

EFFECTIVE INTERACTIONS WITH THE DEAF AND HARD OF HEARING COMMUNITY

Basic Police Academy



Learning Goals and Outcomes

Goals:

This course is designed to:

1. Develop a new officer's understanding of the deaf and hard of hearing community.
2. Provide new officers with communication tools and strategies to improve interactions with the deaf and hard of hearing community.

Outcomes:

- Identify appropriate auxiliary aides
- Accurately assess a situation to determine whether an auxiliary aid, including an interpreter, is required.
- Demonstrate effective and professional communication



Ok, stay right here. Alright?

Civil Rights-The Americans with Disabilities Act

Under the ADA and its regulations, state and local law enforcement agencies are required to provide accommodations, such as:

- Qualified interpreters
- Real-time captioning
- Assistive listening devices
- Or other auxiliary aids and services to ensure effective communication with deaf and hard of hearing (HOH) individuals.

Civil Rights-The Americans with Disabilities Act

When is a Qualified Interpreter Necessary?

Considerations

Length

Importance

Complexity

Increasing Cultural Understanding

- Deaf people do not think of themselves as handicapped, impaired, or disabled.
- Deaf people are considered a linguistic minority within the American culture.
- The deaf and hard of hearing (HOH) community is diverse.
- Words and labels can have a profound effect on people. Show your respect for people by refusing to use outdated or offensive terms. When in doubt, ask the individual how they identify themselves.

Effective Interactions

Stop

Recognize indicators

Withhold judgment

Recognize laws and policies

Think

Assess the deafness

Assess language ability

Identify available auxiliary aids

Act

Choose most effective communication method

Ask them

Accommodations Scenarios

Considerations

Length

Importance

Complexity

Case Studies

Group 1	Case Study 1	Federal Court Perspective	<p>What ADA violations occurred during this incident?</p> <p>What different decisions could have been made that would have brought these cases into ADA compliance?</p>
Group 2	Case Study 1	Officer/Agency Perspective	<p>What communication concerns occurred?</p> <p>What could the officers have done differently to improve communication with the various parties at different points during the interactions?</p>
Group 3	Case Study 1	Community/Victim Perspective	<p>How can the principles of procedural justice be applied in these interactions? (Voice, Neutrality, Respect, Trustworthiness.</p>
Group 4	Case Study 2	Federal Court Perspective	<p>What ADA violations occurred during this incident?</p> <p>What different decisions could have been made that would have brought these cases into ADA compliance?</p>
Group 5	Case Study 2	Officer/Agency Perspective	<p>What communication concerns occurred?</p> <p>What could the officers have done differently to improve communication with the various parties at different points during the interactions?</p>
Group 6	Case Study 2	Community/Victim Perspective	<p>How can the principles of procedural justice be applied in these interactions? (Voice, Neutrality, Respect, Trustworthiness.</p>

Basic Signs

- License/ID
- Wait
- OK
- Interpreter
- Help
- Hurt, where?
- Ambulance
- Stop!
- Registration
- Please
- Yes
- No
- Police
- “I am a police officer, and I’m placing you under arrest.”



DRIVER IS DEAF OR HARD OF HEARING

See the back of this card for the best ways to communicate with the driver.

Driver relies on visual cues. Please use different communication tactics with the driver.

I CANNOT HEAR YOU. THIS CARD IS FOR LAW ENFORCEMENT OFFICERS TO ASSIST WITH COMMUNICATION.

Quick Communication Tips

- Get my attention first.
- Make sure we have eye contact when you speak.
- Increase the volume of your voice but do not shout.
- Give me a chance to understand you and what you ask me to do.
- I cannot lip-read everything you say.
- I may be deaf and only understand sign language.
- Repeat, re-phrase or write your request if necessary.
- Avoid shining a flashlight in my face.
- Avoid any background noise.
- A hearing aid or cochlear implant does not allow me to understand everything you say.

The Best Way to Communicate With Me



If I am going to be arrested or asked to come in for questioning:

- Effective communication and accommodating services may be provided upon request per ORS 659A.
- I may need a Stenographer or Communication Access Realtime Translation (CART) for captioning conversations.
- In order to make a phone call, I may need a videophone, internet service, a computer, a CapTel Telephone, or a cell phone for texting.



Visor Card compliments of Oregon Association of the Deaf and Department of Public Safety Standards and Training





I AM DEAF OR HARD OF HEARING

See the back of this card for the best ways to communicate with me. Police Officers: please contact your supervisor for further information on providing me with the necessary accommodations.

I rely on visual cues. Please use different communication tactics with me.

Oregon Wallet Card

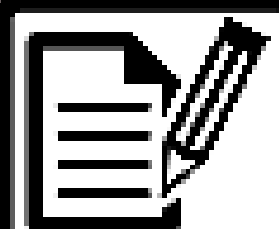
Oregon Association of the Deaf and DPSST

I CANNOT HEAR YOU

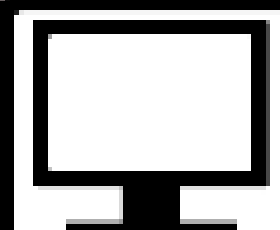
The best way to communicate with me is:



INTERPRETER



WRITING



CAPTIONING



ASSISTIVE LISTENING DEVICE



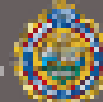
LIP-READ

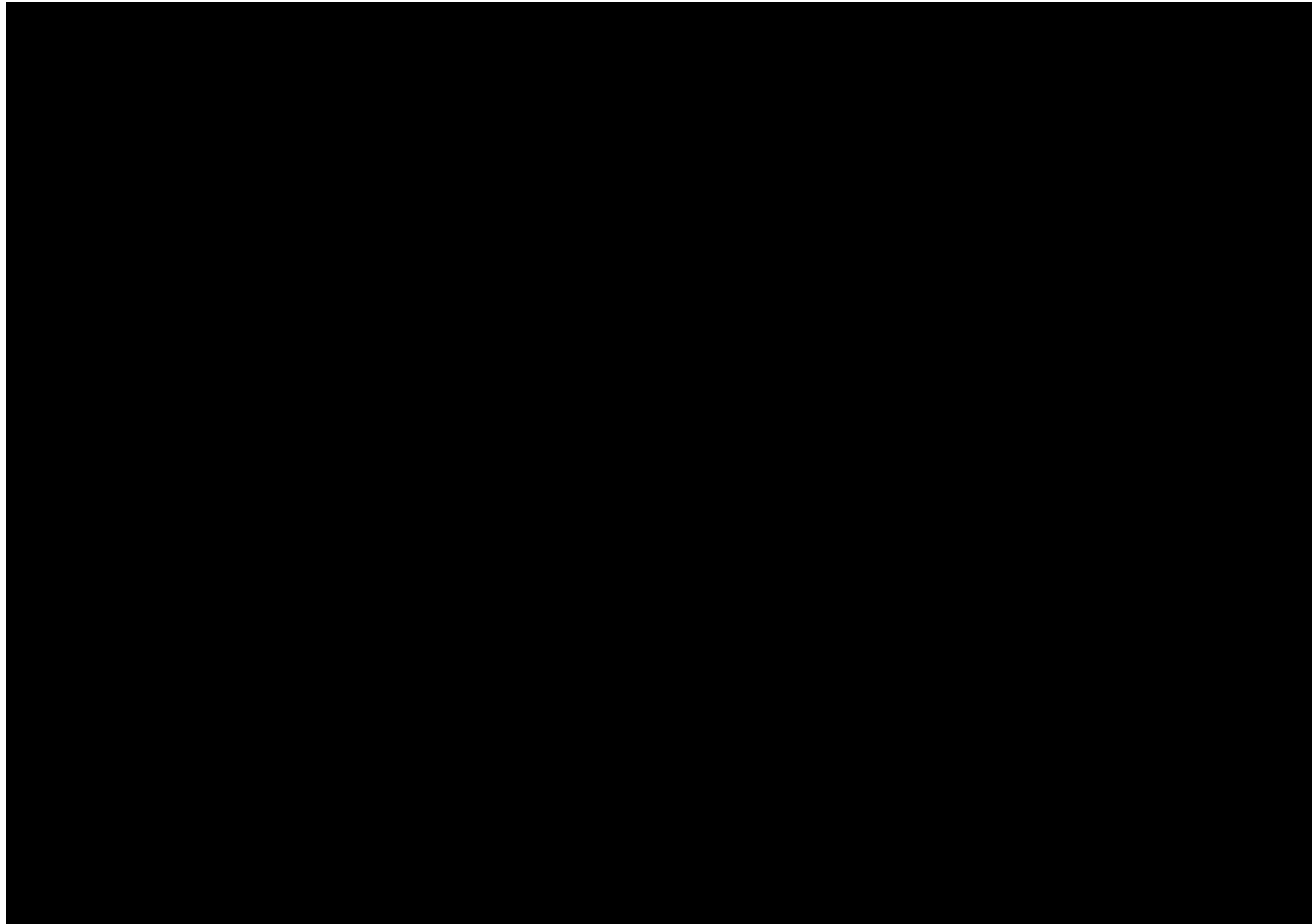


I CANNOT LIP-READ



Wallet Card compliments of Oregon Association of the Deaf and Department of Public Safety Standards and Training





Visor/Wallet Card Video