5-01/005.00 Prioritization List for Sign Language Interpreter Requests

The Los Angeles County Sheriff's Department (LASD) shall ensure effective communication for inmates who are deaf or hard of hearing in a custody facility or reception center. This is achieved through the licensed and contracted interpreter system which provides qualified sign language interpreters and/or captioning by means of video teleconferencing.

The Video Relay Services (VRS) allows a deaf inmate to call any non-hearing impaired person by dialing from a video-conferencing system to a regular telephone. Interpreters will be connected and automatically interpret/relay the conversation in sign language once the feature is chosen by the inmate.

The Video Remote Interpreter Services (VRI) allows a deaf inmate to use the video conferencing system to call a certified sign language interpreter to relay communication with custody personnel. This may also be achieved by providing a qualified sign language interpreter.

In the event multiple requests for a sign language interpreter are made for the same period of time, the following prioritization list will be used as a guideline:

1. Medical emergencies
2. Inmate orientation and classification (inmate orientation and classification will help identify those inmates who require accommodations, provide information on how to request accommodations, and provide necessary housing without undue delay)
3. Disciplinary and/or administrative hearings (ensures the inmate understands the disciplinary actions against them and can help clarify any misunderstandings)
4. Routine or scheduled medical visits (e.g., nurse and doctor line appointments)
5. General uses (e.g., educational, religious, drug/alcohol programs, etc.)

Administrative support for the interpreter system will be provided by the Correctional Innovative Technologies Unit (CITU). CITU administrative support shall:

- assist, manage, and provide maintenance to the interpreter system and provide technical support while collaborating with the solution provider and Data Systems Bureau (DSB);
- oversee the interpreter services contract within the Los Angeles County jails, detention facilities, and Sheriff's stations;
- authorize use, issue user accounts, deploy/replace on-site hardware, and manage system access by all Department personnel.

All public video visits and/or video teleconferencing categorized as a non-professional occurrence will be administered, monitored, and may be recorded by authorized staff.

All users are responsible for adhering to the Department's electronic communications policies, as described in the Manual of Policy and Procedures sections 3-07/210.05, "Permissible Use," 3-07/210.25, "Security," and 3-07/220.00, "Prohibitions."