

MARIN COUNTY SHERIFF'S DEPARTMENT  
CUSTODY DIVISION POLICY AND PROCEDURES MANUAL

**CHAPTER 7 - BOOKING**  
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DATE: 03-01-95

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**HEARING IMPAIRED ACCESSIBILITY TO PHONES AND TELEVISION**

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**POLICY**

TDD machines will be made available to any hearing impaired arrestee, inmate or visitor of Marin County Jail. Signage indicating TDD accessibility will be posted in the Lobby, Booking area and all Pods. All T.V.'S in the Pods will be programmed for closed caption upon request of an inmate who is hearing impaired.

**DEFINITION:**

TDD: A machine allowing a hearing impaired person to communicate through the telephone by use of written communication.

TDD OPERATOR: 1-800-555-1155. This number will allow collect, credit or direct dial access to other TDD machines or voice phones.

CALIFORNIA RELAY SERVICE: Relays telephone calls between TDD and voice callers

1-800-735-2929: TDD to voice

1-800-735-2922: Voice to TDD

**PROCEDURE:**

A TDD machine will be kept in the Booking area and the Hsg. Sergeant's office. Whenever an inmate or visitor requests the use of a TDD machine, the machine from the Hsg. Sergeant's office will be used. Inmates will use the TDD with the regular inmate phones. They can access the relay service or the TDD operator by using the # system. All inmate calls will be collect only, unless otherwise ordered by the courts. Arrestees in the Booking area will be allowed to call free of charge within the local calling area. All non local calls will be made collect.

Upon request, interpreters will be made available to arrestees during the booking process. Interpreters will be subject to search prior to entering the booking area. Interpreters can be reached through the following agencies:

1. BACA 415-693-5880
2. HANDS ON 1-800-900-9478
3. HIRED HAND 510-659-1882

All T.V.'s in the Pods are programmed to allow closed caption viewing. When a hearing impaired inmate requests the use of closed captioning, the Pod Deputy will activate the program for all T.V.'s in the Pod. T.V. volume will not be raised at any time.

Signage will be posted in the Pods, Lobby and Booking area stating TDD machines are available upon request. When a request is made to use the TDD machine in the Lobby or Pod, the MRD will retrieve the machine from the Hsg. Sergeant's office. The machine will be allowed to be kept in the Pod of any inmate who is hearing impaired. When the inmate has completed their call, the TDD machine will be stored in the Pod storage area.

RELATED STANDARDS:  
Title II of the American with Disabilities Act of 1990

DATE REVISED  
None

By order of

DANIEL PAYNE  
BUREAU COMMANDER