

GENERAL ORDER



DISTRICT OF COLUMBIA

Title		
Interaction with Deaf and Hard of Hearing Persons		
Topic	Series	Number
OPS	304	14
Effective Date		
November 27, 2013		
Replaces:		
General Order 304.14 (Deaf or Hearing Impaired Arrestees), Effective Date October 13, 2011		
Related to:		
GO-SPT-304.18 (Language Access Program)		
SO 99-16 (Language Services Stipend)		
SO-00-19 (Compliance with Title II of Americans with Disabilities Act)		
SO-11-15 (Special Liaison Division)		

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I. BACKGROUND

The Metropolitan Police Department (MPD) is required by Title II of the Americans with Disabilities Act (ADA), and D.C. Government Language Accessibility, D.C. Code § 2-1901, *et seq.*, to fairly and accurately communicate with deaf or hard of hearing persons. The purpose of this directive is to ensure that MPD's programs and services meet the requirements of federal and DC law.

In order to ensure MPD can effectively communicate with a deaf or hard of hearing person, MPD has implemented a number of tools: interpreters, "Communication Rights for the Deaf and Hard of Hearing" cards, teletypewriter, and videophones both in-cars and at district stations. Additionally MPD's Deaf and Hard of Hearing Unit (DHHU) is a team of dedicated officers that focuses on the public safety needs of the deaf and hard of hearing community. They provide assistance to deaf and hard of hearing citizens in their interaction with police officers. They also provide certified sign language interpreters to assist detectives in their investigations. They conduct patrol functions and respond to all citizen complaints.

II. POLICY

The policy of the MPD is to ensure that when a member encounters a deaf or hard of hearing person in the course of their official duties appropriate auxiliary aids or a qualified interpreter is summoned to ensure effective communication takes place.

III. DEFINITIONS

When used in this directive, the following terms shall have the meanings designated:

1. Affiliate Captains – MPD captains who are selected by their District Commander to serve as liaisons to the Special Liaison Division.
2. American Sign Language (ASL) – Language completely distinct from English, and is the native language of most deaf Americans. Signed English is a rendering of ASL signs into English word order and grammar. A deaf person who uses ASL will most likely be unable to communicate fully or successfully in written or Signed English. Many interpreters are competent only in Signed English.
3. Auxiliary Aids – Tools to help members communicate with deaf or hard of hearing persons. These aids include qualified interpreter services, written communications and materials, pads, pens, telecommunication devices for the deaf (TDDs), videophones, and video remote interpreting devices (i.e., computers or tablets).
4. Certified Deaf Interpreter (CDI) – Person used when the deaf consumer has particular communication needs that are not easily understood by a hearing interpreter alone (e.g., mental health consumers, education deprived individuals, deaf immigrants, home signs, and deaf-blind or deaf children).
5. Deaf Person – Person who is unable to hear or process linguistic information through hearing, with or without amplification.
6. Exigent Circumstances – has the meaning used in Fourth Amendment law as interpreted by the courts, and includes immediate threats to any person's life or safety, hot pursuit, and prevention of destruction of evidence. See, e.g., *Warden, Md. Penitentiary v. Hayden*, 387 U.S. 294, 298-299 (1967).
7. Hard of Hearing Person – Person who cannot readily understand oral communications and may require amplification to be able to hear and communicate effectively.

8. Relay Interpreter Teams – Teams used to communicate with deaf individuals who have very minimal language skills, even in ASL. The teams consist of a hearing ‘English to ASL’ interpreter (“hearing interpreter”) and a certified deaf interpreter (CDI). The hearing interpreter interprets the spoken word to the CDI, who uses gestures, pantomime, drama and ASL to convey that information to the deaf individual. The CDI and hearing interpreter may work together to understand a deaf individual's message, confer with each other to arrive at their best interpretation, and then convey that interpretation to the hearing party.
9. Qualified Interpreter – Person who has been certified by the National Registry of Interpreters for the Deaf, and is able to interpret effectively, accurately and impartially both receptively and expressively, using any necessary specialized vocabulary.
 - a. For a person who is deaf or hard of hearing and uses American Sign Language for communication, the term "qualified interpreter" means a certified interpreter skilled in communicating in American Sign Language.
 - b. The term "qualified interpreter" encompasses relay interpreter teams, when such are necessary for effective communication.
10. Qualified Interviewer – Person who is certified by an American Sign Language Proficiency Interview (ASLPI) at a level 3 and above through the Metropolitan Police Department as being skilled in the language or form of communication needed to communicate fluently with a deaf or hard of hearing, limited English proficient, or non-English speaking person.
11. Teletypewriter (TTY) – Electronic device for text communication via a telephone line that is used to communicate with deaf and hard of hearing persons. Other names include telecommunications device for the deaf (TDD) and textphone.
12. Videophone – A telephone with a camera and screen for visual, real-time communications. There is a videophone located at each district station.
13. Video Relay Service (VRS) – Telecommunications relay service that enables persons with hearing disabilities who use American Sign Language (ASL) to communicate with hearing people over Videophones in real-time, via a sign language interpreter. VRS is not an interpreting service for members to communicate with deaf and hard of hearing individuals (see the definition for VRI). VRS allows deaf and hard of hearing individuals to have access to the telephone system.

NOTE: The Federal Communications Commission issued a Public Notice (DA 05-2417) stating that VRS cannot be used as a substitute

for “in-person” interpreting services or for Video Remote Interpreting (VRI).

14. Video Remote Interpreting (VRI) – Interpreting service that uses video conference technology over dedicated lines or wireless technology offering high-speed, wide-bandwidth video connection that delivers high-quality video images. VRI is located at each district station. VRI is an interpreting service used by members to communicate with deaf and hard of hearing individuals who use American Sign Language.

NOTE: VRS and VRI are two (2) different services that use the same videophone technology. VRS is a means of giving deaf and hard of hearing individuals access to the telephone system and shall not be used by members as an interpreting service. Members shall use VRI as an interpreting service.

IV. REGULATIONS

- A. In every circumstance where an individual who is deaf or hard of hearing and a member need to communicate, the member shall provide an opportunity for effective communication with that individual, in accordance with this order.
- B. In order to effectively communicate with deaf and hard of hearing individuals, members shall use:
1. Qualified interpreters;
 2. Written communication (e.g., pen and paper);
 3. TTY;
 4. Videophones;
 5. Video remote interpreting devices (i.e., computers or tablets);
 6. In-car VRI; or
 7. Any method possible in exigent circumstances (see Part V.B.1).
- C. Members may contact the Special Liaison Division (SLD) through the Command Information Center (CIC) for guidance regarding encounters with deaf and hard of hearing persons.
- D. Members shall:
1. Handcuff deaf or hard of hearing arrestees as they would any other arrestee.

2. Be aware that an arrestee who is deaf or hard of hearing and uses ASL generally cannot communicate effectively when handcuffed.
 3. Ensure deaf or hard of hearing arrestees are secured with handcuffs during transportation.
 4. Ensure deaf or hard of hearing arrestees have free use of their hands to communicate in interview situations while maintaining the security of the arrestee.
- E. **VRS is a means of giving deaf and hard of hearing persons access to the telephone system. Members shall not use VRS to communicate with deaf or hard of hearing individuals.**
- F. Members shall use VRI devices in accordance with Appendix A (Video Remote Interpretation (VRI) Devices).

V. PROCEDURES

- A. Notice of Right to Effective Communication and Determination as to Effectiveness of Communication
1. Except in those situations outlined in Part V.B. below, in any situation where a member, in the course of his or her official duties, has reason to believe that an individual with whom the member is communicating or attempting to communicate is deaf or hard of hearing, the member shall immediately take the following steps:
 - a. Ascertain, through the exchange of written notes or by other means, whether the individual is deaf or hard of hearing.
 - b. Notify the individual, by use of a PD Form 950 (Communication Rights for the Deaf or Hard of Hearing), and if necessary through additional exchange of written notes or other means, that the member will provide a free, qualified interpreter if the individual desires (see Attachment B).
 - c. Ascertain, through the exchange of written notes or otherwise, whether the individual believes that a qualified interpreter is necessary for effective communication.
 - d. If the individual requests a qualified interpreter, ascertain whether the individual uses American Sign Language or Signed English to communicate.
 2. If the individual requests or otherwise expresses a preference for the use of a qualified interpreter, or appears to be unable to

express a preference or otherwise communicate without a qualified language interpreter, the member shall transport the individual to the district station and:

- a. Request a qualified interpreter through the procedures outlined in Part V.D. below; or
 - b. Provide a VRI device to assist in interpreting.
3. If the individual is a suspect or a target of a criminal investigation, or a person from whom police are seeking consent to enter their residence or conduct a search, no other efforts at communication shall be made (except as provided in Part V.B. below) until the member has determined whether the individual requires the use of a qualified interpreter for effective communication, and, if so, until the interpreter has arrived or a VRI device is made available.
 4. If the individual expresses a preference for the use of written communication, the member shall provide a pad and pen/pencil and shall communicate with the individual in writing. Written communication shall not be used as a substitute where the individual has expressed a preference for a sign language interpreter.
- B. Exceptions: Exigent Circumstances; Arrests on Warrant or Probable Cause; Terry Patdowns; Terry Stops

The notice and determination procedures in Part V.A. need not be followed immediately in the following situations:

1. **Exigent Circumstances: in any situation involving exigent circumstances, members may communicate with the deaf or hard of hearing individual or take such other action as the exigent circumstances require.**
 - a. Nothing in this directive should prevent any member from any communication or immediate action that is required by exigent circumstances.
 - b. The notice and determination procedures in Part V.A. should be followed, and a qualified interpreter summoned or a VRI device made available, if necessary, as soon as the exigent circumstances permit (e.g., as soon as the threat to life or safety has abated).
2. **Arrest on Warrant or Probable Cause:** In circumstances where a suspect without a hearing impairment (is not deaf or hard of hearing) would be arrested on a warrant or on probable cause

without an interview, a suspect who is deaf or hard of hearing may also be arrested without first following the notice and determination procedures in Part V.A.

The notice and determination procedures in Part V.A. shall be followed, and a qualified interpreter summoned, if necessary, without delay following the arrest, as provided in Part V.F.

3. Terry Patdowns: In circumstances where a member, without communicating with an individual, has reasonable suspicion that would justify a *Terry* patdown, the member may conduct a *Terry* patdown of a deaf or hard of hearing individual on the same basis as if the individual were not deaf/hard of hearing, without first following the notice and determination procedures in Part V. A.
 - a. If, following the *Terry* patdown, the individual is free to go without any further communication, the notice and determination procedures in Part V.A. need not be followed, unless the deaf or hard of hearing individual, although free to go, indicates a desire to communicate further with the member. In that instance, the notice and determination procedures shall be followed, and a sign language interpreter summoned, if necessary.
 - b. If it becomes necessary for the member to respond to another call, the member may contact his/her supervisor to arrange for a qualified interpreter at a later time, as provided in Part V.G.2.
4. Terry Stops: In circumstances where a suspect without a hearing impairment would be subject to a *Terry* stop for questioning, a suspect who is deaf or hard of hearing may also be stopped.
 - a. If, following the stop, the member wishes to question the suspect, and it becomes apparent that the suspect is deaf or hard of hearing, the notice and determination procedures in Part V.A. must be followed without delay.
 - b. If, following the stop, the suspect is free to go without any further communication, the notice and determination procedures in Part V.A. need not be followed, unless the deaf or hard of hearing individual, although free to go, indicates a desire to communicate further with the member.
 - (1) In that instance, the notice and determination procedures shall be followed, and a sign language interpreter summoned, if necessary.

- (2) If it becomes necessary for the member to respond to another call, the member may contact his/her supervisor to arrange for a qualified interpreter at a later time, as provided in Part V.G.2.

C. Qualified Interpreter

1. A family member or friend of the individual who is deaf or hard of hearing may not be used to interpret unless:
 - a. The deaf or hard of hearing individual, on his or her own, requests that the family member or friend interpret;
 - b. The family member or friend is able to interpret effectively and accurately in the deaf or hard of hearing person's preferred sign language;
 - c. The family member or friend has no apparent conflict of interest with the deaf or hard of hearing individual; and
 - d. The family member or friend is of sufficient age and maturity to appreciate the nature of the communications with the police. The member shall not request or suggest that a family member or friend interpret unless required by exigent circumstances (see Part V.B).
2. Even where the deaf or hard of hearing individual requests it, a member may decline to use a minor child to interpret if, in the member's judgment, the child is not of sufficient age or maturity or is otherwise unable to interpret effectively.
3. A friend or family member shall not be used when interpreter services are needed during a criminal investigation or in an investigation conducted by MPD's Internal Affairs Bureau.

D. Obtaining Qualified Interpreters

Where determined to be necessary in accordance with Part V.A of this order, members shall summon an interpreter, qualified in the sign language requested, through the procedures outlined below:

1. The member shall notify CIC of the need for a qualified interpreter, the sign language requested (American Sign Language or Signed English), and the location where the qualified interpreter is needed.
2. CIC shall notify the Special Liaison Division of the member's need for an interpreter.

3. The Special Liaison Division shall contact the interpreter referral service with which MPD has contracted, and request that a qualified interpreter be provided who is fluent in the sign language required.

E. Effective Communication of Arrest, Charging and Booking Information

1. After every arrest, the notice and determination procedures set forth in Part V.A must be followed without delay if they have not been followed already.
2. As soon as any necessary auxiliary aids or services have been obtained, including, if necessary, the arrival of a qualified interpreter, the nature of the charges and all other information generally provided to arrestees under similar circumstances shall be communicated effectively and promptly to the arrestee who is deaf or hard of hearing. This information includes, but is not limited to, the notice of the right to counsel, the right to a telephone call, and the procedure for posting bond or collateral, if that information is required to be or is generally provided to arrestees in similar circumstances. This information must be effectively communicated:
 - a. In the field, to the extent provided to arrestees generally; where provision of effective communication is not reasonably likely to result in:
 - (1) An increased risk of disruptive conduct by onlookers;
 - (2) An increased risk to the safety of a member, the arrestee, or any other person;
 - (3) A suspect's escape from pursuit;
 - (4) The loss of evidence; or
 - (5) Unreasonable delay in transporting the arrestee to the station house.
 - b. Promptly upon booking at the station house, if not already communicated in the field.
 - c. In no event later than two (2) hours after arrest, unless not possible by reason of injury or other exigency.
3. In mass arrest situations occasioned by riot, organized civil disobedience, or other widespread civil disturbance, members shall notify the CIC of the need to summon qualified interpreters as soon

as it becomes apparent that a deaf or hard of hearing person is among the arrestees.

- a. The CIC shall then summon a qualified interpreter (or more than one, as necessary) to come to the location where the arrestee will be booked and processed.
- b. Using the sign language interpreter (and/or written communication, if requested by the deaf or hard of hearing person), the deaf or hard of hearing arrestees shall be booked and processed in the same manner and with the same speed as other arrestees who are not deaf or hard of hearing.

F. Interview or Interrogation of a Suspect Who is Deaf or Hard of Hearing

1. The notice and determination procedures set forth in Part V.A. shall be followed in every circumstance where a member seeks to interview a suspect who is deaf or hard of hearing to determine if there is probable cause to make an arrest, or where a member seeks to interrogate an arrestee who is deaf or hard of hearing.
2. Where a member seeks to interview or interrogate a suspect who is deaf or hard of hearing, the notice and determination procedures outlined above must include notice to the suspect that the MPD shall defer the interrogation or interview pending the appearance of a qualified interpreter.
3. If it is determined, through the process outlined above, that a qualified interpreter is necessary to communicate effectively, members shall not interrogate, and shall not Mirandize, the suspect until a qualified interpreter has arrived. When the qualified interpreter arrives, the Miranda warning shall be administered through the qualified interpreter.
4. The provisions of this directive shall be in addition to, and not in place of (nor in derogation of) the requirements of D.C. Official Code § 2-1902(e) (Interpreters Required) when that section is otherwise applicable.

G. Interviewing a Victim, Complainant or Witness Who Is Deaf or Hard of Hearing

1. The notice and determination procedures set forth in Part V.A. shall be followed in every circumstance where a member seeks to interview a victim, complainant, or witness who is deaf or hard of hearing. If it is determined that a qualified interpreter is necessary to communicate effectively with a victim, complainant, or witness,

then the investigating member must provide the victim, complainant, or witness with a qualified interpreter.

2. If the investigating member cannot wait until a qualified interpreter arrives because the member has to respond to another call, then the investigating member shall contact his or her supervisor and advise the supervisor of the case before leaving the scene, if circumstances permit.
 - a. The supervisor shall then request that a qualified interpreter be dispatched to the location of the victim, complainant, or witness and request that the dispatcher re-contact the member when the interpreter arrives. At that time the investigating member shall return to the scene; or
 - b. The member shall request that the victim, complainant, or witness come voluntarily to the station house when a qualified interpreter is available. At that time, the investigating member shall return to the station house to complete the investigation.
3. This section does not prohibit attempts at communication with a victim, complainant, or witness, while awaiting the arrival of a qualified interpreter once a qualified interpreter has been summoned, in cases where exigent circumstances require immediate communication. This section also does not prohibit *Terry* stops or patdowns, if reasonable suspicion exists to justify the stop or patdown without communicating with the deaf or hard of hearing individual, in accordance with Part V.B. of this order.
4. In conducting any criminal, traffic, or other investigation, no member shall rely solely on statements of others, without communicating with a deaf or hard of hearing person, if the member would have communicated with a similarly situated person who was not deaf or hard of hearing.

H. Search Warrants and Consent to Search

1 Execution of Search Warrants

- a. In any situation where a member is executing a search warrant, and the member becomes aware or has reason to believe a person with whom the member is communicating for that purpose may be deaf or hard of hearing, the member shall follow the notice and determination procedures set forth in Part V.A. to the extent it is practical to do so. However, those procedures shall not impede the member from executing the warrant forthwith, if the warrant so requires.

- b. If, in order to execute the warrant, the member needs to communicate with a deaf or hard of hearing individual (for instance, to determine which part of the premises or property fall within the scope of the warrant), the member must follow the notice and determination procedures set forth in Part V.A., after first securing the premises to ensure the safety of all individuals and the prevention of destruction of evidence.
 - c. If a member is executing a search warrant in a situation involving a deaf or hard of hearing person without first following the Part V.A. notice and determination procedures, the member shall determine whether, in the member's judgment, the execution of the warrant is likely to take longer than ninety (90) minutes.
 - (1) If, in the member's judgment, the execution of the warrant is likely to take longer than ninety (90) minutes, and it appears that either the member or the deaf/hard of hearing person wishes to communicate with the other, the member shall follow the notice and determination procedures in Part V.A as soon as it is practical to do so, and shall summon a sign language interpreter if required.
 - (2) If, in the member's judgment, the execution of the warrant is likely to take less than ninety (90) minutes, the member shall notify the deaf or hard of hearing person, through writing or the use of a PD Form 950, of the availability of a qualified interpreter at the station house. The member shall instruct the deaf or hard of hearing person how to call the station house to arrange for a qualified interpreter there, if the deaf or hard of hearing person wants to come to the station house to ask questions or obtain information regarding the search and/or the search warrant.
 - (3) All written notices given by members to a deaf or hard of hearing person with respect to a search conducted by the member under Part V.H of this order shall include members name, badge number, district of assignment and notification of the availability of sign language interpreters and/or the use of VRI, TTY, or VRS devices.
2. Seeking Consent to Search: A member may not obtain consent to enter or to search from a deaf or hard of hearing person until the notice and determination procedures in Part V.A have been

followed, and a qualified interpreter or a qualified interviewer, if required, has arrived.

3. A member need not comply immediately with the notice and determination procedures in Part V.A. in any situation involving exigent circumstances. In such circumstances the member should follow the notice and determination procedures in Part V.A. as soon as the exigent circumstances permit.
- I. Teletypewriters (TTY), Videophones, Video Remote Interpreting (VRI) and Video Relay Services (VRS)
 1. In instances where deaf or hard of hearing individuals contact members of the MPD by telephone through use of TTY, the members shall respond to the individuals by use of TTY or through the D.C. Relay Service, with the same timeliness as they respond to other telephone calls and messages.
 2. In instances where deaf or hard of hearing individuals contact members of the MPD by telephone through use of VRS, the members shall respond to the individuals by use of VRS, with the same timeliness as they respond to other telephone calls and messages.
 3. In instances where hearing individuals would be permitted a telephone call, MPD members shall provide individuals who are deaf or hard of hearing with their choice of an operable TTY or Videophone to enable them to place a telephone call with the same degree of independence and privacy that would be permitted to similarly situated persons absent any hearing disability.
 4. Members shall not allow VRS to be used as a substitute for “in-person” interpreting services or VRI.

VI. CROSS REFERENCES

- A. SO 99-16 (Language Services Stipend)
- B. SO 00-19 (Compliance with Title II of Americans with Disabilities Act)
- C. Title II of the Americans with Disabilities Act, 42 U.S.C. §§ 12131-12134
- D. Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794
- E. D.C. Code § 2-1901 *et seq.* (D.C. Government Language Accessibility)

VII. ATTACHMENTS

1. Attachment A: Video Remote Interpretation (VRI) Devices
2. Attachment B: PD Form 950 (Communication Rights for the Deaf or Hard of Hearing)

A handwritten signature in black ink that reads "Cathy L. Lanier". The signature is written in a cursive, flowing style.

Cathy L. Lanier
Chief of Police

CLL:PAB:MOC:JC

ATTACHMENT A: Video Remote Interpretation (VRI) Devices

I. BACKGROUND

The purpose of this appendix is to establish regulations and procedures relative to the use of the Video Remote Interpretation (VRI) devices in addition to those outlined in GO-OPS-304.14 (Interaction with Deaf and Hard-Of-Hearing Persons). VRI devices are available twenty-four (24) hours a day, seven (7) days a week to assist the deaf and hard-of-hearing community in effectively communicating with law enforcement. VRI technology is designed to provide real-time communication between two (2) or more users separated by distance. It allows individuals to communicate in American Sign Language thereby removing linguistic and cultural barriers, thus providing more equitable access to the deaf and hard-of-hearing community.

II. REGULATIONS

- A. Notwithstanding any other provision in this appendix, members may use a VRI to communicate with an individual in any situation involving exigent circumstances in order to take immediate police action. However, in situations where an interpreter is otherwise required, members shall seek the assistance of an interpreter to confirm or supplement the initial interpretation as soon as practicable.
- B. In the event that a deaf/hard-of-hearing person requests a “live” interpreter, members shall provide one for them in accordance with GO-OPS-304.14 (Interaction with Deaf and Hard-Of-Hearing Persons).
- C. In each of the following instances, a Qualified Interpreter is recommended and shall be provided onsite. Members **shall not** use a VRI for communicating with the following individuals and/or situations:
 - 1. Deaf children under the age of eighteen (18) who are victims of a crime or a respondent.
 - 2. Persons who appear to be heavily medicated or intoxicated.
 - 3. Persons with a secondary disability or injury (e.g., low vision; injury to hands) that impedes their ability to utilize the technology.
 - 4. Criminal interrogations/debriefings.

5. Persons who the member for whatever reason can not communicate with using the VRI (e.g., mental health consumers who can not communicate effectively).
- D. Members may use VRI in the following situations:
1. Filing incident reports.
 2. Filing misdemeanor offense reports.
 3. Non-violent felony offense reports.
 4. Interviewing witnesses.
 5. Conducting traffic stops.
 6. General booking and processing of prisoners.
 7. General communication (e.g., parking passes, directions, general requests).
- E. Members shall use an MPD Qualified Interpreter, **not a VRI**, at the request of the deaf/hard-of-hearing person or for lengthy, complicated or critical matters. Examples include:
1. Violent felony offenses (including all sexual assaults).
 2. Criminal Interrogations/debriefings. Miranda warnings shall be administered in accordance with GO-OPS-304.14 (Interaction with Deaf and Hard-Of-Hearing Persons).
- F. Members shall ensure the deaf/hard-of-hearing person and the VRI interpreter have constant eye contact and are able to see each other's signs at all times. A breach of eye contact may indicate that communication has been severed.
- G. When using a VRI, members shall ensure the VRI is placed in a location that encourages effective communication and eliminates possible distractions such as:
1. Outside activities that can be seen through a window.
 2. Lighting from windows that may cause a reflection on the VRI.

3. Window coverings that do not completely cover the window. Window coverings should be secured to ensure they do not sway.
 4. Tables with highly glossed surfaces that may cause light to reflect off the table and into the camera causing the people to appear dark.
 5. Background noise and activities that can be a distraction.
- H. Members shall not use VRI equipment for any purposes other than those authorized by this order.
- I. Affiliate Captains shall ensure all members in their district are trained in the use of VRI.

III. ROLES AND RESPONSIBILITIES

- A. Members shall:
1. Ensure the VRI is not exposed to inclement weather.
 2. Ensure the safe keeping of the VRI at all times.
 3. Immediately report any damage to the VRI.
 4. Document their use of VRIs on a PD Form 252 (Supplement Report) to include:
 - a. Interpreter ID number;
 - b. Date and time of commencing the interview; and
 - c. Location of the interview.

NOTE: General communication (e.g., parking passes, directions, information requests) does not require the completion of a PD Form 252.

- B. Watch commanders shall:
1. Ensure VRIs are accounted for and no evidence of damage is present.
 2. Initiate an immediate investigation regarding any reported loss or damage to the VRI.

3. Report any loss of or damage to a VRI to their Affiliate Captain.
 4. Ensure the device is turned off and properly secured in the watch commander's closet.
 5. Ensure that the device is properly charged at all times.
 6. Sign the VRI in and out as needed upon request.
 7. Deploy the VRI to field units as needed.
- C. Affiliate Captains (patrol districts only) shall:
1. Provide a monthly report on the usage on the VRI to the Commanding Official, Special Liaison Division.
 2. Inspect the device on a monthly basis to ensure that the device is operable and all associated equipment is accounted for.
 3. Forward a copy of investigations into lost or damaged VRI equipment to the Commanding Official, Special Liaison Division.

Communication Rights for the Deaf or Hard of Hearing



As a member of the deaf or hard of hearing community, you have certain rights when communicating with a member of the Metropolitan Police Department.

If You are a Victim or Witness

1. You may choose the form of communication that you prefer to use such as the use of notes, gestures, or available printed materials.
2. You have the right to be assisted by a qualified interpreter at no cost to you, within the limits of time and convenience that might be applicable to the situation.

If You are a Suspect or Under Arrest

1. You have the right to a qualified interpreter that will explain your Constitutional rights at no cost to you.
2. You have the right to refuse to answer questions and to have a lawyer with you before and during any questioning.

Other Police Contacts

In most situations, you are free to choose any form of communication that allows you to interact with the police, including the use of notes, gestures, or available printed materials.

There are teletype (TTY) devices for deaf communication installed at all principal police facilities to improve police communication with deaf or hard of hearing citizens.

Each of the seven police stations is equipped with a Video Remote Interpreting system (see over for locations) to assist you to effectively communicate. There are video phones installed at all principal police facilities for deaf individuals who need to place a telephone call from a police station.

Deaf and hard of hearing residents should continue to dial **9-1-1** for reporting police, fire and medical emergencies. 9-1-1 is TTY-compatible.

TTY Numbers and Locations for Video Remote Interpreting Systems

(All District stations are equipped with VRI)

District	Address	TTY Number
First	101 M Street, SW	(202) 727-8506
Second	3320 Idaho Ave, NW	(202) 364-3961
Third	1620 V St, NW	(202) 518-0008
Fourth	6001 Georgia Ave, NW	(202) 722-1791
Fifth	1805 Bladensburg Rd, NE	(202) 727-5437
Sixth	100 42nd St, SE	(202) 398-5397
Seventh	2455 Alabama Ave, SE	(202) 889-3574

Liaison Unit	Address	Phone Numbers
Asian (ALU)	616 H Street, NW (Chinatown)	(202) 724-8009
Deaf & Hard of Hearing (DHHU)	1805 Bladensburg Road, NE	(202) 629-0289 (202) 727-5437 (TTY)
Gay & Lesbian (GLLU)	1369-A Connecticut Avenue, NW	(202) 727-5427 (202) 347-8164 (TTY) (202) 506-0714*
Latino (LLU)	1800 Columbia Road, NW	(202) 673-4445 (202) 498-9829*

*Duty/on-call phone

About Video Remote Interpreting

The Metropolitan Police Department provides the capability for members of the deaf and hard of hearing community to communicate with department officers. Each police district station now offers Video Remote Interpreting systems which enable those who rely on American Sign Language to access a live interpreter via a computer and video camera at the station desk. Station personnel are trained in the use and operation of the technology and can assist members of the community to establish a connection.