



GENERAL ORDER

Loudoun County Sheriff's Office

Chapter: Correctional Services	Section: 507.6
Subject: Support Services	Topic: Hearing Impaired and Interpreter Services
Accreditation: 6VAC15-40-660	
Revised: 09/23/2016	Reaffirmed:
Enacted: 12/01/2007	Last Review:
	Review:

I. PURPOSE

The purpose of this General Order is to provide directives for obtaining communication services for hearing impaired inmates and for those who are not fluent in or do not speak English.

II. POLICY

It shall be the policy of the Corrections/Court Services Division to use the Language Bank for non-English speaking inmates and the TDD (Telephone Device for the Deaf) phone system to assist with hearing or speech impaired inmates. Access to the Language Bank shall be posted at the Booking Desk.

III. PROCEDURE

- A. Language Bank, VRI (Video Remote Interpreting), or VRS (Video Relay Services).
1. The Classification Section will be responsible for coordinating and maintaining the Language Bank, VRI, and VRS phone services for the Adult Detention Center. The VRI, VRS phone system will be kept at the booking desk in intake. The Language Bank access numbers will be maintained in the Classification Section, Intake, and at Central Control.
 2. Services may be used for assistance in booking procedures at the time the inmate is committed to the Adult Detention Center.
 3. Use the Language Bank or VRI phone system to assist with the classification interview and to forward information during the medical screening if the inmate will be incarcerated for more than forty-eight (48) hours.
 4. If an inmate requires use of the VRI phone system, every effort will be made to locate an area for the inmate to place either attorney or private calls, but this will not be permitted to compromise safety or security.
 5. Several Sheriff's Office employees are fluent in more than one language. It may be possible to have these employees assist with communication instead of calling the Language Bank. On occasion, it may also be possible to have an inmate voluntarily assist with interpreting for another inmate.

IV. DOC STANDARD #

6VAC15-40-660: Access and Expense of Telephone Facilities

Written policy, procedure and practice shall ensure inmates reasonable access to telephone facilities, except where safety and security considerations are documented.

Compliance Documentation:

- Review written policy and procedures/Inmate Handbook
- Review Schedule
- Observation
- Interview staff/inmates

(Minimum one call per week)

Use of telephones must not interfere with facility assignments, programs, counts, etc. In the event of inmate abuse of the telephone privileges, the use may be restricted, suspended or revoked with appropriate documentation.

This General Order becomes effective September 23, 2016, and rescinds all previous rules and regulations pertaining to the subject.