

ALAMEDA COUNTY SHERIFF'S OFFICE DETENTION AND CORRECTIONS POLICY AND PROCEDURE	NUMBER: 1.14	PAGES: 1 of 13
	RELATED ORDERS: ACA 4-ALDF-4C-05, 4C-06, 5B-11, 6B-04, 6B-05, 6B-06, 6B-07, 6B-08, 7E-01, 7E-05 CALEA 71.2.1, 71.3.1, 71.3.2 D&C P&P 11.01 , 11.02 , 11.04 , 12.08, 13.02 , 13.10, 13.15, 16.01 , 16.03 , 17.03 , 17.04 , 17.05, 18.05 , 20.15 ADA-1992, Title II Title 15: 1061, 1206(d) Penal Code Section 2656, 4019 PREA	
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CHAPTER: Administration, Organization and Management	SUBJECT: Americans With Disabilities Act	

- I. PURPOSE:** To set guidelines for compliance with Title II of the Americans with Disabilities Act-1992 (ADA) for all inmates incarcerated by the Alameda County Sheriff's Office and for those persons having legitimate business within the Detention and Corrections (D&C) Division.
- II. POLICY:** The policies and procedures established by the D&C Division shall not discriminate against any person protected by the ADA in the provision of services, programs and activities administered for program beneficiaries and participants. This protection also extends to employees, visitors, volunteers, contractors and any citizen having legitimate business within the D&C Division.
- III. DEFINITIONS:**
- A. **ADA:** Americans with Disabilities Act. The ADA covers individuals who have a physical or mental impairment that substantially limits one or more major life activities, who have a record of such impairment, or who are regarded as having such impairment. Temporary conditions are generally not covered by the ADA. Certain other conditions are expressly excluded from coverage by the ADA. Excluded conditions include pedophilia, homosexuality, trans-sexuality, or current users of illegal drugs or alcohol.
- B. **ADA COORDINATOR:** An employee of the Sheriff's Office tasked with ensuring compliance with the Americans with Disabilities Act within the Detentions and Corrections Division of the Alameda County Sheriff's Office. The staff member assigned as the ADA Coordinator shall be responsible for reviewing all documentation, and documenting responses to all disability related requests. The ADA Coordinator shall maintain files of each ADA inmate and incorporate the previously listed information.
- C. **ADA DEPUTY:** A Deputy Sheriff with specific training pertaining to the Americans with Disabilities Act. The ADA Deputy shall be responsible for maintaining all TTY and TDD machines, monthly inspection of shower chairs, videophones and other duties as assigned by the

ADA Coordinator.

- D. **ASSISTIVE DEVICE:** Any device used by a disabled individual, which aids them in the performance of day to day activities (walker, cane, crutches, etc.)
- E. **COSTS OF ACCOMMODATION:** All costs associated with providing reasonable accommodations shall be paid for by the Alameda County Sheriff's Office. Federal law prohibits passing along the costs of accommodations to the disabled individual.
- F. **ELIGIBLE INDIVIDUALS:** Covered individuals are entitled to an equal opportunity to participate in programs, services or activities. Persons with disabilities may not be refused participation in services, programs or activities by reason of their disability, unless the individual presents a direct threat to the health and/or safety of themselves or others.
- G. **INDIVIDUALS WITH DISABILITIES:** The ADA covers individuals who have a physical or mental impairment that substantially limits one or more major life activities, who have a record of such impairment, or who are regarded as having such impairment. Temporary conditions are generally not covered by the ADA. Certain other conditions are expressly excluded from coverage by the ADA. Excluded conditions include pedophilia, homosexuality, trans-sexuality, or current users of illegal drugs or alcohol.
- H. **MAJOR LIFE ACTIVITIES:** Basic functions that the average person can perform with little or no difficulty.
- I. **NON-AMBULATORY:** Bedridden.
- J. **PROSTHESIS:** A device used to replace a defective or missing part of the body.
- K. **REASONABLE ACCOMODATION:** An adjustment made in a system to "accommodate" or make fair the same system for an individual based on a proven need.
- L. **SERVICE ANIMAL:** Any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the individual's disability. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.
- M. **TACTILE INTERPRETER:** An interpreter used for those who are deaf and blind. Tactile interpreters use several different forms of sign language involving touch to communicate with a person who is deaf and blind.
- N. **TELECOMMUNICATION DEVICE FOR THE DEAF (TDD)/ TELETYPEWRITER (TTY):** A machine that employs graphic communication in the transmission of coded signals through a wire or radio communication system, used by those with hearing impairments or are deaf.
- O. **VIDEOPHONE:** A telecommunications relay service that allows people with hearing or speech disabilities who use sign language to communicate with voice telephone users through video

equipment.

- IV. FORMS:** The forms listed below will be used to document and track all ADA inmates while incarcerated within the Alameda County Jail system. The following forms shall be provided to inmates who either state they have a disability, request one of the forms, is provided a form through Medical, and/or is noted to have a disability in their file. All completed forms shall be retained in the inmate's ADA file.
- A. Intake and Medical staff shall use the Inmate Disability Evaluation Form report to verify an inmate's Disability. Medical staff will determine and document if a disability exists. Classification staff will determine the appropriate housing based upon this information.
 - B. The Disability Tracking Form will be used by booking staff to track inmates who have a physical impairment or disability and to ensure that the appropriate accommodations are provided. This form will be forwarded to Medical Staff and the ADA Coordinator.
 - C. The ADA Request for Accommodation Form may be used by an inmate to formally request accommodation for a Disability. The inmate must sign the form at the bottom and turn it in to Intake staff. After review of the form, Medical staff must sign the form and determine if the inmate is eligible for an accommodation. The inmate will fill out Sections A and B. Medical Staff will fill out Section C, if necessary.
 - D. The ADA Coordinator will use the ADA Coordinator Review Form when an inmate accommodation has been denied, a grievance has been filed, an alternate accommodation is proposed, a safety *or* security issue exists related to the accommodation request, or there is a financial or administrative issue.
 - E. The Record of Contact Form will be filed in the ADA Coordinator's Inmate files. The form will be used to document interaction or discussions the ADA Coordinator has with the inmate, staff or visitors regarding accommodations and ADA issues.
 - F. The Accommodations for Hearing Impaired Form will be given to every inmate who is hearing impaired. This form is a general information form that is used to inform the inmate of his/her rights and services that are available to them while incarcerated. The inmate will sign the form and receive a copy, a copy will be forwarded to the ADA Coordinator and the original form will be placed in the inmate's classification file.
 - G. The Pre-Booking Medical/Mental Health Screening Form will be used to evaluate a medical condition, mental health status, and to evaluate an arrestee's need for any special accommodations as a result of a disability. This screening will be conducted at intake to ascertain whether the individual will be accepted into Intake; to determine if they are in need of immediate Medical or mental health treatment; and to provide Medical and/or mental health information relating to housing, classification, and the handling of inmates.
 - H. The Hearing Impaired Inmate Services Form is an addendum to the Pre-Booking Medical/Mental Health Screening Form and will be used to document information that will be useful and/or

important to Medical, classification staff, and the ADA Coordinator, and to provide immediate accommodations for hearing impaired inmates.

V. INMATE PROCEDURE:

- A. IDENTIFYING DISABLED INMATES AT INTAKE: The Medical screening process during intake provides the ability to identify most disabilities and the need for accommodations prior to the housing of the inmate. It is the responsibility of ITR and Medical staff to assess inmates upon admission for evidence of a disability or special management need. This assessment information will be entered on the Pre-Booking Medical/Mental Health Screening Form and the Inmate Disability Evaluation Form.
1. Upon arrival at the Intake counter, arrested persons with an apparent physical impairment will be immediately brought to the attention of medical staff.
 2. It is the responsibility of Intake staff to immediately advise a supervisor when an inmate appears to meet the criteria of a disabled person for the purposes of ADA.
 3. Upon acceptance at the Intake counter, an ITR Deputy shall be assigned to monitor the progress of the arrested person throughout the Intake process.
 - a. The inmate shall be tracked using a Disability Tracking Form.
 - b. Only the Deputy assigned to the inmate shall make entries on the form.
 - c. Should shift change occur while the inmate is in ITR, the responsible deputy shall notify his/her supervisor so that another deputy can be assigned to the inmate.
 4. Following the intake pat search, a physically impaired or disabled inmate will be fingerprinted and have their booking photo taken as soon as reasonably possible. The inmate will then be escorted to the ITR nurse's station for medical screening.
 5. All arrestees confined to a wheelchair shall be placed in a holding cell designed and designated for the physically impaired, which shall include an accessible lavatory.
 6. If accessible accommodations cannot be made, the ITR deputy shall notify the ITR Sergeant or Watch Commander. A written record of all such notifications will be sent to the ADA Coordinator via the Disability Tracking Form. The ADA Coordinator will make his/her best efforts to ensure that an individual deemed to require accessible accommodations is provided with such accessible accommodations as soon as possible.
 7. If there is a question regarding the inmate's disability, the inmate's prior Intake or Medical records may indicate previous accommodations or requests.
 8. Intake or medical staff may observe and report what appears to be a disability that would:
 - a. Impact the inmate's housing.
 - b. Affect the inmate's program access.

- c. Present a safety or security concern for the inmate or others.
9. It is the responsibility of medical staff to sign and verify the Inmate Disability Evaluation Form, and forward a copy to Classification. Medical staff will note on the form if the disability impacts the inmate's housing or transportation needs. Medical staff shall document when an inmate requests an accommodation that is not granted and the reasons why the accommodation was not granted. An additional copy shall be forwarded to the ADA Coordinator.

B. INTAKE PROCESS FOR DISABLED INMATES:

1. Medical staff shall screen all inmates entering the facility for medical and mental health issues, notifying ITR staff of inmates meeting ADA criteria, including any special needs the inmate may have. Special needs include but are not limited to:
 - a. Requires a wheelchair, walker or other device to assist in mobility.
 - b. Requires a lower bunk/lower tier cell.
 - c. Requires hearing aid or assistance for visiting/phone calls.
 - d. Visually impaired.
2. Medical staff as well as Intake staff will ensure every effort is made to assist the inmate so he/she can effectively communicate his/her information. If the inmate is hearing impaired, staff will ensure hearing-impaired inmates are provided with the Accommodations for Hearing Impaired Form. In the event a hearing impaired inmate does not read or write, but understands sign language, a sign language interpretation service shall be contacted immediately.
3. If, during intake, it is determined that for health and/or medical reasons, the inmate needs to shower prior to being housed, the disabled inmate shall be escorted to the OPHU disability accessible shower area.
4. Classification staff will classify disabled inmates with the inmate's disability given consideration when making a housing assignment, placing the inmate's safety at the forefront. Being disabled in any way is not justification for a higher security classification.
5. Every effort shall be made to house disabled inmates in general population, unless such assignment would jeopardize the safety of the inmate or those around him/her.
6. Booking staff will notify the ADA Coordinator and Classification staff, when a disabled inmate is going to be housed in the facility via the Disability Tracking Form. Notifications to the ADA Coordinator shall be made within 24 hours.
7. Hearing impaired inmates wishing to make telephone calls shall be allowed to use a tablet equipped with Video Relay Service ("VRS") software which will act as a videophone. In

addition to the tablets stored in each housing unit, this tablet shall be stored in the ITR Sergeant's Office and its use shall be logged on the appropriate form.

- a. The tablet will be considered a telephone in terms of privileges afforded to inmates under facility rules and regulations.
 - b. The tablet is subject to the same rights of confidentiality when the inmate is using the tablet to communicate with an attorney.
 - c. The tablet may also be used as a translation device for hearing impaired who cannot otherwise communicate with staff. Suggested uses include, but are not limited to:
 - i. Classification interview
 - ii. Medical interview
 - iii. Mental health interview
 - d. Instructions for proper use of the table shall be kept with the device in the ITR Sergeant's office and copy may be made available to an inmate upon request.
 - e. It shall be the responsibility of the ITR Sergeant to ensure the device is properly charged at all times and also ensure and report any operational issues with the device to the ADA Coordinator.
 - f. It shall be the responsibility of the ADA Deputy to inspect the device and collect the usage log on a monthly basis. The ADA Deputy shall maintain a file of all logs pertaining to these devices in use throughout the facility.
8. As required by Penal Code Section 2656, inmates shall be allowed to retain possession of their prosthesis unless it presents a threat to the security of the facility or is an immediate risk to the safety of staff and/or others. Refer to P&P 13.15 "Orthopedic or Prosthetic Devices and Other Medically Approved Items" for proper procedures.
9. Upon refusal of such medical device the ADA Coordinator shall ensure that both the inmate and the prescribing physician are informed of the reason of such refusal and that the inmate is promptly provided with a form by which the inmate may petition the Superior Court for return of the appliance. This form can be found in the Directive Management System (DMS), under Detention and Corrections Policy and Procedure 1.14 Attachments.
- C. HOUSING DISABLED INMATES: It is incumbent upon all housing deputies to be aware of inmates assigned to their housing unit who have any type of disability. In the event an inmate with any disability is identified and there is no documentation that the inmate is disabled, the deputy shall immediately notify Medical staff to have the inmate evaluated. Medical staff shall complete the Inmate Disability Evaluation Form and forward a copy to the ADA Coordinator.
1. All inmates with disabilities shall be afforded access to all services, programs, and activities for which they meet eligibility criteria. These inmates shall not be excluded by reason of their disability unless they present a direct threat to the health and/or safety of others. This determination shall be made on an individualized basis. A list of basic eligibility requirements of all inmate services, programs, and activities is available to inmates.

- a. All requirements will relate directly to the program's mission and goals.
 - b. If the physical requirements are included as part of the service, program, or activity's eligibility requirements, the material needs to clearly identify the purpose of these physical requirements.
 - c. All services, programs, and activities offered by volunteers will also include volunteer eligibility criteria. If there are disqualifying physical disabilities for volunteers, such criteria will be directly linked to the service, programs, or activities, mission and goals and any threat to others posed by the volunteer's participation.
 - d. The relevance of any physically limiting eligibility criteria must be documented. Any exclusion of disabled volunteers will be evaluated on a case by case basis and approved by Inmate Services and the facility Commanding Officer.
 - e. Disabled volunteers will be accommodated to the extent possible, consistent with facility safety and eligibility requirements.
 - f. The ADA Coordinator will forward to the Inmate Services Lieutenant any requests by inmates who need accommodations to participate in services, programs, or activities.
 - g. Inmate Services staff will consult with the ADA Coordinator in all cases where accommodations are granted or denied for disabled inmates. In any case where an accommodation request is denied the reason(s) for such denial will be put in writing and a copy given to the ADA coordinator to be placed in the inmate's file.
2. All inmates with mobility disabilities shall be housed in a housing unit within their classification level.
 - a. Every effort shall be made to provide these inmates with a cell designated for inmates with disabilities, accessible showers, and accessible dining facilities.
 - b. In the event an inmate is housed in a cell not designated for an inmate with disabilities, it shall be noted on the Disability Tracking Form and immediately forwarded to the ADA Coordinator for review. The ADA coordinator will make his/her best efforts to ensure that an individual deemed to require accessible accommodations is provided with such accessible accommodations as soon as possible.
 3. Inmates with disabilities who wish to participate in the inmate worker program, who, with reasonable accommodations, can perform the essential functions or duties of the work program, shall be allowed to participate.
 4. Every effort shall be made to accommodate inmates with mobility disabilities as it pertains to cell assignments. In the event an inmate with a mobility disability is assigned to a non-ADA cell or a specific accommodation cannot be met, the ADA Coordinator shall be notified immediately. The ADA Coordinator shall make his/her best effort to ensure that an individual deemed to require accessible accommodations is provided with such accessible accommodations as soon as possible.

5. Hearing impaired inmates shall be afforded the opportunity to use a portable tablet equipped with VRS software allowing the device to act as a videophone. Inmates with hearing impairments requiring the use of these devices shall be allowed usage when:
 - a. Other inmates are out for pod time with telephone access.
 - b. During visiting, or as otherwise appropriate.
6. Each housing unit with hearing impaired inmates shall be equipped with at least one of these devices at all times. The ADA Deputy will:
 - a. Provide the housing unit with the device and instruct the inmate on how to use the device.
 - b. Provide printed instructions for staff to remain with the device.
 - c. The device shall be stored in housing control. Each time it is used, it shall be logged on the Video Tablet Check Out log. Logs will be collected weekly.
 - d. It shall be the responsibility of the on duty housing unit Sheriff's Technician to ensure the tablet is charged at the beginning of their shift.
 - e. An additional device shall be kept in the ITR Sergeant's Office and made available upon request.
 - f. Staff assigned to housing units shall contact the ADA Coordinator or ADA Deputy if a hearing impaired inmate in their housing unit has not been assigned a tablet.
7. Inmates who are deaf and blind shall be afforded the use of a tactile interpreter at no cost to the inmate.
8. Inmates who are deaf and reliant upon American Sign Language as their primary way of communicating shall be afforded the use of the previously mentioned tablets. In addition to VRS technology, the Sheriff's Office has contracted with a provider to allow inmates with hearing impairments the use of Video Remote Interpreting ("VRI") services. VRI can be used to communicate with hearing impaired inmates for everyday communication needs. Instructions will be kept with each device. If the VRI service is not available, or the tablet is inoperable, a tablet from another housing unit may be used. If none are available or operable, or if an ASL interpreter is necessary to ensure effective communication, the inmate shall be afforded the use of a sign language interpreter at no cost to the inmate.
9. If a hearing impaired inmate does not respond for an appointment, visit, meal or pod time, the housing unit deputy shall follow up with the inmate immediately to ensure they do not wish to attend the event.
10. Except in instances where the inmates safety is at risk, staff shall not use other inmates as interpreters. In the event it is necessary to use another inmate as an interpreter, staff are required to document the occurrence in a memorandum to the facility Commanding Officer.

11. Disabled inmates who need assistance performing basic life functions on a daily basis will be housed in the Outpatient Housing Unit (OPHU). These inmates shall be given access to all programs and services available to inmates of the same classification.
- D. VISITING: Inmates with disabilities are entitled to the same privileges as other inmates, including visiting.
1. Inmates with mobility disabilities who are unable to climb the stairs to visiting in the housing unit shall be taken to the visiting area in the Outpatient Housing Unit (OPHU), which is wheelchair accessible.
 2. Inmates who are hearing impaired shall be provided the use of amplified telephones or sign language interpreters during their visits.
 3. Inmates who are hearing impaired and blind shall be provided a tactile interpreter.
- E. ACCESS TO SHOWER CHAIR: All inmates with mobility difficulties or who for some other reason, is at risk of injury while standing in the shower, shall be provided with an ADA approved shower chair.
1. Each housing unit has been supplied with an ADA approved shower chair. The chair, when not in use, shall be stored in the housing unit storage closet.
 2. Prior to issuance to the inmate, housing unit deputies shall inspect the chair for any damage or defect. If the chair is damaged, it will not be used until repaired or replaced. Another chair will be provided to the inmate from another housing unit as soon as reasonably possible. Shower chairs will be replaced through SRJ Supply.
 3. When the inmate returns the chair, housing unit deputies shall inspect the chair for damage or defect and if damage is noted, take appropriate action to replace the chair as soon as possible.
 4. Use of the shower chair shall be logged in the housing unit Red Book, showing time issued, time returned, and if there is any damage to the chair upon return.
 5. Deputies will ensure an inmate worker cleans and disinfects the chair after each use before placing into storage. Cleaning will also be noted in Red Book.
- F. TRANSPORTATION OF DISABLED INMATES: To provide the Transportation Unit with adequate prior notification, the following procedures will be adhered to:
1. The Intake nurse shall evaluate an inmate's condition when they are first booked. A determination shall be made if the inmate requires an Ambuvan for transportation.
 2. Upon determination the inmate will require transportation via Ambuvan, the Transportation Unit will be notified by the intake nurse (or OPHU Deputy when the inmate is housed in the OPHU and has not been through the regular intake process). The Transportation Unit will be provided with:

- a. The inmate's name and PFN.
 - b. Information regarding length of time inmate will be confined to a wheelchair.
 - i. Permanently confined to a wheelchair (x/stay).
 - ii. Temporarily confined to a wheelchair and provide approximate length of time.
 - c. Notification to the Transportation Unit shall be accomplished via the telephone as soon as possible. If no one is available or it is after business hours, a message can be left on the Transportation Unit voice mail recorder. The voicemail is checked every morning by the Transport Coordinating Deputy (TR-41) prior to the departure of any vehicles.
3. If a prisoner is physically disabled or unable to board a van or a bus; an Ambuvan or vehicle equipped with a wheelchair lift shall transport the prisoner.
 - a. Transportation Unit deputies can verify inmate mobility issues through the weekly ADA list or through the Transportation Unit Voice Mail.
 - b. Transportation Unit deputies can find the weekly ADA list in the W drive, in the transportation folder under "Weekly ADA list."
 4. If a disabled prisoner is able to board a van or bus, the wheelchair or other authorized ambulatory devices shall be properly secured to prevent damage to the vehicle or occupants.
 5. The housing unit nurse will notify the Transportation Unit as well as the ADA Coordinator when a previously wheelchair bound inmate no longer requires the use of an Ambuvan.
 6. It should not be assumed that restraining devices are unnecessary for disabled prisoners. Individual determinations shall be made regarding the use and type of restraints most appropriate for the inmate.
 7. Transportation Unit deputies shall ensure that any inmate transported from the Glenn E. Dyer Detention Facility or the Santa Rita Jail to court in a wheel chair is returned to those facilities with the same wheelchair. If the inmate is released from court, Transportation *Unit* deputies will ensure the return of the wheelchair to the appropriate facility.
 8. When delivering new inmates to an Alameda County facility, deputies shall follow the intake procedures for that facility in determining the medical needs for any inmate.

G. MESSAGE REQUESTS:

1. Inmates with disabilities shall use Message Request forms as other inmates. These requests shall be routed as any other message request as outlined in P&P 17.05.
2. Requests pertaining to ADA issues shall have the "DISABILITY RELATED" check box marked.
3. If the request can be directly addressed in the housing unit, it shall be noted on the form and the message request shall be forwarded to the ADA Coordinator.

4. If the request cannot be resolved in the housing unit, it shall be noted on the form and the message request shall be forwarded directly and without delay to the ADA Coordinator.
 5. The ADA Coordinator shall address the issue and maintain a record of the request in the inmate's ADA file.
 6. Messages inappropriately marked or deemed not to be ADA related shall be routed to the appropriate party for disposition.
 7. Staff shall provide assistance to inmates who require assistance in understanding and completing the message request form. This is especially true if the inmate requires assistance in writing or if the inmate is mentally ill or developmentally disabled.
- H. **GRIEVANCE PROCESS:** Inmates will use the Inmate Grievance Form to submit grievances regarding ADA issues in which they believe they are being denied, as well as for all other grievable issues as outlined in P&P 16.03, "Inmate Grievance Procedure."
1. Staff shall provide assistance to inmates who require assistance in understanding and completing the grievance process. This is especially true if the inmate requires assistance in writing or if the inmate is mentally ill or developmentally disabled. All ADA grievances shall be handled in accordance to Policy and Procedure [16.03](#), "Inmate Grievance Procedure".
 2. Deputies receiving an Inmate Grievance regarding an ADA issue shall ensure the "DISABILITY RELATED" check box is properly marked in the upper right corner, denoting the grievance is ADA related.
 3. Upon receiving an ADA grievance, Grievance Unit staff shall review and log the grievance as outlined in P&P 16.03. A copy of the grievance shall be immediately forwarded to the ADA Coordinator.
 4. Upon final disposition of the grievance, a copy shall be forwarded and filed by the ADA Coordinator.
- I. **DISCIPLINARY PROCESS:** When a disabled inmate is the subject of a disciplinary process that could deprive him/her of any privilege or right afforded to all other inmates, the Interviewing Deputy shall ensure the inmate understands the charges against him/her. Refer to P&P 16.01, "Disciplinary Procedure."
1. To ensure effective communication with individuals who are deaf, hearing impaired, or deaf and blind, the Sheriff's Office will provide auxiliary aids, such as paper and pen, tablets equipped with VRI, sign-language, oral or tactile interpreters, free of charge. Inmates who are hearing impaired or deaf shall be allowed the use of VRI services, at no cost so they may completely understand all phases of the disciplinary process.
 2. If the inmate is developmentally disabled or mentally ill, the interviewing deputy may make whatever accommodations necessary for the inmate to understand and defend against the charges.

- J. **REMOVAL FROM ADA STATUS:** If an inmate no longer wishes to be listed as an ADA inmate, they shall complete and submit an Inmate Request Form to the ADA Coordinator. The ADA Coordinator will evaluate the request and respond back to the inmate. The ADA Coordinator will document in the inmate's ADA file they no longer wish to have an ADA listing.
- K. **RETALIATION:** Retaliation of any kind directed at an inmate for exercising their rights under the Americans with Disabilities Act will not be tolerated.

VI. PUBLIC PROCEDURE:

- A. **VISITORS:** It is the policy of the Alameda County Sheriff's Office to make every possible effort to ensure reasonable accommodations are available to disabled visitors. For visiting rules and regulations, see D&C Policy and Procedure 17.03.
 - 1. All visits are scheduled on the Sheriff's Office web site at www.alamedacountysheriff.com.
 - 2. Should a member of the public require assistance with a visit due to a disability, including assistance navigating the main ramp, they should notify the visiting staff of their needs by calling the visiting number directly.
 - a. Upon receiving the request for accommodations, the visiting technician shall highlight the request on the Appointment List for the respective housing unit and advise the Visiting Sergeant or his/her designee of the request on the list.
 - b. It shall be the responsibility of the Visiting Deputy assigned by the Visiting Sergeant to ensure the request is accommodated, if possible.
 - c. For those with hearing impairments, amplified telephones or a sign language interpreter shall be made available upon request in all visiting areas.
 - 3. Service animals shall be allowed to accompany visitors.
 - a. The care and supervision of a service animal is solely the responsibility of their owner and they may not be segregated from each other.
 - b. Visitors may be asked if their animal is a service animal and required because of a disability and what tasks the animal has been trained to perform. However, verification is not required and no inquiry in to the visitor's disability may be made.
 - 4. A visitor with a disability cannot be asked to remove their service animal unless one of the following conditions exist:
 - a. The animal is out of control and the owner does not take effective action to control the animal.
 - b. The animal poses a direct threat to the health or safety of others.

5. Should a disabled visitor need to use a restroom and an accessible restroom is not available nearby, they shall be directed to the lobby restrooms, which are fully ADA accessible. The visitor shall not be penalized in regards to their visit should this occur and will be provided the opportunity for a full visit as scheduled.
 6. Disabled visitors are subject to the same facility rules as all other visitors.
- B. ATTORNEYS: All attorneys shall be afforded the same rights and privileges under the ADA as the public. The use of wheelchair accessible areas, sign language interpreters and any other reasonable accommodation shall be provided.
- C. VOLUNTEERS: All volunteers shall be afforded the same rights and privileges under the ADA as the public. The use of wheelchair accessible areas, sign language interpreters and any other reasonable accommodation shall be provided.

Attachments

1. [*Inmate Disability Evaluation*](#)
2. [*Disability Tracking Form*](#)
3. [*Request for Accommodations*](#)
4. [*ADA Coordinator Review Form*](#)
5. [*Inmate Record of Contact Form*](#)
6. [*Accommodations for Hearing Impaired*](#)
7. [*Explanation of Booking Process*](#)
8. [*Addendum to Pre-Booking Med. Screen. Hearing Impaired*](#)
9. [*TDD Check out Log*](#)
10. [*Petition for Return of Prosthesis*](#)
11. [*Video Tablet Check-Out Log*](#)