Deaf and Hard of Hearing Working Group

* Convened in late 2017
* DPA Complaint Investigations
* Incident involving Deaf Domestic Violence Survivor
* Community & City Agency Partnership
Deaf and Hard of Hearing Working Group

Police Commissioner John Hamasaki
Deaf Hope
Deaf Counseling Advocacy and Referral Agency (DCARA)
Deaf Services Center (SF Public Library)
San Francisco Hearing and Speech Center of Northern California
Mayor’s Office of Disability (MOD)
District Attorney’s Office (Victim Witness)
Domestic Violence Consortium
Safe and Sound
San Francisco Police Department
Community Members
Key Highlights
Proposed Deaf and Hard of Hearing Department General Order (DGO) 5.23

- Based on Washington, D.C. Metropolitan Police Department protocol that serves the largest Deaf and Hard of Hearing community in the nation.

- Explains Federal and State laws to ensure effective communication with Deaf and Hard of Hearing individuals without discriminating, excluding, segregating, or denying services.

- States that Deaf and Hard of Hearing individuals are entitled to the same level of service provided to hearing individuals.
Key Highlights
Proposed Deaf and Hard of Hearing DGO 5.23

- Provides key definitions such as video relay service, text to 911, tactile and low light interpreting

- It explains procedures for interviewing reportees, victims, witnesses, and suspects who are Deaf or Hard of Hearing.

- It addresses procedures for detentions, pat downs, arrests, interrogations, search warrants and consent to search of suspects who are Deaf or Hard of Hearing.
Provides procedures for officers to identify an individual’s preferred communication method by using this Communication Card (SFPD Form 601)
Key Highlights
Proposed Deaf and Hard of Hearing DGO

- Designates responsibility for addressing services, training, data collection, reporting, and outreach required for this DGO to SFPD's Language Access Liaison.

- Requires scenario-based training using approved communication tools every two years to commence four months from DGO’s adoption.

- Includes a “Guideline for Communicating Effectively with People Who are Deaf or Hard of Hearing.”
Questions

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