

ALAMEDA COUNTY SHERIFF'S OFFICE DETENTION AND CORRECTIONS POLICY AND PROCEDURE	NUMBER: 17.07	PAGES: 1 of 3
	RELATED ORDERS: ACA 4-ALDF-4C-01, 6A-05, 6B-04, 6B-05 PREA 115.51	
	ISSUED DATE: December 6, 1995	
	REVIEW DATE: September 7, 2016	
	REVISION DATE: September 7, 2016	
CHAPTER: Inmate Communication, Mail and Visiting	SUBJECT: Lionbridge Interpretation, A.C.S.O. Point Book and Hearing Impaired Hand Sign Alphabet	

- I. **PURPOSE:** To establish a communication link and process for non-English speaking inmates.

- II. **POLICY:**
 - A. The native language of all non-English speaking inmates will be determined during the Intake, Transfer, and Release (ITR) process.
 - B. Non-English speaking inmates will be afforded an opportunity to identify hygiene and service-related needs using the Point Book.
 - C. During emergencies or crisis, and/or when all other means of communication, writing, verbal, in-house translator, have been exhausted, the inmate will be communicated with in their native language using the Lionbridge Language Line.

- III. **PROCEDURE:**
 - A. **LANGUAGE IDENTIFICATION:** During the ITR process, when it becomes apparent that an inmate does not speak and/or understand English, staff members will make every attempt to identify the language of origin
 1. The Lionbridge Language Identification Card is available for use by staff to identify an inmate's language. The inmate shall be allowed to scan the card and point out the language that is familiar to him/her
 2. Following classification, a Classification Deputy Sheriff will note the language information on the Classification Sheet and Custody Card when the housing location is assigned. The language of origin will also be noted in the AJIS Classification Detail (JQKD)

- B. LIONBRIDGE LANGUAGE LINE: The language line is to be accessed only when no other means of interpretation is available
1. Once it has been determined that use of the language line is necessary, a Team Sergeant will be notified. A Team Sergeant or Watch Commander will have the necessary access codes
 2. Prior to accessing the language line, all parties requiring interpretation, *medical staff*, Classification, investigators, etc., will be assembled at a speaker-phone, where possible. This will eliminate the need for placing additional calls
 3. Glenn E. Dyer Detention Facility (GEDDF) Procedure:
 - a. A speaker-phone for language line use is located in the Classification Office. If a speaker-phone is not available, a 3-way conference call will be made
 - b. Upon completion of the call, the usage shall be logged and filed in the Team Sergeant's Office. The log entry will include the names of the initiating Deputy Sheriff and approving Sergeant, and the reason and length of the call
 4. Santa Rita Jail (SRJ) Procedure:
 - a. A speaker-phone for language line use is located in the ITR Classification Office, Housing Unit 9, and Housing Unit 24
 - b. Upon completion of the call, Control Point (CP) 1 will be notified and the usage logged. The log entry will include the names of the initiating Deputy Sheriff and approving Sergeant, and the reason and length of the call
- C. ALAMEDA COUNTY SHERIFF'S OFFICE POINT BOOK: The Point Book will allow inmates who are unable to communicate verbally, in writing, or via an interpreter, to identify daily hygiene and service related needs
1. Two versions of the Point book will be available. The unlabeled version will be presented to non-English speaking inmates for their assistance. The blue labeled version is to be used by staff only
 2. Point Books will be maintained in all housing controls, deputy offices, ITR and Classification areas. Additional copies will be made available upon request
 3. The Point Book will be made available to the identified inmates every day during breakfast or when necessary. Inmates will be allowed to browse through the book and point out any service related needs, medical, dental, religious, etc.
 4. When an inmate points out a service-related need, a Deputy Sheriff will complete the appropriate request slip and route it to the service provider. They will include on the

request slip “No English - (native language) only.”

5. Hygiene, clothing and other in-house needs will be provided following breakfast, unless a specific time is set aside to address such needs, linen and laundry exchange, etc.
 6. If responses to requests are to be delayed, a Deputy Sheriff must make an assessment that the need is not immediate and delay is reasonable under the circumstances. If the request is delayed to another shift, the request will be provided to the responsible shift on a request slip to ensure the inmates need is addressed
- D. HEARING IMPAIRED HAND SIGN ALPHABET WITH NUMBERING HAND SIGNS: Copies of the Hearing Impaired Hand Sign Alphabet with Numbering Hand Signs are to be made available to staff members needing to communicate with hearing impaired inmates. Copies are available in housing control and deputy offices