



Colorado Springs Police Department

Standard Operating Procedure

DL-315-01 Contacting Deaf or Hard of Hearing Persons

Section 300 – Special Populations

Effective Date: 2/1/2021

Supersedes Date: 12/10/2009

.01 Purpose

The purpose of the directive is to inform members about the procedures on how to utilize Video Relay System (VRS) and Video Remote Interpreting (VRI) to communicate with a person who is deaf or hard-of-hearing.

.02 Cross Reference

[GO 315 Deaf or Hearing Impaired Persons](#)

[DL-315-02 Interviews and Interrogations of Deaf or Hard of Hearing Persons](#)

.03 Definitions

American Sign Language (ASL): System of communication that uses motions or gestures of the hands and body language.

Contacta: Equipment used by CSPD in some community rooms to provide a hearing loop option for people with hearing aids.

Hearing loop: Assistive listening technology that uses a sound system to improve communication with hard of hearing individuals in a large room and/or noisy environment. Also referred to as an audio induction loop.

Purple Communications: VRI software used to facilitate communication involving deaf or hard of hearing persons.

Teletypewriter (TTY): Allows users to send typed messages across phone line. Used when a hearing person needs to make a phone call to a deaf or hard of hearing person who has a TTY.

Video Relay System (VRS): A telecommunication relay service that enables persons with hearing disabilities who use American Sign Language to communicate with voice telephone users through video equipment, rather than through typed text. Typically used when a deaf or hard of hearing person needs to make a phone call to a hearing person.

Video Remote Interpreting (VRI): A subscription service using an interpreter to translate spoken words and ASL. Typically used when a hearing person needs to communicate with a deaf or hard of hearing person that can only communicate using sign language and they are in the same location. VRI does not take the place of a qualified interpreter but can be used to gather immediate facts or safety information. Refer to [GO 315 Deaf or Hearing Impaired Persons](#) for additional information regarding Colorado Revised Statutes provisions related to interpreters.


ZVRS: Software CSPD uses to access VRS and/or VRI at a substation.

.04 Procedure

The department uses a variety of tools and software to facilitate effective communication with the deaf and hard of hearing members of the community, to include the following.

Purple Operation

Each substation is equipped with an iPad, stored at the Duty Desk, that runs the Purple software.

To access the software, touch the  icon to launch the software. Touch “Start Interpreter Session” to contact an interpreter to conduct a VRI session. The interpreter will ask for your badge number and should be provided the user’s IBM. The interpreter will also ask for the call for service (CFS) number the session is being utilized for. The simplicity of the device does not require additional training.

ZVRS Operation

Each substation has a Cisco videophone at their location. The simplicity of the device does not require additional training. There is a user guide next to each videophone if additional assistance is needed.

The location of each videophone is:

Falcon Substation – Room 107, property crime detective area

Gold Hill Substation – Room 180, large interview room

Police Operations Center – Room 1220, interview room near duty desk

Sand Creek Substation – Room 115, conference room near the duty desk area

Stetson Hills Substation – Room 103, fingerprint room

Colorado Relay

If a telephone call needs to be made to an individual who is deaf or hard of hearing, the Colorado Relay service may be used. Colorado Relay is a 24-hour a day service, funded through the Public Utilities Commission, to provide telephone accessibility to and from the deaf, hard of hearing, or

speech disabled. This relay service receives voice calls from people with normal hearing and, via TTY/TDD, relays this message to the deaf individual, or vice versa.

To utilize the Colorado Relay:

1. Call 1 (800) 659-3656 or 711.
2. Give the operator the TTY phone number, including area code, and any further instructions you have.
3. The Communications Assistance will be a liaison between you and the other end of the conversation. The phone conversation is considered private and no recording is maintained.
 - The Communications Assistant will type what you say to the TTY caller.
 - Say “GA” or “Go Ahead” at the end of each of your responses.
 - The Communications Assistant will read aloud what the TTY caller types to you.

Contacta

This hearing loop device is only available at the Gold Hill Substation Community Room. This system is an assistive listening device that enables users to hear sound sources directly by removing background noise.

To utilize Contacta:

1. In the storage room inside the community room, ensure the black box labeled “Contacta HLD9” is powered on.
2. Verify the microphone is operational.
3. Locate the loop receiver and earbuds in one of two boxes labeled “Contacta RX20”. Distribute to the hard of hearing individual and power on.
 - a. Batteries may be needed if the loop receiver will not power on.
4. Additional troubleshooting instructions are on the front of the Contacta HLD9.