhones or Facility Tablets:

#### ASL VRI Services Account Information:

Log in ID: [username@sdsheriff.com](mailto:username@sdsheriff.com)

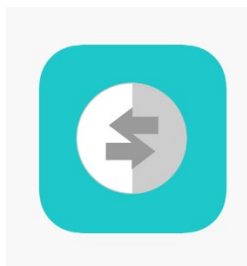
Password: Windows Password



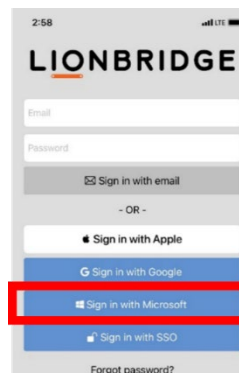
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If the InterpretManager app is installed on the department approved electronic device, it can be accessed by the following:

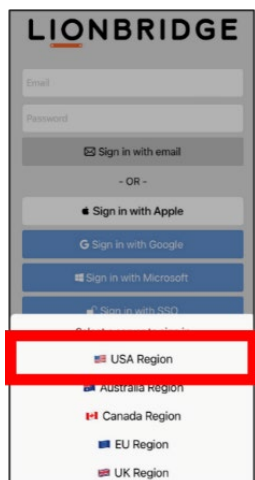
- 1) Select InterpretManager App on your device:



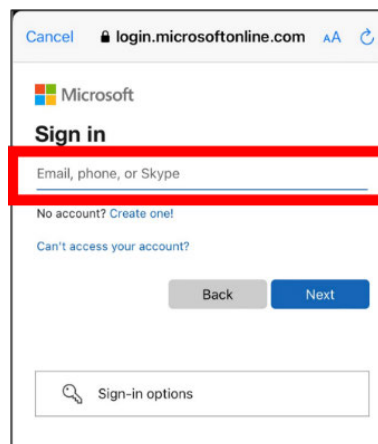
- 2) Select to 'Sign in with Microsoft' option:



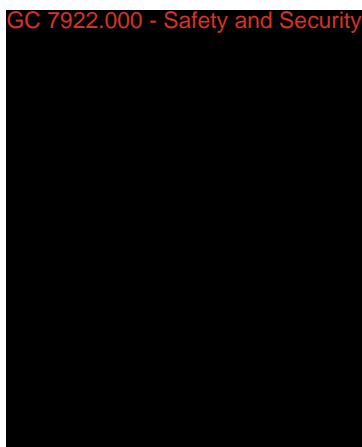
- 3) Select the 'USA Region' when prompted:



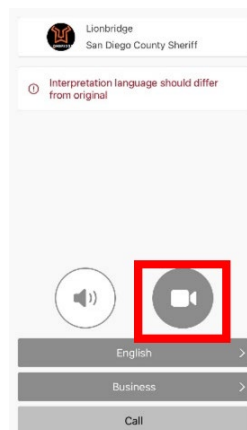
- 4) Enter Microsoft log in ID: [username@sdsheriff.com](mailto:username@sdsheriff.com)



- 5) Sign in with **username@sdsheriff.com** and normal domain password:



- 6) Lionbridge home screen will appear. Select the **video icon**:



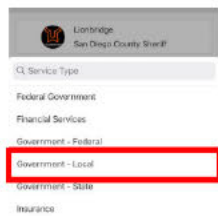
***\*\*\*An error message may display indicating 'Session Expired' or go back to the home screen. If this occurs, disregard and try again.***



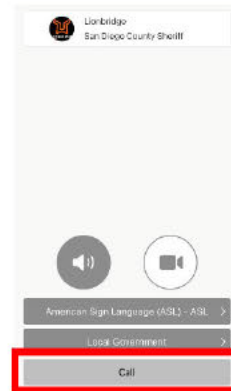
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## Using Lionbridge on Department iPhones or Facility Tablets:

- 7) For Language, select: '**American Sign Language (ASL)**'. For Business, select: '**Government Local**'

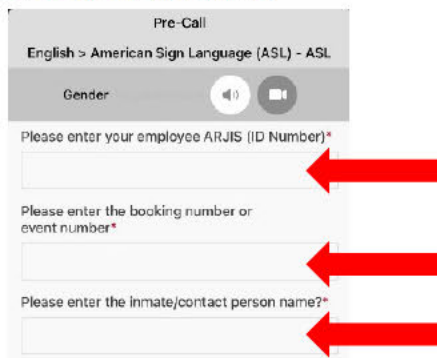


- 8) Select: '**Call**'

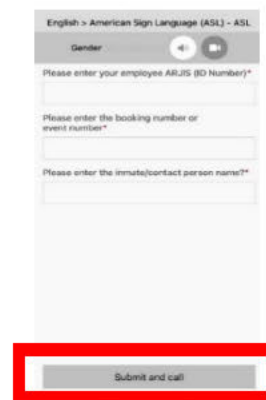


**\*\*\* ASL Interpretation Services will be the only option available for staff to utilize.**

- 9) Enter employee arjis, booking number or event number, and incarcerated person or contact person's name:



- 10) Select: '**Submit and call**'



## Documentation:

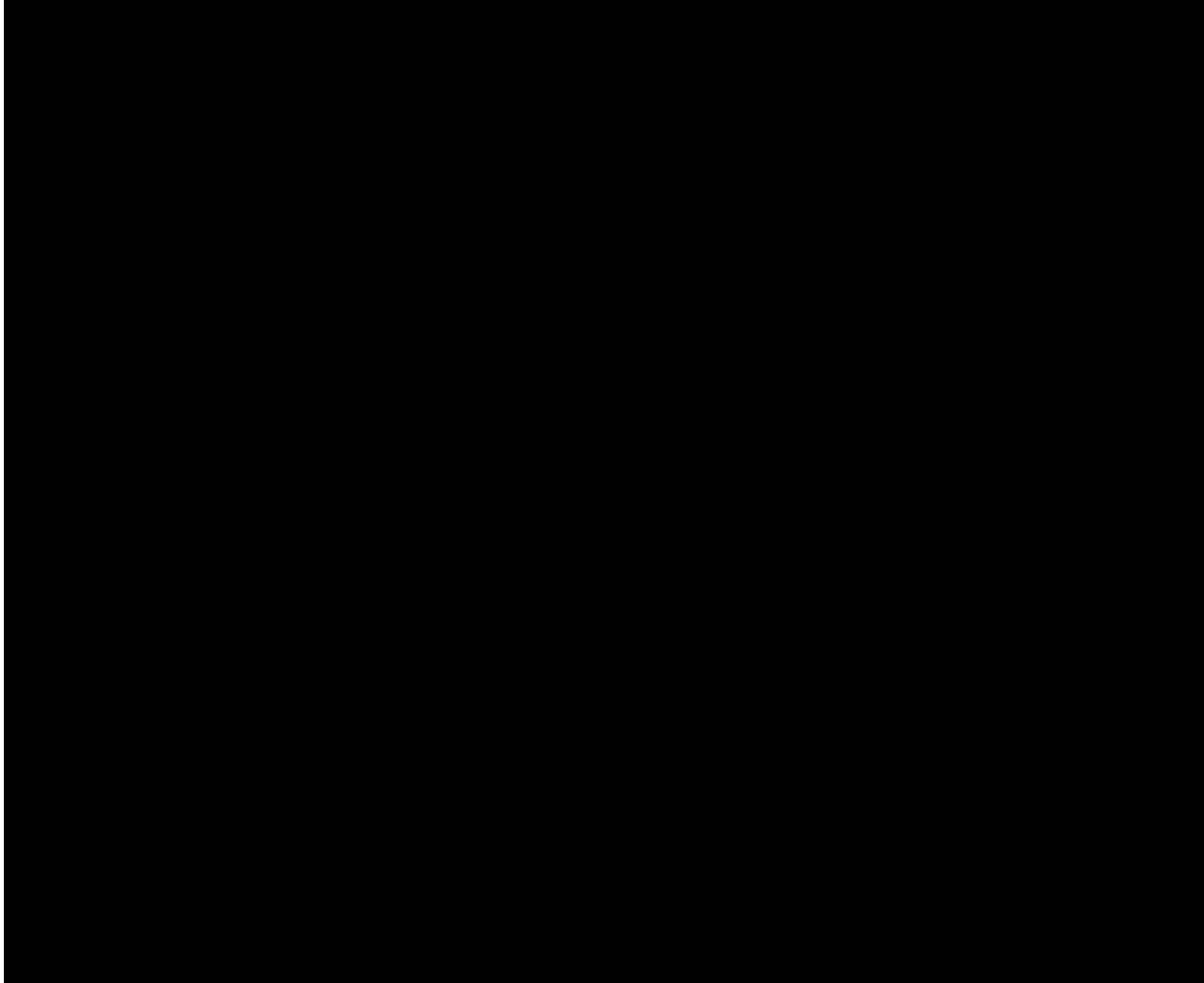
- 11) Document the use of VRI services for ASL interpretation in all departmental reports and/or CAD events associated with the interaction. (e.g., crime/incident report, arrest report, JIMS ISR, etc.)
- 12) *When applicable*, document the use of VRI services for ASL interpretation as an '**ADA-Related Event**' in the incarcerated person's JIMS history.

In the comments of the '**ADA – Related Event**' JIMS history, document:

1. The type of auxiliary aid or service (e.g., VRI, in-person ASL interpreter, UbiDuo, etc.)
2. How understanding or effectiveness of communication was verified (e.g., demonstrated understanding by answering and responding to questions/instructions) or if communication was **NOT** effective (e.g., would not participate in the conversation or expressed confusion)
3. *If applicable*, enter case or incident report number associated with the event.



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