



Alexandria Police Department



Directive 10.12

DISABILITIES

Effective Date: 01-10-2009

Cancels: Directive 10.12 (10/30/98)

Changes: shown in *italics*

Review Date: 2012

Cross Reference: Police Directives 10.27, Prisoner Transport; 11.13, Mental Illness Cases; and City Administrative Regulation 6-29, Reasonable Accommodation

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10.12.01 POLICY AND PURPOSE

It is the policy of this Department to provide police service to the community, including people with disabilities, and to fully comply with the Americans with Disabilities Act (ADA). To accomplish this, the Department is committed to ensuring that: programs, facilities and services are accessible; employment and personnel practices conform to ADA and city requirements; appropriate communications and other technologies are used; and training and procedures are in place to inform and govern employee interactions with people with disabilities.

10.12.02 AUTHORITY AND BACKGROUND

- The Americans with Disabilities Act
- The City of Alexandria's Employment Procedures
- The City of Alexandria's ADA Resource Guide
- The City of Alexandria's Administrative Regulation 6-29 (Reasonable Accommodations)
- Disability Information Manual (see Appendix A).

10.12.03 DEFINITIONS

Accommodation – Modification of existing facilities, programs, or services so that they are readily accessible to and usable by individuals with disabilities; job restructuring, part time or modified work schedules; reassignment of an employee with a disability to a vacant position; acquisition or modification of equipment; and appropriate alteration of examinations, training materials, or policies.

Americans with Disabilities Act (ADA) – A federal law passed in 1990 that prohibits discrimination against individuals with disabilities.

Disability – A physical or mental impairment, whether permanent or temporary, that substantially limits one or more major life activities of an individual (ADA statutory definition); A limitation (ranging from slight to severe) to a sensory, mobility, communication, mental, or emotional function; drug addiction or alcoholism (general definition).

Mental Illness – A disability that causes disturbances in thinking, feeling, and relating.

Mental Retardation – A developmental disability in which people have below average intellectual and social functioning in major areas of life.

Speech Reading – *also known as* lip reading; a way for hearing impaired people to understand conversation, by carefully watching lip movements and body language.

TTY (Teletypewriter) – *also known as* a TDD (Telecommunications Device for the Deaf); a machine used by hearing impaired people to communicate over phone lines.

10.12.04 RULES AND RESPONSIBILITIES

- A. All employees will attempt to provide people with disabilities equal access to police services; and know, based on training provided, characteristics of various disabilities so they can act quickly and appropriately in situations involving people with disabilities.
- B. Personnel and Training Commander:
1. Schedule training for employees, depending on job responsibility, in the recognition of people with disabilities and in the techniques to properly handle situations involving people with disabilities; and
 2. Comply with the employment and personnel sections of the Americans with Disabilities Act, and abide by the City of Alexandria's employment and personnel practices.
- C. Communications Commander:
1. Will maintain TTY services to ensure that hearing impaired people can communicate with the Department in both emergency and routine circumstances.
 2. Will maintain an up-to-date list of Department employees who are sign language interpreters for accommodation purposes. If available, employee interpreters will be used prior to contacting an outside interpreter.
- D. Supervisors and Commanders:
1. Ensure that employee safety and citizens' rights are protected in field and investigative situations;
 2. Ensure that appropriate accommodations are made as needed; and
 3. Ensure that the proper paperwork is completed and processed when accommodation requests are made.
- E. The ADA Coordinator will follow up on requests for accommodations.

10.12.05 GENERAL PROCEDURES

- A. Disabled people experience different degrees of various disabilities; employees must determine on a case-by-case basis how to handle each situation to protect the rights of disabled people while ensuring employee safety. If an employee is not sure how to properly assist a disabled person, the employee should ask the individual. Most

people will be willing to offer advice to handle the situation appropriately.

- B. **Handcuffing people with disabilities**: Employees will follow Police Directive 10.27, Prisoner Transport, unless the extent of a person's disability obviously precludes following that policy. If an employee is unsure of how or whether to handcuff or otherwise restrain a person with a disability, the employee should consult with a supervisor. **In all cases, employee safety will be the most important consideration.**
- C. **Medication** - Some people with disabilities such as epilepsy and diabetes have medication that they must take regularly to ensure stable health, and failure to take these medications for prolonged periods may result in seizures or other medical problems. However, employees of this Department will not permit any prisoner to consume any medication while in custody, unless directed by a physician.
1. If a person in custody raises the possibility of a medical emergency if not immediately permitted to take medication, the employee exercising custody will immediately transport such person to the hospital for evaluation by a physician. Otherwise, the medication will be held by the employee until arrival at the detention center, where it will be turned over to the appropriate official.
- D. **Treatment of People with Disabilities** - Persons with disabilities will not be treated differently than others, except that accommodations will be made to ensure that our services are accessible. If a person without a disability would have been given a ticket or been arrested for an act, then a person with a disability should be given the ticket or be arrested for the same act.

10.12.06 SPECIFIC DISABILITIES

- A. **Hearing Disabilities** (see Appendices A ((III)), B, C & D for further information)
1. Interpreters will be used in criminal and non-criminal situations when they are necessary to ensure effective communication with individuals who are hearing-impaired. Employees will notify their supervisor when the services of an interpreter are needed. If an employee translator is not available or is not appropriate, the supervisor will contact a city contractor following the procedures outlined in **Appendix B**.
 2. If an individual without a hearing impairment would have been arrested on probable cause, then a suspect with a hearing impairment in the same situation does not need to be provided with a qualified interpreter, prior to arrest, to explain the charges. However, employees should be aware of constitutional issues surrounding the ability of a hearing-impaired person to understand and respond to questions posed during a criminal investigation. Employees should employ the same procedures in hearing-impairment situations as they would in any situation involving a language barrier that might endanger any evidence

produced during questioning (**see Appendix A ((III)) for further information**).

- B. **Mental Illness** (**see Appendix A ((IV & V)) for additional information**) - In cases where a person's mental illness may have contributed to a criminal act, and in cases where employees must take persons into custody to facilitate transportation, evaluation or hospitalization necessary due to mental illness, employees will follow the procedures specified in **Police Directive 11.13, Mental Illness Cases**.
- C. **Visual Disabilities** – See **Appendix A (II)**.
- D. **Mobility Disabilities** - See **Appendix A (IV)** and **Appendix E**.

10.12.07 ACCOMMODATIONS AND RESOURCES

- A. The Department will provide, when necessary, reasonable accommodation to people needing it, in order to provide police service or to provide equal access to Department programs, services and materials. When possible, the form of accommodation preferred by the disabled person will be provided.
- B. **Accommodation Requests**
 - 1. Accommodation requests from citizens, which will incur any cost, will be reported on a city ADA Accommodation Reporting Form (available through Police Personnel and Training) and forwarded to the Department's ADA Coordinator.
 - 2. Employees requesting accommodation will complete a city ADA Employment Accommodation Request Form (available through Police Personnel and Training) and forward it through their chain of command to the chief of police.
 - 3. All accommodation requests by applicants or current employees will be processed according to the city's **Administrative Regulation 6-29, Reasonable Accommodation**.
 - 4. The cost of all accommodations is handled through a non-departmental fund in the Office of Management and Budget (OMB). OMB should be notified prior to scheduling events or meetings for which an accommodation is anticipated. OMB must review any proposed accommodation prior to any expenditure being incurred.
- C. **Visual Accommodations** – Employees presenting materials at public meetings and presentations will inform the audience that these materials can be made accessible in alternate formats.
 - 1. Braille – The Special Services Division of the Alexandria Public Library translates documents into Braille. At least two weeks are required to complete the translation. Documents must be no longer than ten pages and must be submitted on an IBM-compatible 3.5-inch disc in ASCII format.
 - 2. Cassette recordings– The Special Services Division of the Alexandria Library

also records documents onto cassette tape. At least two weeks are required to complete the recording. There is no limit on the length of the document.

3. Large print – When large print is the accommodation desired, employees will use the city's Print Shop or in-house word processing programs, as appropriate.

D. **Hearing Accommodations** - Available resources include:

1. TTY – A TTY is available in Communications for employees to communicate with hearing-impaired people.
2. Department employees – Communications will maintain a list of employees who can serve as sign language interpreters. It should be noted that an interpreter must be certified by the court for the translation to be admissible in court. If available and appropriate, employee interpreters will be used prior to outside sources.
3. The Virginia Relay Center – This service allows a hearing person without a TTY to communicate with a hearing-impaired person who has a TTY. The service's telephone number is 1-800-828-1140.
4. Infrared Assistive Listening System – For meetings up to 15 people, this device is available from the city's General Services Department (838-4770). Though not mandatory, it is best to call in advance to reserve the system.
5. Closed Loop Amplification System – This device may be borrowed from the Northern Virginia Office of the Virginia Department for the Deaf and Hard of Hearing. Call Karen Englehart (703-222-1264) at least seven (7) days in advance.

- E. **Mobility Accommodations**: The Department will hold all public meetings in facilities, such as Police Headquarters, that are fully accessible to people with mobility impairments. If accommodations are needed, the City's General Services Department (703-838-4696) should be contacted.

By Authority Of:

David P. Baker
Chief of Police

Appendix A: Disability Information Manual

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I. INTRODUCTION

The Department's policy and procedures for dealing with people with disabilities are contained in **Police Directive 10.12**. This manual is intended to provide additional information about various disabilities and resources in order to assist employees to properly handle encounters they may have with people with disabilities.

II. IMPAIRED VISION

- A. It is estimated that one out of two hundred people have impaired vision. This group includes people who are blind and people who have partial vision. People with impaired vision compensate by relying on hearing, touch and other senses. They do not have extrasensory abilities; if they appear to hear more, it is probably because they listen more carefully.
- B. It is difficult for people who are blind or have severely impaired vision to identify police employees. Officers should identify themselves as police employees immediately (e.g., "I am Officer Jones of the Alexandria Police Department.").
- C. To confirm one's self as an officer, the following may help:
1. Officers can contact the dispatcher, who will radio back to verify their identity.
 2. Officers, mainly in safe, non-criminal situations, may allow the person to feel their badge if requested.
- D. What **not** to do in interaction with a person who is visually impaired:
1. Do not raise your voice or speak slower when speaking. Remember: the person cannot see, but he or she probably can hear just as well as you can.
 2. Do not grab the person's arm and push him or her to a different location. If it is necessary to move the individual, ask the person what you should do to assist him or her. The person may then advise the officer what assistance is needed, and may also reassure the guide dog, if needed.
 3. If arresting a visually impaired person is necessary and a back-up is needed, call for back-up before initiating physical contact, if possible.
 4. Do not leave a visually impaired person standing alone without a cane, guide dog or something to lean against.
 5. Do not pet a person's guide dog without the person's permission. The dog is trained to be protective of the owner and must be fully aware of *their*

surroundings. Physical contact may distract the dog from its duties.

6. Do not assume the person knows what is going on. Tell the person what is happening and orient him or her to the surroundings.

III. **IMPAIRED HEARING**

- A. It is estimated that 22 million people in the U.S. have some degree of hearing impairment. Therefore it is likely that officers will have some contact with people who have impaired hearing. The disability hurts communication, but it does not destroy it. There are many methods to maintain communication.
- B. Employees should keep in mind that an individual's failure to comply with or respond to verbal orders might be the result of the individual's inability to hear the orders, rather than an act of defiance. Employees should make an effort to determine whether the individual is intentionally failing to comply or is unable to hear the orders.
- C. In communicating with a person who is hearing-impaired, the officer should ask what form of communication the person prefers and use it if available. If the preferred form is not available, written notes will probably be used most often. Points for better communication:
 1. In all methods of communication, be patient. It takes time to accurately state what one means and to interpret what the other person means.
 2. If the person is hearing impaired, he or she can hear and understand speech, but it might be necessary to move away from loud noises such as traffic, radios, or loud conversations.
- D. **Miranda Warning** - If the Miranda warning is to be given to a hearing-impaired person, the standard to apply is the same as in any other case where an interpreter is required: does the person understand his or her rights and is a decision to waive them made voluntarily and intelligently?
 1. For official questioning of a hearing impaired person who uses sign language to communicate, an interpreter must be provided at city cost, if necessary.
 - a. In some cases, it will be possible for communication to take place in writing without the assistance of an interpreter.
 - b. Officers will have to make a judgment call based on the apparent ability of the subject to read and write, ability to communicate in writing, the seriousness of the case, and other factors that apply to interrogation. *Officers should be mindful that American Sign Language has different syntax than spoken English, and word order may be reversed or confusing if the subject uses ASL instead of spoken English when communicating (see below under E.1 Types of Communication, Sign Language).*
 - c. Depending on the nature of the questioning and the seriousness of the case, officers may wish to videotape formal proceedings in order to keep an accurate record of what is spoken and signed.
 2. The employee may use a Department employee or a family member or friend of the hearing impaired person to help calm the individual and to see to his or her immediate needs.

3. Communications maintains a list of employees with special skills, including the ability to sign.

E. Types of Communication

1. Sign Language is often the preferred form of communication for people who are deaf or severely hard of hearing since childhood. Most people will prefer ASL (American Sign Language), but some may use Signed Exact English (SEE). SEE has signs for each English word and uses the same syntax and grammar as English. ASL is a language of its own, with many differences from the English language. It has its own grammar and syntax, as well as some of its own vocabulary. People who are deaf and use ASL probably use it as their primary language, so when they write messages or type on a TTY in English, their messages may be difficult to understand because of the short phrases with different syntax from English. The unfamiliar syntax is not a sign of low intelligence or lack of education.
2. Interpreters may be used to help in communication. When using one, the officer should speak to, and face, the person with the hearing impairment. Speaking to the interpreter is considered rude because it makes the person feel ignored or left out. The conversation is between the officer and the hearing impaired person, with the interpreter on the side, assisting the conversation. Do not refer to the hearing impaired person in the "third person" (he, she; him, her; his, hers), when trying to communicate.
3. In speech reading, the hearing impaired person will watch the lips and body movements of the officer to determine what is being said. The officer must remember to face the person, and not to overly exaggerate lip movements. These will just confuse the speech reader. It is important to know that less than 30% of what is spoken can be recognized by lip movements alone. In order to make up for this loss, the reader will pay attention with residual hearing, facial expression, and body movements.
4. If written messages are used, the officer should keep the messages simple and to the point, using basic vocabulary. The notes should be kept after the conversation as evidence in the event that a problem arises from the conversation.
5. When using a telephone, there are many different ways to communicate. A TTY may be used if both parties have one. They communicate by typing messages back and forth over the phone lines. In a non-emergency situation, a hearing-impaired person may call Headquarters at TTY: 838-4896. In emergencies, 911 will work for TTYs. If an employee needs to use a TTY, he or she may use one in Communications (see **Appendix C** for a guide on using a TTY).

6. The Virginia Relay Center (1-800-828-1140) may also be used for phone conversations with a hearing impaired person at a TTY, and the hearing person at a regular telephone. The center operates 24 hours every day. The hearing-impaired person types messages on a TTY to the center, where an operator reads them over the phone to the hearing person, who speaks his or her response. The operator then types this message back to the deaf or hard of hearing person. In these calls, the hearing person must speak as if he or she is talking directly to the hearing impaired person, and not to the operator. The operator will type the exact wording of what is said. Saying "Go Ahead" at the end of a message lets the other person know when to reply. This service may be used anytime an officer needs to communicate with a hearing impaired person. If a TTY is available on the scene for the hearing impaired person, the officer may use a cellular phone to call the service, so that they can effectively communicate. A guide for making relay calls is in **Appendix D**.

IV. MENTAL ILLNESS

- A. A person who is mentally ill may have a biologically based brain disorder. Mental illnesses may be the result of physical abnormalities in the brain that can cause extreme disturbances in thinking, feeling, and relating to others or the environment. Most incidents dealing with mental illness will involve individuals with mild cases of mental illness. These incidents will usually take more time and patience to resolve than incidents with people who are not mentally ill. If the person is exhibiting unusual behavior due to a mental illness, a family member or friend should be called in to help calm the individual. Mental Health Emergency Services staff is available to consult via phone or in person. Their phone number is 703-838-6400.
- B. Some symptoms of mental illness are:
 1. Irrational behavior that does not fit the situation
 2. Sudden shifts in behavior
 3. Unprovoked aggressiveness
 4. Prolonged depression, difficulty concentrating, thoughts of self-harm, grandiosity, indifference, extreme sadness, feelings of hopelessness or worthlessness
 5. Hallucinations or delusions
- C. Some points to remember are to:
 1. Ensure employee safety during contact
 2. Speak calmly and quietly
 3. Be willing to repeat yourself
 4. Be patient and take as much time as is needed
 5. Do not threaten the person
 6. Do not get involved with personal problems

V. MENTAL RETARDATION

- A. Mental retardation refers to people who have below average intellectual and social functioning. These individuals have varied degrees of limited intellectual functioning. Because they are generally non-violent and trusting, they are prone to criminal victimization.

- B. Many retarded people will be very willing to cooperate with authority figures such as police officers; so willing, sometimes, that they may answer questions in a way they think will please the questioner. Employees should use caution in any case in which a retarded person is either a suspect or a witness in a criminal investigation. Any questions about a person's mental competence to understand and respond to criminal charges, or to act as a witness in a criminal case, should be discussed with a supervisor and/or an Assistant Commonwealth's Attorney before proceeding.
- C. For identification, look for the following behaviors:
1. Slow in responding to questions
 2. Difficulty following instruction
 3. Difficulty signing their name
 4. Difficulty reading a sign or watch
 5. Unclear speech, with sentence structure nearly incoherent
 6. Motor coordination may be impaired
- D. When speaking with someone who is mentally retarded, officers should:
1. Be patient, calm and reassuring
 2. Ask short, easy to understand questions, and be willing to repeat them
 3. Have the individual repeat the questions in his or her own words, to ensure that they are understood
 4. Contact family and friends of the individual to help calm and respond to the needs of the individual.
 5. Ask if the person is involved with Alexandria's Mental Health, Mental Retardation and Substance Abuse Department. If the citizen indicates involvement or if the officer suspects involvement, the officer may call the Department's 24-hour emergency services staff at 703-838-6400 for assistance.

VI. MOBILITY IMPAIRMENTS

- A. A mobility impairment is a permanent physical condition in which a person does not have full use of one or more limbs, the trunk of the body, or the neck. Police Headquarters is fully accessible to people who have mobility impairments.
- B. Officers must be careful in approaching a person who uses a mobility aid such as a cane or a wheelchair. These can be used as weapons. For safe approach areas to a person in a wheelchair, see **Appendix E**.
- C. In an arrest encounter, the use of handcuffs must be evaluated because the handcuff position may cause unnecessary strain or injury to the individual. Also, if it is necessary to remove a person's mobility aid (such as a cane or a wheelchair), it should be returned at the earliest time, once the individual is secured and the safety of the employee is assured (see Office of Sheriff General Orders for procedures in the detention facility).

VII. OTHER INVISIBLE DISABILITIES

- A. Disabilities such as epilepsy, diabetes, and Alzheimer's disease are not visible, so it is important for employees to be able to recognize the signs of these disabilities.

B. Epilepsy and Seizures - Epilepsy is not identifiable unless a person is having a seizure. Seizures vary in degrees. The severe seizures will be easily identifiable, with the person's body continuously contracting its muscles, resulting in the shaking of the person's body. The mild seizures will be more difficult to identify. A person may act in ways characteristic of intoxicated individuals. The person may appear incoherent and physically unbalanced. Seizures usually last only a few minutes.

1. In the event of a seizure, the employee should protect the individual from harm by removing obstacles and protecting the head from repeatedly hitting the ground. The individual may also be placed on his or her side to prevent choking. Contrary to popular belief, a person having a seizure will not swallow his or her tongue. Hands should be kept out of the mouth of the person having the seizure. Also, it is not necessary to try to physically restrain the individual from shaking.
2. After the seizure, an employee should speak to the person in a calm, reassuring manner, with patience. The person may be fatigued, dazed, belligerent, aggressive, frightened, or unable to remember the seizure or events immediately before it. The confusion and other behavior will slowly resolve and normal functioning will return.
3. In arresting a person who is prone to seizures, keep in mind that the individual may need certain medication to prevent seizures. This information must be relayed to the Office of the Sheriff so that the individual may be safely secured and have access to necessary medication.

C. Alzheimer's Disease and Related Disorders

1. It is estimated that in Northern Virginia there are at least 40,000 people who suffer from Alzheimer's disease and related disorders. Alzheimer's disease causes intellectual deterioration, mostly in senior citizens, but cases have been reported in people much younger. Persons with Alzheimer's disease have an organic disease and are not choosing to be difficult. The disease may cause changes in:
 - a. Memory: with a loss of short term memory but a clear long term memory
 - b. Language use: being unable to speak coherently
 - c. Perception: with a reduced ability to learn or retain necessary skills
 - d. Delusions: seeing and hearing things that are not there, or speaking to themselves or to nonexistent persons
 - e. Disorientation: having a look of confusion or of being lost
 - f. Paranoia: the most common type, i.e., believing that people have stolen their possessions that they have actually hidden for safety.
 - g. Catastrophic reactions: emotional responses that far exceed the reaction that would be appropriate for the situation.
2. In interacting with a person with Alzheimer's disease, an employee should speak in a low, calm, reassuring manner. Employees should not make any aggressive or threatening movements. They should not grab the person's arm or reach for their wallet when looking for identification. In trying to get the attention of people with Alzheimer's, it is best to get in front of them because many are vision or hearing impaired.

3. Communication may be difficult with people in severe stages of the disease. They may not be able to think of the words that they want to say. For example, if they are thirsty, their mind may not be able to locate the word "thirsty," so they may talk about oceans or water.
4. Because they may not be able to locate many words, it is important for employees to ask a question in several different ways. For example, the question "What is your name?" may be unanswerable, while "Who are you?" might be answerable.
5. The most common situation may be helping a lost and confused individual, due to the tendency of Alzheimer's victims to wander. These cases should be treated in a simple, reassuring and respectful manner.
6. Some people with Alzheimer's disease are members of the nationwide Safe Return Program. Participants in this program wear I.D. bracelets or necklaces with a 24-hour, toll-free phone number on them for people to call to get information on where and with whom the person lives. This program will help employees to quickly find the home of the lost person. For a picture of what the bracelets and necklaces look like, see **Appendix F**.

D. Other "Invisible" Disabilities

1. There are many other diseases and conditions that may require special handling. Employees should keep in mind that a person's action may be a result of medical conditions and not due to intoxication or attempts at disobedience. Officers should be alert to individuals whose behavior could be an indication of an "invisible" disability. Symptoms of such disabilities include disorientation, shaking, seizures, incoherence, or being physically imbalanced. Such persons should be checked for ankle or wrist bracelets that may indicate a special problem.

APPENDIX C: Using a TTY (Teletypewriter) Also known as TDD (Telecommunications Device for the Deaf)

This Appendix describes how to handle TTY calls and gives a list of TTY abbreviations and syntax often used by persons with speech and hearing impairments.

If your TTY phone is also used for voice calls, be sure the person who answers your phone by voice knows how to recognize and answer a TTY call. Usually a voice announcer saying, "this is a TTY call, or a high-pitched electronic, beeping sound can identify a TTY call. However some TTYs do not have voice announcers or make the beeping sound or the person calling may forget to tap the space bar to produce it. Therefore, if you hear no voice, assume it is a TTY call.

TTYs should be placed near a telephone so there is minimal delay in answering TTY calls. Further, this phone should be accessible to and usable by persons with disabilities, including those who use wheelchairs.

RECEIVING AND CONCLUDING A TTY CALL

1. Place the phone receiver in the receiver cradle of your TTY adapter (For correct receiver placement, note picture, notch, or the word "cord."). Turn your TTY on.
2. The person who answers the call is the first to type. Type your agency name and your name. Then type "GA."
3. "GA" means go ahead and type. This is the signal for the other person to begin typing. "HD" means hold. This is the signal that the person typing must stop for a minute, but he/she will be back. In fact, do not leave the phone unless you first type "HD." "SK" means stop keying. This is how you show that the conversation is ended and that you will hang up. It is polite to type good-bye, thank you for calling, or some other closing remark before you type "SK."

Some sample opening and closing messages are:

Hello, Access Board, this is Jane Smith, may I help u? GA

Dept. of Justice, Ms. Smith here. May I help u? GA

Good AM, this is Ms. Smith at the Dept. of Agriculture. GA

Thank u for calling, bye to SK or GA

Have a good day. GA to SK

Because of the amount of time it takes to send and receive messages, it's important to remember that short words and sentences are desired by both parties (see list of common TTY terminology *in chart following*).

NOTE: With TTY calls you will not be able to interrupt when the other person is typing.

(Appendix C continued)

Sometimes you may get a garbled message in all numbers or mixed numbers and letters. You should strike the space bar and see if the message clears up. If not, when the person stops typing, you should say, "Message all garbled, please repeat." If the garbled messages continue, this may mean that one of the TTYs is not working properly or that you have a bad connection. In this case you should say something like, "Let's hang up and you call me back or I'll call you back."

MAKING A TTY CALL

Again, place the phone receiver securely in the TTY receiver cradle and turn on your TTY. Make sure you have a dial tone by checking for a steady light on the TTY status indicator.

Dial the number and watch the status indicator light to see if the dialed number is ringing. The ring will make a long slow flash or two short flashes with a pause in between. If the line is busy, you will see short, continuous flashes on your indicator light. When the phone is answered, you will see an irregular light signal as the phone is picked up and placed in the cradle. If you are calling a combination TTY and voice number, and do not have a voice announcer on your TTY, you should tap the space bar several times to help the person on the other end identify this as a TTY call.

PLEASE NOTE - If your call is not answered via TTY after 10 to 15 seconds, you should again tap the space bar to let the person know that it is a TTY call. If you still receive no answer, this could mean one of several things. You may have dialed an incorrect number or your call did not go through. A signal on your monitor light that someone is speaking may mean you have reached a recorded message.

COMMON TTY TERMINOLOGY

Afternoon/Evening	PM	Operator	OPR
Although	THO	Pause (thinking)	HMMM
Are	R	Please	PLS
Because	CUZ	Question	Q
Center	CTR	See you later	CUL
Could	CUD	Should	SHUD
Go ahead (your turn to type)	GA	Stop keying (end of conversation)	SK
Hold	HD	To show appreciation	SMILE
Meeting	MTG	Tomorrow	TMR
Morning	AM	Would	WUD
Number	NBR	You	U
Oh, I see	OIC	Your	UR ^{10/93} 1 M

(Appendix C continued)

ADDITIONAL INFORMATION

If you make a mistake in spelling, you can either type "xxx" and then retype the correct spelling or use the Back Space key to delete the misspelled word(s).

To type numbers on some TTYs you may have to use the Shift key. Consult your TTY manual for specific operating instructions.

The message of some TTY callers may appear to be in nonstandard English. Please do not mistake this as a lack of intelligence on the part of the caller. Instead, it may be due to differences between hearing and deaf cultures or the use of TTY terminology. Extend the same patience and courtesy to TTY callers as you do to all others.

For more information, or copies in alternative formats, call the Access Board (U.S. Architectural and Transportation Barriers Compliance Board) at the following numbers.

- **TTY 202-272-5449**
- **Voice 202-272-5434**
- **V/TTY 800-USA-ABLE**

APPENDIX D: Making a Relay Call from a Voice Telephone

During a relay call the Communications Assistant (CA) is transparent. They will type what you say, word for word, as well as all background sounds they hear. They will voice to you what the Text Telephone (TT) user types.

Call the Telecommunications Relay Center at: 1-800-828-1140

1. When the CA answers the call, give them the telephone number of the person you are trying to reach. When calling a business or organization, providing the CA with the name and/or department you are trying to reach will speed connection of your call
2. Once your call is connected, speak a little slower than normal.
3. Speak as if you are talking directly to the person you are calling.
4. On a relay call only one person can speak at a time. When you hear "Go ahead," you will know it is your turn to speak. When you are finished speaking, say, "Go ahead," so the other person will know it is their turn to speak. '

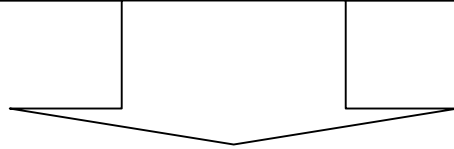
When someone is making a relay call to you the CA will announce the call as follows:

"This is the Relay Center, there is a person on the line who cannot use a telephone to call you directly Have you ever spoken through this center before?"

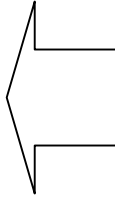
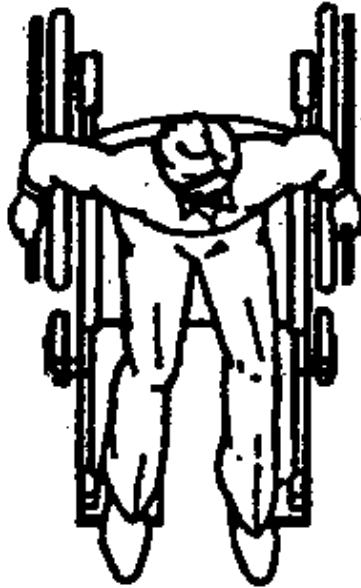
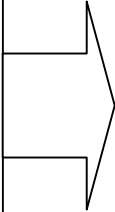
- During the call follow the guidelines above under numbers 2, 3 and 4.

Appendix E: Approaching a Person in a Wheelchair

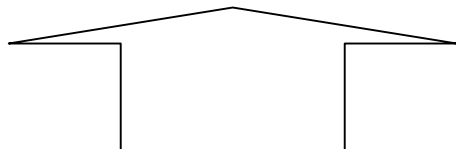
THIS AREA HAS A **HIGHER** POTENTIAL FOR INJURY



BEST AREA TO APPROACH



BEST AREA TO APPROACH



THIS AREA HAS THE **HIGHEST** POTENTIAL FOR INJURY

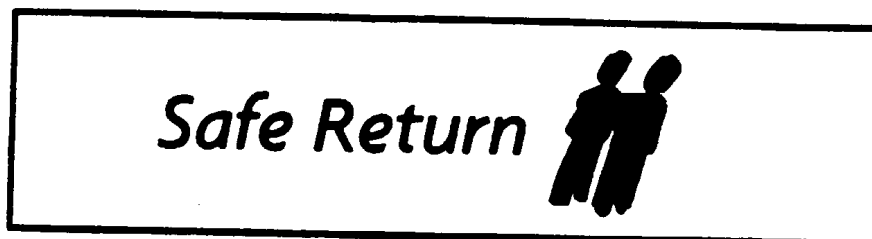
Appendix F: Alzheimer's "Project Safe Return" Bracelets/Necklaces

These are the three styles that may appear on the Alzheimer's Association Safe Return Program bracelets and necklaces. If the person is lost, call the phone number on the back of the jewelry to help find the person's home.

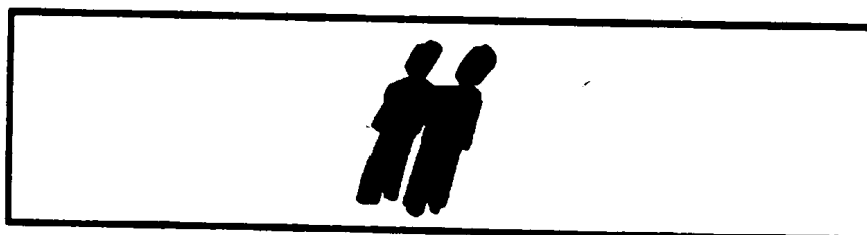
Style A



Style B



Style C



**(Back of
jewelry)**

