



San Diego County Sheriff
Training Bulletin
Kelly A. Martinez, Sheriff
May 31, 2024



P.11 Effective Communication P & P Update

The purpose of this training bulletin is to outline the changes to [DSB P&P section P.11 – Effective Communication](#). Please review [DSB P&P section P.11](#) in its entirety for further details.

Incarcerated persons ***shall not*** be subjected to discrimination based on their disability or be excluded from participation in or denied the benefits of services, programs, and activities for which they are otherwise qualified. Effective communication is a means of communication that is as clear and understandable to the individual with a disability as reasonably possible. Effective communication is the responsibility of all staff working within the detention facilities when interacting with the incarcerated population. Staff ***shall*** provide reasonable accommodations, including auxiliary aids and services, when needed for effective communication to ensure that incarcerated persons with disabilities can participate as equally and fully as possible in jail programs, services, and activities for which they are otherwise qualified.

Identification of Communication-Related Accommodations

The identification of an incarcerated person's accommodations will generally occur during the receiving screening process of intake; however, it can occur at any time during an individual's incarceration. If at any point after the intake medical screening process, an incarcerated person has an effective communication need that is not identified in the ADA List, the incarcerated person ***shall*** be immediately referred to health staff for assessment. The staff member who identified the effective communication need should document the incident in their appropriate records management system. Sworn staff should document the incident in an Incident Report within JIMS with the primary incident type code: "ISR, Inmate Status Report".

Incident #: 244015724	Date: 04-18-2024 1010	Fac: 1	Area:	HU:
Incident #: 244015724	Incident Date: 04-18-2024 1010			
Incident Type Code: ISR	Additional Code 1:	Additional Code 2:		
Facility: 1	Area:	HU:		
Location: SDCJ 7B				
Action Taken: Informational ISR - Effective Communication				
Use of Force?	CS Violence?	Inmate Violence?	Contraband?	
Facility Damage?	Disciplinary?	Hearing Required?		
Approval Action:				

Incarcerated persons with disabilities will be housed or held at a facility that allows access to their reasonable accommodations. If at any point during an individual's incarceration a staff member identifies that the person's housing or holding area does not meet physical accessibility and



The information in this training bulletin was provided by the Sheriff's Department Americans with Disabilities Act (ADA) Unit. If you have any information or expertise in a specific area and would like to write a training bulletin, please contact the ADA Unit at 607-027-700 • Fro Staff Phone Home Email BIRTH Medical Test Score

program access requirements consistent with their disability needs, staff **shall** confer with health staff and JPMU to identify the appropriate housing or holding area.

Incarcerated persons with a documented communication-related disability will be offered an optional safety vest. If safety or security issues arise due to the use of the optional safety vest, staff **shall** document the incident as appropriate and notify the [ADA Unit](#).

Providing Communication-Related Accommodations

Incarcerated persons with documented effective communication-related JIMS Medical Instructions **shall** be provided reasonable accommodations, as applicable, to ensure equal opportunities to participate in and benefit from services, programs, and activities for which they are otherwise qualified. When an auxiliary aid or service is needed to provide effective communication in accordance with policy, staff **shall** provide access to or furnish the auxiliary aid or service in a timely manner, subject to safety and security requirements, and in such a way as to protect the privacy and independence of the incarcerated person with a disability.

At the beginning of each shift, staff assigned to each incarcerated person area **shall** review the ADA List included in the JIMS Web Floor Count (Updated) report, for the areas in which they are assigned to work. Staff **shall** familiarize themselves with incarcerated persons in their assigned areas that require accommodations for effective communication.

San Diego County Sheriff's Department - Floor Count Sheet
Facility: SDCI (San Diego Central Jail) - Area: B - HU: C - TIER: LOWER/UPPER
Deputy Name: _____ ARJIS: _____ Date: _____ Time: _____
ADA-Related Indicators (Individuals may have additional Hazards, Special Conditions, Alerts or Medical Instructions)
Housing Unit: BC
Booknum: _____ (Tier: LOWER/Cell: 08/Bed: B)
ADA VISION (Notes: Left eye blind, VP wearing prescription glasses)
BLIND (Notes: LEFT EYE)
PRESCRIPTION GLASSES (Notes: VP wearing his prescription glasses)
VISION IMPAIRED (Notes: Left eye blind)
Booknum: _____ (Tier: LOWER/Cell: 15/Bed: B)
ADA MOBILITY (Notes:)
INCONTINENCE PAD
MEDICAL SHOES
WHEELCHAIR (Notes: continuous - is non-ambulatory)

Special Conditions: ADA VEST
Medical Instructions: ORTHOPEDIC DEVICE - BRACE
Admin Alert: ORTHOPEDIC DEVICE - BRACE
DEAF
ADA HEARING
EXTRA BLANKET
PERSONAL GLASSES
Last Name First

Staff conducting business with incarcerated persons **shall** review the ADA List (or unit equivalent list) to identify if the incarcerated person requires communication-related accommodations.

During scheduled dayroom hours, incarcerated persons with communication-related disabilities **shall** be provided an equal opportunity to participate in and benefit from programs, services, and activities available to other incarcerated persons without disabilities for which they are otherwise qualified (e.g., telephone, television, reading material, etc.).

Effective Communication for Due Process Events, Health Care Encounters, and Structured Programming

Staff **shall** use an incarcerated person's documented preferred method of communication for all due process events, health care encounters, and structured programming, unless the preferred method would result in a fundamental alteration, direct threat or safety and security risk, undue financial or administrative burden, or during an emergency situation.

This could include, but is not limited to, reading assistance, scribes or writing assistance, or qualified interpreters. Each facility has access to Video Remote Interpreting (VRI) services and in-person sign language interpretation services. VRI may be used to provide sign language interpretation unless the incarcerated person's JIMS accommodations state that in-person



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interpretation is required, VRI does not operate properly, or staff determines that VRI services are insufficient for the needs of the specific incarcerated person.

All use of auxiliary aid devices (e.g., VRI or UbiDuo) or contracted services (e.g., in-person qualified ASL interpreter) for effective communication for due process events, health care encounters, and structured programming **shall** be documented by staff in their appropriate records management system. Staff utilizing JIMS **shall** document the use in the incarcerated person's "Inmate History" under "Event Type" as ADAE – "Effective Communication". All entries should notate: 1) the auxiliary aid or service utilized; 2) how communication was determined to be effective, or if effectiveness could not be validated; and 3) any associated case report, incident, or grievance numbers.

If an incarcerated person refuses or waives use of their preferred method of communication for, or refuses to participate in, a due process event, health care encounter, or structured programming, this **shall** be documented by staff in the appropriate records management system, with relevant details notated in the Comments section.

Auxiliary Aids and Services

The Closed Captioning (CC) feature on televisions **shall** be turned on where an incarcerated person with an "ADA Hearing" Medical Instruction is located. If the CC feature is not functional, and cannot be fixed within a reasonable time, staff **shall** confer with JPMU to find an appropriate housing or holding area for incarcerated persons with "ADA Hearing" Medical Instructions that use CC.

Auxiliary aids and services available through facility Correctional Counselors (e.g., large print books, Braille materials, magnifiers, etc.) **shall** be available upon request by an incarcerated person, via the Incarcerated Person Request form and process, or staff.

Requests for reading and writing assistance, **shall** be honored by staff, in a reasonable time and in such a manner that does not impede jail operations.

Auxiliary Aids and Services: Device Logs, Locations, and Maintenance

If an auxiliary aid device is not available at the requested time to use it due to maintenance or technical issues, and no other alike device is available for use, staff **shall** document that the auxiliary aid was "offline" on the device's Auxiliary Aid Device Log (if applicable) and in the appropriate records management system and notify the Administrative Sergeant that the device is not working. The facility Administrative Sergeant, or designee, **shall** notify the ADA Unit if the device requires maintenance, and if applicable, Data Services' Help Desk.

If the auxiliary aid device or service will not be available or operational at a facility in a reasonable time, an equally effective reasonable accommodation should be provided, if available, or staff **shall** confer with health staff and JPMU to identify appropriate housing.

