

APPENDIX F

Effective Communication Results

DESCRIPTION	DETAILS	ACTION TAKEN	COMPLETION DATE
Grievance Procedure	Grievance Procedure adopt and publish grievance procedures to provide prompt and equitable resolutions of complaints under Title II and Section 504.	Grievance Procedures published on City Website location at: www.cityofhenderson.com	9/5/2013
Use of Interpreting Service Agencies	Maintain working relationships with one or more qualified oral/sign language interpreter agencies.	Enter into an MOU with Preston Bass Interpreters and ASL.	September 2013
Modifications of Handcuffing Policy	Reasonable modification of handcuffing policy	Incorporated in policy approved by DOJ.	8/5/2013
Video and Transcript of Booking Process	Produce a Booking Video and written transcripts about booking process	Video produced with a qualified sign language actress.	7/15/2014
Inmate Handbook	Provide a video of a qualified sign interpreter signing the contents of the Inmate Handbook	Video produced using a qualified sign language actress.	7/15/2014
Signage	Placement of signs at all police station, jail and city facilities (including City Hall, Recreation center, Convention Center, Animal Control, etc.).	Created signs and posted at all locations city-wide where the public has access.	10/29/2013
TTY machines, hearing-aid compatibly telephone and volume control telephone	Placement of TTY machines at city facilities.	Ordered 30 TTY machines to be distributed City-wide and Listening Assisted Devices. All city telephones are hearing-aid compatible and have volume controlled handsets.	10/29/2013
Closed captioned television programming	Provide captioned television	Televisions are equipped with closed-captioned capability and closed functions during television viewing.	8/12/2013

Effective Communication Policies and Procedures	Develop Effective Communication Policies and Procedures	Drafted an Effective Communication Policy and Procedures	8/5/2013
Effective Communication Training	Provide training to HPD personnel and city-wide	Training completed of sworn officers and non-sworn employees. Developed Coastal Training for all City employees.	6/30/2014