

## INTERACTING TIPS\*

- Listen to the person with the disability. Do not make assumptions about what that person can or cannot do.
- When speaking with a person with a disability, talk directly to that person, not through his or her companion. This applies whether the person has a mobility impairment, a mental impairment, is blind or is deaf and uses an interpreter.
- Extend common courtesies to people with disabilities as you would anyone else. Shake hands or hand over business cards. If the person cannot shake your hand or grasp your card, they will tell you. Do not be ashamed of your attempt, however.
- If the customer has a speech impairment and you are having trouble understanding what he or she is saying, ask the person to repeat rather than pretend you understand. The former is respectful and leads to accurate communication; the latter is belittling and leads to embarrassment.
- Offer assistance to a person with a disability, but wait until your offer is accepted before you help.
- It is okay to feel nervous or uncomfortable around people with disabilities, and it's okay to admit that. It is human to feel that way at first. When you encounter these situations, think "person" first instead of disability; you will eventually relax.

\*[www.dol.gov/odep](http://www.dol.gov/odep)

## REFERENCES

Here are a few references we have gathered. Remember, these are not the only avenues to explore while attempting to assist someone who is visiting our facility that may have a disability. If in doubt, always seek the advise of your supervisor. We are legally and morally responsible for assisting our fellow citizens.

American Council of the Blind:  
(800) 424-8666

National Information Center on Deafness:  
(202) 651-5051

Hear Now—National Hearing Aid Bank  
(800) 648-4327 (Voice/TTY)

Learning Disabilities Association of America  
(888) 300-6710

National Mental Health Association  
(800) 969-6642

Sickle Cell Disease Association of America  
(800) 421-8453

Division of Rehabilitation Services  
(MD Department of Education)  
(410) 974-7604—Annapolis  
(410) 508-2303—Glen Burnie

### *Website References:*

[www.mdlcbalto.org](http://www.mdlcbalto.org)  
[www.dol.gov/odep](http://www.dol.gov/odep)  
[www.adainfo.org](http://www.adainfo.org)



ANNE ARUNDEL COUNTY DEPARTMENT  
OF DETENTION FACILITIES



AMERICANS  
WITH  
DISABILITIES  
ACT TRAINING

410-222-6376

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# FREQUENTLY USED TERMS

1. **Communication** – A method used to convey information or ideas using a set of symbols or words
2. **Deaf** – The proper word to use when you are referring to a person with profound hearing loss.
3. **Fingerspelling** – The representation of letters of the alphabet on the hands; also called manual alphabet.
4. **Interpreter** – A trained professional bound by a code of ethics that includes strict confidentiality rules. The interpreter is present to facilitate communication only and can neither add nor delete any information at any time. An interpreter also is trained in transliteration (translating messages from sign language to English).
5. **Lip-reading** – A technique of communicating that involves watching a person form words with his or her lips; also called speech-reading.
6. **Maryland Relay** – A public service offered through the State of Maryland that enables TTY users to communicate by telephone with any standard telephone user.
7. **Maryland Relay Operator** – The specially trained person who connects TTY users to standard phone users and relays their conversation back and forth, verbatim.
8. **Signer** – A person who is able to communicate using sign language but is not recognized as a professional interpreter.
9. **Speech-to-Speech (STS)** – A system for people with a mild to moderate speech disabilities who have difficulty being understood clearly over the telephone. STS users speak for themselves during Maryland Relay calls and a specially trained operator revoices their conversation to the other party.
10. **TTY (Text Telephone)** – A TTY looks very similar to a typewriter keypad with a text screen. It allows people who are deaf, hard of hearing or speech disabled to read telephone conversations on a lighted screen or paper printout.
11. **Voice Carry-Over (VCO)** – A system for people who have difficulty hearing clearly over the telephone and prefer to speak for themselves during Maryland Relay calls.
12. **Video Relay Services (VRS)** – A new technology that allows deaf and hard of hearing consumers to use sign language, a computer with a desktop Web camera and the Internet, to communicate through Maryland Relay. A nationally certified interpreter relays the conversation to the standard telephone user.
13. **Disability** under the ADA, an individual with a disability is a person who:
  - has a physical or mental impairment that substantially limits one or more major life activities.
  - has a record of such an impairment; or
  - is regarded as having such an impairment
14. **“People First”** A way of accurately yet respectfully describing people by mentioning the person first, **before** any necessary description of their disability. For instance, *the woman who is blind, instead of the blind woman*. This emphasizes that the person is **first a person**, and second, a person with a disability. Of course, if the disability is not relevant to the matter at hand, it doesn’t need to be mentioned at all.

AD 1.13 General accommodations for inmates include but are not limited to, the following:

**Hearing** – TDD telephone accommodations using the Maryland Relay System are available in all inmate housing units as listed in Appendix 2 and the use of facility telephone with volume controls may be authorized in lieu of inmate telephone.

**Mobility** – housing locations will be determined by the QHCP and Shift Supervisor.

**Visual** – housing locations will be determined by the QHCP and Shift Supervisor with assistance in completing forms and using telephones provided by Officers.

**Cognitive** – housing locations will be determined by the QHCP and Shift Supervisor with assistance in completing forms and using telephones provided by Officers.

**Speech Impediments** – housing locations will be determined by the QHCP and Shift Supervisor with assistance in completing forms and using telephones provided by Officers.

**The Americans With Disabilities Act covers:**

- Technical standards for physical accessibility in the community (facility accessibility issues, ramp codes, transportation standards, curb cuts, etc.
- Accessibility and protections of rights in employment, education, health care and housing, etc.
- Access to an array of services for persons with a disability

When should special needs accommodations be provided?

- Inmate makes a request
- After interviewing/talking; ask if an accommodation is needed

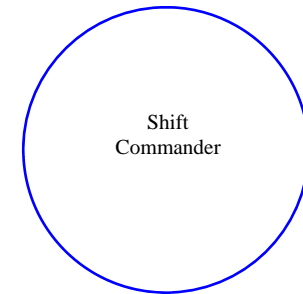
All of the information obtained should be documented in an incident report and forwarded to the Shift Supervisor.

The Shift Supervisor will review and forward to the ACFA/CFA.

DOI (Incident Report) → Shift Supervisor → ACFA/CFA

If an appropriate accommodation cannot be provided:

The detention officer shall contact:



And...



For your assistance!