

Auxiliary Aids Plan Orlando Police Department InVEST/STOP Program

The Orlando Police Department (OPD) shall comply with Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 794, as implemented by 45 C.F.R. Part 84 (hereinafter referred to as Section 504) and the Americans with Disabilities Act of 1990, 42 U.S.C. 12131, as implemented by 28 C.F.R. Part 35 (hereinafter referred to as ADA).

This plan is available in alternative formats at the request of staff and participants. This plan will be disseminated to persons and agencies working with people living with a disability and Limited English Proficient and posted on OPD's website.

Single Point of Contact

The Single Point of Contact, the OPD Communications Manager, will ensure effective communication with Deaf or Hard-of-Hearing customers or companions in accordance with Section 504 and the ADA. The Single Point of Contact shall ensure that employees are aware of the requirements, roles, responsibilities, and contact points associated with compliance with Section 504 and the ADA.

Provision of Auxiliary Aids and Services

OPD will at all times recognize that the customer or companion's preference is the primary consideration in determining what auxiliary aids or services to provide. If communication through a specific auxiliary aid or service is deemed to be ineffective, staff will ask the customer or companion to determine a more effective auxiliary aid or service for communication. Documentation shall be made in the customer's file regarding the attempt to improve the effectiveness of auxiliary aids and services.

If a participant or companion is Deaf or hard-of-hearing, OPD's staff shall obtain auxiliary aids according to the communication assessment and requested for services. All interpreters' certifications shall be verified.

Staff that is unfamiliar with the auxiliary aid or service requested shall contact the Single Point of Contact (SPOC), 504/ADA Coordinator (Civil Rights Officer) or their Supervisor, for assistance in locating appropriate resources to ensure effective communication with clients, customers and companions.

Provision of Interpreters in a Timely Manner

OPD staff shall provide interpreters for customers and companions who are Deaf or hard-of-hearing in a timely manner in accordance to the following standards:

- a. **Non-Scheduled Interpreter Requests:** For any emergency situation that is not a scheduled appointment, staff shall make an interpreter available as soon as possible, but in no case later than two (2) hours from the time the customer or companion or staff requests an interpreter, whichever is earlier. If the situation is not an emergency, staff shall offer to schedule an appointment (and provide an

interpreter where necessary for effective communication) as convenient to the customer or companion, but at least by the next business day

- b. Scheduled Interpreter Requests:** For scheduled events, staff shall make a qualified interpreter available at the time of the scheduled appointment. If an interpreter fails to appear for the scheduled appointment, staff shall take whatever additional actions are necessary to make a qualified interpreter available to the customer or companion who is deaf or hard-of-hearing as soon as possible, but in no case later than two (2) hours after the scheduled appointment

Auxiliary Aids Documentation

OPD shall document the customer or companion's preferred method of communication and any requested auxiliary aids and services provided in the customer's program file. Documents and forms evidencing when and how OPD provided auxiliary aids and services to customers or companions shall be retained within the customer's corresponding file for seven years. Forms include but are not limited:

- Customer or Companion Assessment and Assessment and Auxiliary Aid and Service Record
- Customer or Companion Request for Free Communication Assistance or Waiver
- Auxiliary Aid Service Record Monthly Summary Report

This documentation will continue to be kept for record keeping with the SPOC.

Denied Auxiliary Requests

Documentation, with supporting justification, must also be made if any request was not honored. The On-Duty Watch Commander is the only person that can deny auxiliary aid requests made by a customer or companion. If a staff person is not familiar with an auxiliary aid request, please contact the SPOC for information as well as ask the requester for any information that you may need to secure this aid, but reiterate that the cost of any auxiliary aid is the responsibility of the agency and not the participant.

Referrals

If customers or companions are referred to other agencies, the provider must ensure that the receiving agency is notified of the customer or companion's preferred method of communication and any auxiliary aid or service needs. In order to accommodate this, OPD will ensure that the referral is desired by the participant and that he or she signs a Release of Information Form.

Customer Feedback Form

The provider shall distribute Customer/Companion Feedback Forms to customers or companions that are Deaf or hard of hearing and provide assistance in completing the forms if requested by the customer or companion. The original Customer/Companion Feedback Form shall be mailed to DCF, Office of Civil Rights, 1317 Winewood Boulevard, Building 1, Room 110, Tallahassee, FL 32399-0700 by the participant or if requested, by OPD. A copy of the Customer Feedback Form **shall not be kept in the file.**

Documentation/Record Retention

Records relating to auxiliary aids and services provided shall be retained by each local office and the original document retained in the client or customer's file or records. All final requests for accommodations, along with relevant documentation, will be forwarded to the designated 504/ADA Coordinator.

Signage

The Single-Point-of-Contact will ensure that conspicuous Notices which provide information about the availability of appropriate auxiliary aids and services at no-cost to the deaf or hard-of-hearing customers or

companions are posted near where people enter or are admitted within the center locations. The SPOC's name and contact information should be on the Deaf and Hard-of-Hearing Poster as well as the name and contact information for the ADA 504 Coordinator.

The approved Notices can be downloaded through the Internet at: <http://www.dcf.state.fl.us>

HHS Reports

OPD shall submit HHS Reports monthly, no later than the 5th day of each month, to the FCADV Contract Manager.

Event Accommodations

OPD shall ensure accessibility to meetings, conferences and seminars to persons with disabilities, limited English proficiency, and Deaf or hard-of-hearing by placing the following statement on all event notices and advertisements prior to the event:

OPD will provide accommodations, including American Sign Language interpreters, assistive listening devices, alternative formats of printed materials and real-time captioning upon request for persons who are deaf, hard of hearing or are living with disabilities. Requests for reasonable accommodations, with regard to equal access to communications, should be directed to the City of Orlando ADA coordinator at (407) 246-2057.

Staff Training

Staff shall receive training on how to provide auxiliary aids and services for persons with disabilities and limited English proficiency (LEP) within 60 days of commencing employment. OPD staff shall receive an annual refresher training on auxiliary aids and services for persons with disabilities and limited English proficiency (LEP). OPD staff shall be trained to use the TTY phone and video relay call. Training documentation shall be maintained in each employee's training file.

Auxiliary Aid Resources

Florida Video Relay – 7-1-1

Through the Florida Relay Service, people who use specialized telephone equipment can communicate with people who use standard telephone equipment. To call Florida Relay, dial **7-1-1**, or use the appropriate toll free numbers below:

1-800-955-8771 (TTY)

1-800-955-8770 (Voice)

1-877-955-8773 (Spanish)

1-877-955-8707 (French Creole)

Video Remote Interpreting

Through a video remote interpreter people can use an interpreter via technology to communicate with a participant instead of an in person interpreter. This is a good resource for emergency situations with limited time to get an in person interpreter as well as if there are few local community resources for certified interpreters. Below is the phone number for the Registry of Interpreters for the Deaf which will provide contact information for certified video remote interpreting.

Registry of Interpreters for the Deaf: (703) 838-0030 (Video Remote Interpreters)

CART-Captioning Real Time and Providers

Captioning (Real Time). This is the simultaneous conversion of spoken words to text, through computer-assisted transcription or court reporting, and displaying that text on a video screen. This communication service is beneficial to individuals who are deaf or hard-of-hearing that do not use sign language or for whom assistive listening devices and systems are ineffective.

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407-359-9143

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Lisa B. Johnston, RMR, CRR, CCP

1070 Hoyt Court NE

Palm Bay, FL 32907

321-698-9050 Cell

321-951-7722 Home

321-951-7723(fax)

LJohnston27@cfl.rr.com

Registry of Interpreters for the Deaf: (703) 838-0030

Florida Registry of Interpreters for the Deaf

www.fridcentral.org

Certified Sign Language Interpreters:

(703) 838-0030

www.fridcentral.org

For Limited English Speaking Individuals:

The OPD Communications Division will maintain a current list of all bilingual employees. OPD personnel in the field in need of interpretation services will attempt to identify an available on-duty bilingual employee who will assist with the call for service or self-initiated call. If no on-duty bilingual officer is immediately known to

the officer, the officer will contact the Communications Division who will review the OPD interpreter list to identify a qualified interpreter.

Customer Complaints

If you believe you were wrongfully denied access to services or discriminated against:

1. Inform the person who denied access to services that you believe they wrongfully denied you services and why you believe that is the case.
2. Ask to speak to a manager, immediately.
3. You may submit your complaint/grievance in writing or verbally. Direct your concern to the to the City of Orlando ADA coordinator at (407) 246-2057. Include the following information:
 - a. What service were you denied?
 - b. What were you told was the reason you were denied service?
 - c. What person denied you services?
 - d. What was the date you were denied service?

In addition to the above actions, discrimination complaints may also be filed externally with the state and federal government.

Assistant Staff Director for Civil Rights
1317 Winewood Boulevard
Building 1, Room 110
Tallahassee, FL 32399-0700
850-487-1901

Executive Director
Florida Commission on Human Relations
2009 Apalachee Parkway, Suite 100
Tallahassee, FL 32301-4857
850-488-7082

US Department of Health & Human Services
Office for Civil Rights
Atlanta Federal Center, Suite 3B70
61 Forsyth Street, SW
Atlanta, GA 30303-8909
404-562-7881

US Department of Justice
Coordination & Review Section
Civil Rights Division
P.O. Box 66118
Washington, DC 20035-6118
202-514-0301