

**NEW HAVEN
DEPARTMENT OF POLICE SERVICE
STANDARD OPERATING PROCEDURES**



EFFECTIVE DATE:

INTERPRETERS APP (VOIANCE/CYRACOM) ON NHPD ISSUED PHONE

PURPOSE

The purpose of this Standard Operating Procedure (SOP) is to establish procedures within the New Haven Police Department for use of the interpreter app when communication via American Sign Language is necessary.

POLICY

It is the policy of the New Haven Police Department to ensure that a consistently high level of service is provided to all community members, including those who are deaf, deaf-blind or hard of hearing. The NHPD has specific legal obligations under the Americans with Disabilities Act and the Rehabilitation Act to communicate effectively with people who are deaf, deaf-blind or hard of hearing.

PROCEDURE

All Cell phones issued by the New Haven Police Department include an app that can be used to provide sign language interpretation in emergency situations, only. The app is labeled "Interpreter."

All NHPD officers should immediately become familiar with the app and be prepared to use it in an emergency situation.

- Procedure for using the app:
 1. Enter the Username or Password for the NHPD
 - USERNAME: NHPD@cyracomvri.com
 - PASSWORD: video123
 2. Select the Language from the Languages Bar – The American Sign Language app is located on the languages bar at the top of the page.
 3. Select “Video Interpretation”
 4. Enter Your Employee ID number – Be sure you know it and do not have to look for it during the emergency. Once you have entered your Employee ID, press “go” on the keyboard or “Get Interpreter” on the screen.
 5. You will be connected with an Interpreter. Be sure your screen is in a landscape orientation to allow for the best communication between the interpreter and the person who is deaf.