

# Georgia Department of Public Safety

## Policy Manual

SUBJECT <b>COMMUNICATIONS WITH PERSONS WITH HEARING IMPAIRMENT</b>	POLICY NUMBER <b>14.03</b>
DISTRIBUTION <b>ALL EMPLOYEES</b>	REVISED DATE <b>8/3/2018</b>
	POLICY REVIEWED <b>8/3/2018</b>

### 14.03.1 Purpose

The purpose of this policy is to establish procedures to be followed by Georgia Department of Public Safety employees in the performance of their official duties to communicate with persons with hearing impairments.

### 14.03.2 Policy

In an effort to comply with the Americans with Disabilities Act (ADA), the policy of this Department shall be to furnish auxiliary aids and services whenever necessary to ensure effective communication with individuals with hearing impairments.

### 14.03.3 Procedures

#### A. Auxiliary Aids and Services

1. Auxiliary aids and services include qualified interpreters, written materials, note pads, and other effective methods of making aurally delivered materials available to individuals with hearing impairments.
2. When an auxiliary aid or service is required to ensure effective communication, the Georgia Department of Public Safety must provide an opportunity for individuals with hearing impairments to request the auxiliary aids and services of their choice, unless the Department can show that another equally effective means of communication is available, or that use of the means chosen would result in a fundamental alteration in the service, program, or activity or in undue financial and administrative burdens.
3. If a qualified interpreter is necessary, refer to the Statewide contract website to identify the appropriate supplier/vendor and arrange the date and time the interpreter will be available. No other interpreters can be utilized for payment. DPS Policy Exhibit 14.03-1 lists the current vendors on statewide contract.
4. Telephone Service for the Hearing Impaired
  - a. The Department of Public Safety has established a telecommunications relay service for persons with hearing impairments. This relay service involves an operator who receives calls from Telecommunications Device for the Deaf (TDD) or computer modem users and relays the message by standard telephone or radio to the appropriate unit or post. The operators will ensure that emergency calls received from TDD or computer modem users are

relayed to the appropriate authorities in an expedient manner.

- 1) Each DPS facility must post TDD telephone numbers in a prominent and accessible location.
- 2) Our relay service is operated by the Headquarters Communication Center. They receive calls from TDD or computer modem users at 1-855-999-6077, Atlanta area 404-624-7654.

**B. Arrest of Persons with Hearing Impairments**

1. When arresting a person with a hearing impairment, the arresting Trooper/Officer shall adhere to the following procedures:
  - a. A qualified interpreter must be provided whenever a hearing impaired person is taken into custody.
  - b. A qualified interpreter must be provided prior to any interrogation, warning, informing of rights or taking of statements. In order to obtain a qualified interpreter, the Dispatcher on duty shall refer to the Statewide Contracts website to identify, contact, and arrange the appropriate provider/contractor's required services. DPS Policy Exhibit 14.03-1 lists the current vendors on statewide contract.
  - c. If a qualified interpreter is not available one hour after a person has been taken into custody, and a request has been made to one of the vendors on Statewide Contract, the arresting officer may interrogate and take statements in writing. Any communication must be in writing, and the written documentation must be preserved. All legally required warnings must be communicated in writing.