



Kern County

SHERIFF

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American Sign Language Video Relay Service

The communication service provider has added a new application to the video visitation stations, allowing deaf and hard-of-hearing incarcerated people to communicate with friends/family through a Video Relay Service (VRS). The VRS accommodates incarcerated people needing to communicate using American Sign Language (ASL). TTY/TDD devices are also available. However, the TTY/TDD requires incarcerated people to be able to type and read messages for an interpreter to relay.

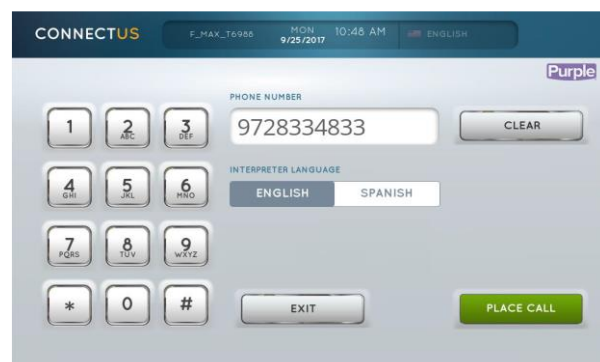
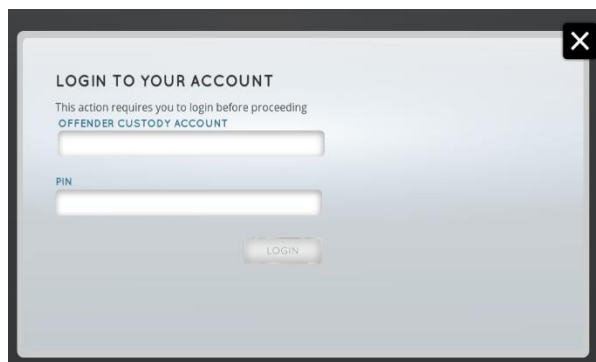
Incarcerated people who are deaf or hard of hearing and their method of communicating should be identified at booking and included in the medical/hazard data. During the classification process, a classification deputy will add the incarcerated person to the Adults with Disabilities List (ADALT) in the Jail Management System (JMS) and notify Inmate Services. Inmate Services will ensure the incarcerated person is identified in the video visitation system as a VRS user.

How VRS Works

The application can be accessed using the video visitation touchscreen. The incarcerated person does not need to lift the handset to enter or use the VRS application.



The application requires an incarcerated person to enter BOTH their booking number and their PIN before gaining access to the application (Support for "PIN-less" operation is available to accommodate the booking/intake areas of facilities which still must make accommodations for the hearing impaired). Once an authorized incarcerated person logs in to the VRS application, they are presented with the VRS dialing screen.

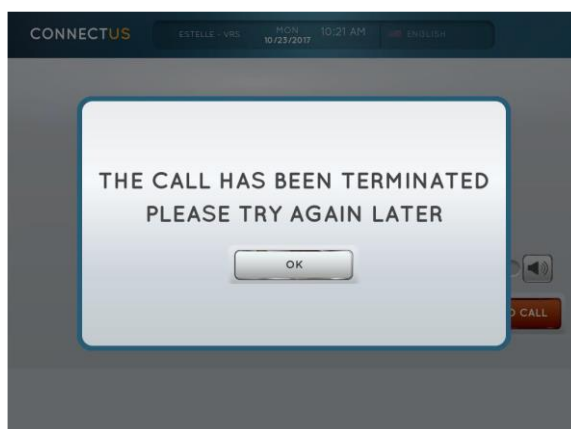
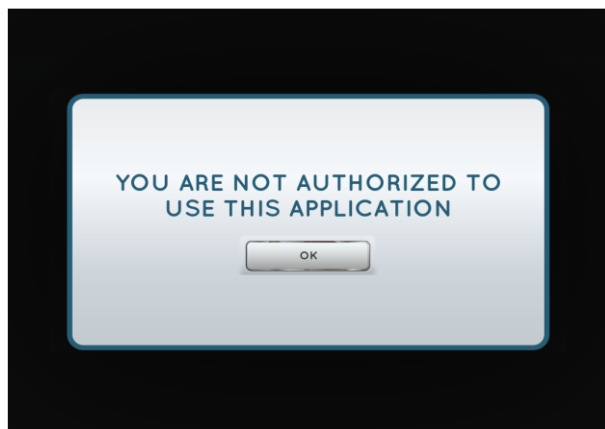


From the VRS dialing screen, the incarcerated person may:

- Enter the desired phone number,
- Select “English” or “Spanish” ASL translation,
Note: Only English and Spanish are supported by the VRS provider (Purple)
- Select, P Call or exit the VRS application.

The incarcerated person is NOT connected automatically to an operator. All call details are collected during the incarcerated person login to the application (identity of the incarcerated person) or on the dialing screen (phone number to call and what language the interpreter – if any – needs to be able to translate to/from ASL).

If an unauthorized incarcerated person attempts to access the VRS application, or the call should not be allowed, then the incarcerated person is presented with the following message:



If the call is to be allowed then the incarcerated person will see the following while SCP dials the number through the VRS provider (Purple) then, an interpreter will appear:

