



San Diego County Sheriff

Training Bulletin

Kelly A. Martinez, Sheriff

August 12, 2024



American Sign Language (ASL) Interpretation Services Update

Currently, the San Diego Sheriff's Office (SDSO) can access American Sign Language (ASL) Video Remote Interpreting (VRI) services by utilizing Lionbridge Technologies through the "Interpret Manager" application. This training bulletin seeks to educate and provide staff with an additional communication tool that is accessible through department-issued iPhones and tablets.

"Language Line" is another VRI application that 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. Language Line and Lionbridge can be used to communicate with an individual in ASL during law enforcement related interactions. Language Line is not limited to ASL, the application can also be utilized to provide interpretation services of all languages requested.

Accessing Language Line on County-issued iPhones or Devices

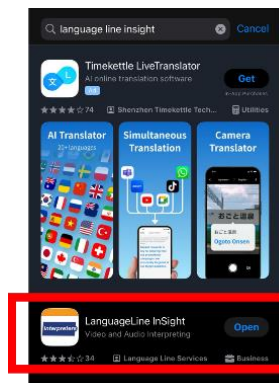
The Language Line application may be utilized on county-issued phones and devices. The application may be automatically downloaded onto your issued device during the latest software updates. Inactive devices may have had service disconnected. If this has happened or if the application will not install, please contact Help Desk [619-792-7700](tel:619-792-7700) - Pro Staff Phone-Home-Email-Birth-Medical-Test Score at your earliest convenience to reactivate your device.

If after you perform an update on your current device, the Language Line application has not automatically downloaded, please perform the following:

- 1) Go to the Apple app store on your issued iPhone or device:



- 2) Download Language Line Application
(If it hasn't automatically downloaded or updated already on your device)

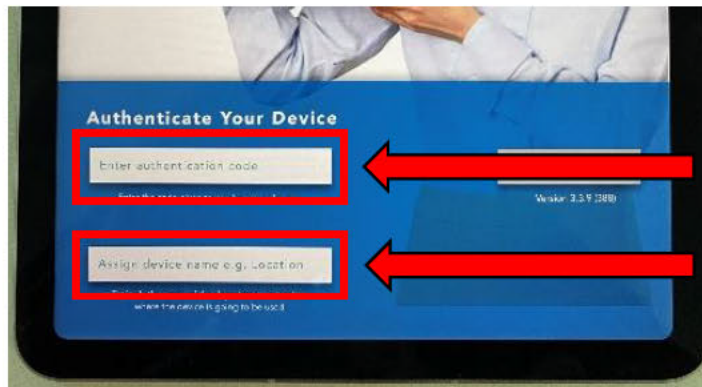


The information in this training bulletin was provided by the Sheriff's Department Americans with Disabilities Act (ADA) Unit. If you have any information or expertise in a specific area and would like to write a training bulletin, please contact the ADA Unit at ADA.Notification@sdsheriff.gov.

Logging into Language Line on issued iPhone/Devices or Facility/Station Tablets:

GC 7922.000 - Safety and Security

Once the Language Line application is installed on your county-issued device, it can be accessed by entering the "Authentication Code" provided above into the initial screen that loads when you start the application for the first time. It will also ask you to name the device. Please follow the directions provided below for naming the device you will be utilizing.



Enter Authentication Code here.

Enter device name here.

For Device Name:

GC 7922.000 - Safety and Security

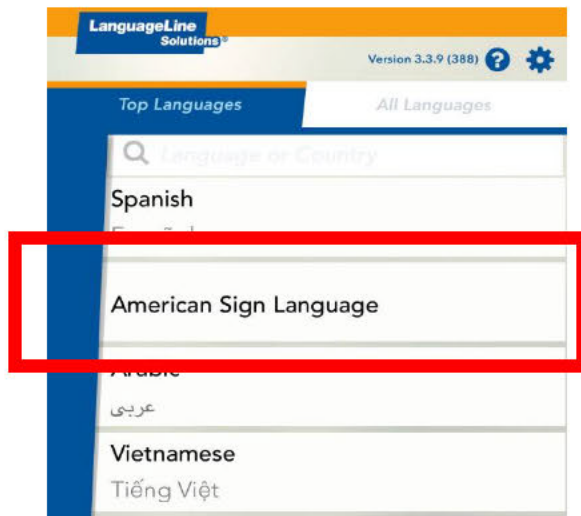
***** Once a device name has been created it cannot be edited or deleted.**



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Using Language Line on Issued iPhones or Facility/Station Tablets:

- 1) For language select: 'American Sign Language'.



- 2) Once the ASL interpreter connects via video call they will ask you for your Last name and the Agency you work for. Please provide them the information as every video call utilizing Language Line needs to be tracked.

Documentation:

- 1) 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.)
- 2) *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.



Examples of Documentation:

Event Type:	ADA	Destination:	ADA-RELATED EVENT
Event Date/Time:	12-08-2023 1050	Two:	
		Three:	
One:		Conflict:	

Comments:

Lionbridge - VRI
Understood and responded appropriately to questions during interview
Case #23145678

Event Type:	ADA	Destination:	ADA-RELATED EVENT
Event Date/Time:	12-11-2023 1014	Two:	
		Three:	
One:		Conflict:	

Comments:

Lionbridge - VRI
Used during intake booking process, all questions answered and complied with instructions

For questions or concerns please contact the ADA Unit at GC 7927.700 - Pro Staff Phone-Home-Email-Birth-Medical-Test Score

