

The employee should advise if the translation could be conducted by the telephone. If so, the telephone number for the emergency translator to call will be provided to the Communications Center. Translation in the field may involve the transportation of a non-English speaking person to a telephone location.

Patrol officers shall provide a location and any data the volunteer should be made aware of prior to the volunteer responding to the scene. In field situations where translation by telephone is not feasible, officers should alert the facility, such as a hospital emergency room or the Police Department, of the pending arrival of an emergency translator volunteer.

Personnel using volunteer translators should be aware that volunteers are not police employees. A volunteer translator does have the right to refuse to translate.

Both officers and Communications Center personnel should remember that volunteers are not trained in police procedures or police terminology, and should not expect such performance from them.

The Communications Center will maintain the volunteer on-call list and will be responsible for all calls to the volunteers for their services.

Each time a translator is called, Communications personnel will send a message, via "electronic mail" system, to the coordinator of the program so that a record can be maintained.

7.3.4.1 COMMUNICATING WITH PEOPLE WHO ARE DEAF OR HARD OF HEARING

Revised June 2012

The Patrol Bureau has audit responsibility.

The Long Beach Police Department shall ensure that a consistently high level of service is provided to all community members, including people who are deaf or hard of hearing. LBPB has specific legal obligations under the Americans with Disabilities Act and the Rehabilitation Act to communicate effectively with people who are deaf or hard of hearing.

A qualified sign language interpreter can be obtained at any time by contacting the LBPB Communications Division. Officers should provide the following information, if known:

- The nature of the interaction for which the interpreter is needed
- When and for how long the interpreter is needed
- The location where the interpreter is needed
- A contact person who will be available at the location when the interpreter arrives
- Any other special requirements

ON-CALL INTERPRETING SERVICES

The LBPD Communications Section maintains a list of sign language and oral interpreting services that are available and on-call 24-hours per day and willing to provide interpretive services. The LBPD Communications Section will update this list annually.

TTY/TDD, VIDEO RELAY SERVICE AND CALIFORNIA RELAY SERVICE

Where warranted, officers must provide people who are deaf or hard of hearing the opportunity to place telecommunications calls. These calls may be made using a teletypewriter (TTY, also known as a telecommunications device for deaf people (TDD)), a Video Relay Service (VRS system) or the California Relay Service (CRS).

LBPD will ensure an operable TTY/TDD device is available at the main station. TTY/TDD phones will comply with requirements for TTY/TDD phones as set forth in the ADA Accessibility Guidelines.

Personnel assigned to the main station front business desk duties will be trained in the answering, handling, and placing of text telephone calls. Officers must be familiar with the usage of TTY/TDD and recognize the unique tones emitted by TTY/TDD devices. Officers must also accept telephone calls placed by persons who are deaf or hard of hearing through the Telecommunications Relay Service.

TTY/TDD devices are located in 4th and 6th floor jails and at the main police station business desk. TTY/TDD devices are portable and can be requested from the jail supervisor for use where needed. TTY/TDD devices will work with pay phones in the station and also with house phones.

If an officer needs to use a TTY/TDD device with a juvenile subject/suspect, the device must be used in an area other than booking or the jail because juveniles may not have contact with adult inmates.

Video Relay Service or VRS allows a subject to communicate through sign language via video conferencing, which is relayed by an interpreter to a third party. VRS systems are located on the first floor lobby of the main station and the 6th floor men's jail.

The California Relay Service (CRS) enables a person using a text telephone device to communicate by phone with a person who does not use a text telephone device. The service also works in reverse, allowing a non-text telephone user to call a person utilizing such a device. To reach a toll-free CRS operator, dial 7-1-1. Additional information about the services provided by CRS is available on-line at <http://www.ddtp.org>.

People who are deaf or hard of hearing must not be charged for the cost of an auxiliary aid or service needed for effective communication.

For further, refer to Training Bulletin 186 "Communicating with People Who Are Deaf or Hard of Hearing"

7.3.5 MONITORING OR RECORDING RADIO & TELEPHONIC TRANSMISSIONS BY COMMUNICATIONS DIVISION

The Communications Section will NOT make taped copies of telephone and radio calls for individual officers for training purposes.

Taped copies of telephone and radio calls can be made for the following:

- City Attorney's Office
- City Prosecutor's Office
- Response to Subpoenas
- Internal Affairs
- Homicide
- Accident Investigation

Officers who feel they need additional training may contact the Lieutenant, Communications Section, who will provide appropriate training opportunities.

When an investigating officer or the officer's supervisor determines the necessity of monitoring or acquiring a tape-recorded transcript of information contained on our Communications Center tapes, the following rules and procedures shall be followed:

- To monitor, or tape-record specific information, an investigating officer will contact the Watch Commander and make his request known
- The Watch Commander will then notify the Communication Supervisor by direct line of the officer's name and the time and date requested to obtain the information
- The investigating officer will proceed to Communications at the appointed time where he will be assisted by the Communications staff in obtaining the requested information. If a tape-recorded copy is needed, the investigating officer will take a clean cassette tape with him to the Communications Center. During the daytime hours, tapes may be acquired from Internal Affairs
- If City Hall is locked, arrangements must be made to have a Communications employee allow the officer access to the building

An Attorney (including a District Attorney or City Prosecutor) will not be provided a tape recording or information acquired from such tape recording without a subpoena duces tecum. The investigator should prepare a memorandum to