

HONOLULU POLICE DEPARTMENT

POLICY LAW ENFORCEMENT OPERATIONS

November 27, 2017

Policy Number 4.07

DEAF AWARENESS PROGRAM

POLICY

The Communications Division coordinates the Deaf Awareness Program to promote understanding of unique issues police may face with persons who are deaf or hard of hearing and enhance communication in such encounters. It is the responsibility of personnel to extend due consideration during these situations.

PROCEDURE

I. RECOGNIZING A PERSON WHO IS DEAF OR HARD OF HEARING

- A. A person who is deaf or hard of hearing may not respond appropriately, therefore, appear to be uncooperative or "under the influence."
- B. The officer in charge at a scene shall try to determine if someone appearing to be uncooperative or uncommunicative is deaf or hard of hearing. If necessary, this may be accomplished by:
 1. Writing a message for the person, keeping in mind that the person's ability to read may be limited;
 2. Using the departmental "Quick Communication Tips" card (see Attachment 2); and/or
 3. Contacting the Communications Division for an alternate method of effective communication.

The above options do not preclude officers from calling an interpreting service directly (see Attachment 1).

II. "QUICK COMMUNICATION TIPS" CARD

All officers shall carry the departmental "Quick Communication Tips" card, which has symbols and images to assist in communicating with a person who is deaf or hard of hearing. The card may also be used to help determine the most effective means of communication for the person.

III. PROVIDING EFFECTIVE COMMUNICATION FOR PERSONS WHO ARE DEAF OR HARD OF HEARING

- A. Officers shall, as soon as practicable, provide an effective means of communicating with members of the public, detainees, and arrestees who are deaf or hard of hearing. When assistance is needed to secure an effective means of communicating, police personnel shall contact the Communications Division for assistance.
- B. Officers shall use readily available information to determine how to best communicate with someone who is deaf or hard of hearing. While situations may vary, factors to consider are:
 - 1. Whether the person is deaf or hard of hearing;
 - 2. The nature of the situation. For example, whether it is an emergency, a nonemergency, critical, routine, formal, or informal, etc.
 - a. Primary consideration should generally be given to the person's request for the most effective means of communicating and type of auxiliary aid preferred, unless doing so would fundamentally alter the nature of the law enforcement activity in question.
 - b. The person's preferred and most effective means of communication may not be readily available. In these situations, the most effective means of communicating should be provided as soon as practicable. For example, there may be lag time between when the request is placed and when an interpreter arrives; and

3. The length, importance, and complexity of the communication. For example, it could be a simple encounter, an interrogation, or that the person's understanding of the content of the communication may later be questioned.

IV. AUXILIARY AIDS, ASSISTIVE TECHNOLOGY, AND AUGMENTATIVE AND ALTERNATE DEVICES

Auxiliary aids to facilitate communication with persons who are deaf or hard of hearing that are provided by the department may include:

- A. A sign language interpreter who is qualified by the Americans with Disabilities Act standards. To be qualified, this person shall be an interpreter who, via a video remote interpreting service or an on-site appearance, is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.
 1. Family members and children are typically not qualified or appropriate as interpreters other than in emergency situations.
 2. The element using the interpreter service shall follow guidelines established in Policy 2.34, PURCHASING RULES, when requesting payment for invoices related to services rendered;
- B. Assistive technology, which is an item, piece of equipment, or system that is used to maintain or improve communication. Such technology includes telecommunication devices and relay services.
 1. Telecommunication devices include Teletype and text telephones that allow communication via typed messages. Teletype and text 911 telephones are available in the Communications Division.
 2. Relay services allow those who are deaf, hard of hearing, or have a speech disorder to place a call via an operator service with standard telephones using a keyboard or other assistive device. The officer in charge can contact the Communications Division for assistance in contacting the service; and

- C. Augmentative and alternate communication, such as picture boards or touch screens, that display symbols or words.

V. SERVICE ANIMALS

- A. Persons who are deaf or hard of hearing may use a "service animal." A service animal is any dog individually trained to do work or perform tasks for the benefit of a person with a disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals.

The work or task performed by the "service animal" must be directly related to the person's disability. When it is not obvious what service the dog provides, the officer may ask only two questions:

1. "Is the dog required because of a disability?" keeping in mind that the disability itself need not be disclosed to the officer; and
2. "What work or task has the dog been trained to do?"

Serving as a crime deterrent by its presence or providing emotional support, a sense of well-being, comfort, or companionship does not constitute work or tasks that qualify a dog as a service animal.

- B. Officers should not attempt to touch a service animal as the gesture may interfere with the animal's work and/or the handler's control. Service animals may react in a negative or protective mode when touched or when the control of the handler is interrupted.
- C. If the service animal must be separated from its handler, the officer should describe what action is needed and allow the individual to direct the animal to stop working or rest as appropriate. Except in extreme situations (e.g., emergencies or eminent danger), officers should avoid attempting to forcibly separate a service animal from its handler.
- D. The person with the disability is not required to possess or provide any identification or certification for the service animal.

- E. Persons who are deaf or hard of hearing shall be permitted to be accompanied by their service animal in all public areas of police facilities where members of the public are allowed to go.
- F. When a person who is deaf or hard of hearing is being arrested, the individual should be permitted to make arrangements for the care of the service animal prior to transport. If the arrestee is unable to arrange for the animal's care, the officer in charge should make arrangements for the transport and care of the service animal.

VI. USE OF RESTRAINTS

Consideration should be given to handcuffing arrestees who are deaf or hard of hearing with their hands in front to allow hand gesturing or writing without sacrificing safety to the arrestee, officer, or others.

VII. TRAINING

The training curriculum for recruits shall include awareness, identification, communication, and procedures for interacting with persons who are deaf or hard of hearing as well as the use of the "Quick Communication Tips" card.



SUSAN BALLARD
Chief of Police

Attachments

Post on bulletin
board for one week

Policy first issued
March 3, 1998

CONTACT INFORMATION

Hawaii Interpreting Services 808-394-7706
<http://interpretinghawaii.com/>











Isle Interpret Phone and text: 808-445-9125
24 hour service, on-site and
remote location sign interpreters
<http://isleinterpret.com/index.html>

These numbers also appear in the white information pages of the telephone directory--see the Hawaiian Telcom Information section on calling for assistance for people with hearing or speech disabilities.

QUICK COMMUNICATION TIPS

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| Point to the pictures that will help them understand what you want. | ARE YOU DEAF OR HARD OF HEARING? |
| DO YOU NEED HELP? | This card will help ME communicate with YOU. |
|  FUEL  DIRECTIONS  HOSPITAL | I NEED TO SEE YOUR:  DRIVER'S LICENSE  REGISTRATION  INSURANCE CARD <small>OR STATE IDENTIFICATION</small> |
|  FLAT TIRE  ROAD SIDE ASSISTANCE | Which is the best way to communicate with you?  INTERPRETER AVAILABLE  TEXTING  WRITING |
|  CRIME VICTIM  GO TO POLICE DEPARTMENT |  LIP-READING  NO LIP-READING  English |

Front

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| Point to the pictures that will help them understand what the violations is/are. | | | |
| VIOLATION(S) | | VIOLATION(S) | |
|  Speed |  Stop Sign |  Unsafe Operation |  Mobile Device |
|  Traffic |  Pedestrian |  Equipment Issue(s) | |
|  Seat Belt |  Impaired Driving | OTHER | |
| | |  Written Statement |  Under Arrest |

Back