



POLICY AND PROCEDURES

NUMBER: 124

SUBJECT: Americans with Disabilities Act (ADA)

ACA STANDARDS: 4-ALDF-5B-11; 6B-08; 7E-05

DIRECTOR: Herbert Bernsen

EFFECTIVE DATE: 10/1/92

REVISION DATE: 9/97, 1/02, 4/09, 9/10, 9/11, 11/13

I. POLICY

The St. Louis County Department of Justice Services shall provide services to all inmates, staff and the public, regardless of his/her disability.

II. RESPONSIBILITIES

All St. Louis County Department of Justice Services' staff are responsible for the following procedures.

III. DEFINITIONS

Disability: Any physical or mental condition which restricts or impairs the normal functions of the body.

Qualified: An individual who meets all qualifications of employment and whose disability does not restrict him/her from completing all necessary functions.

T.D.D.: (Telecommunications Device for the Deaf) A teletype device which allows the deaf or hearing impaired to communicate over the phone system.

T.T.Y. (Tele-Typewriter) is the older model of the T.D.D. and operates in the same manner.

[Video Phone: The video relay phone allows a deaf or hearing-impaired person to communicate through internet connection and visually see an interpreter who then contacts the hearing user via standard phone line.]

IV. PROCEDURES

A. Employment

1. The St. Louis County Department of Justice Services shall support fair and equal employment opportunities for all qualified persons, regardless of disability or handicap.
2. The Department shall make reasonable accommodations and/or modifications to work areas for qualified persons with disabilities.
3. The Department shall not discriminate against any qualified person regarding compensation and/or promotion, regardless of the disability.

B. Inmates

1. In order to properly integrate each inmate into the system, the Department shall provide programs and services to all inmates, regardless of any physical or mental disability.
2. Mentally or physically disabled inmates shall be afforded the same access to programs and services available to all inmates.
3. If programmatic and/or architectural barriers occur, which inhibit these benefits or services, they will be corrected, or reasonable measures will be taken to accommodate the inmate's disability.
- [4. A T.D.D., T.T.Y or Video Phone will be available for deaf or hearing impaired inmates and/or for inmates with family members who are deaf or hearing impaired. Video phones are stored in the office of the Security Electronics Administrator and will be delivered to the housing unit interview room upon request. A T.D.D. will be stored in the Intake Service Center to be used by deaf or hearing impaired prisoners being held awaiting processing or will be delivered to the housing unit floor upon request.]

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C. Public

1. The Department of Justice Services shall take all reasonable measures to accommodate disabled members of the public visiting inmates under the jurisdiction of the Department.
2. The Department shall take all reasonable measures to accommodate disabled professionals, while conducting business within the secure perimeter of Justice Services.
- [3. A T.D.D. or T.T.Y. will be placed in the Bonding/Records office to receive calls from the public who are deaf or hearing impaired. This number will be published for direct access by the public and will be in service twenty-four (24) hours, seven (7) days a week. *A video phone will be made available to receive calls from the public upon request to the Security Electronics Administrator.*]

D. Assistance Organizations:

The following is a list of service providers that are available to the public when communicating with a person who is deaf or hearing impaired.

1. Paraquad

5240 Oakland

St. Louis, Missouri 63110

(314) 289-4200 (Voice) (314) 289-4252 (TDD)]

2. **Relay Missouri Center**

3445 Missouri Highway 291

Independence, Missouri 64057

1-800-735-2966 (TTY) 1-800-735-2460 (Voice)

3. **Deaf InterLink**

100 St. Francois Street

Florissant, Missouri 63031

(314) 837-7470 (TDD) (314) 837-7757 (Voice) **124: Page 3 of 5**

4. Deaf Services, LLC

10537 Stephenson

St. Louis, Missouri 63128

(314) 229-2922 (Voice/TDD)

5. The Department of Justice Services will assign a liaison (Superintendent of Human Resources/Operations) to contact the County ADA Coordinator to use as a resource, as needed. All letters, requests and grievances concerning inmates with problems due to their disabilities will be sent to the liaison. The liaison will then contact the County ADA Coordinator and the coordinator will suggest one or more ways the department may assist the inmate with the problems. The liaison will then contact the appropriate department administrators and/or staff to inform them of the suggestions as to resolving any problems.

E. ADA Grievance Procedures

1. All complaints should be filed in writing with the St. Louis County ADA Coordinator (See Attachment 1). However, if the complainant is unable to submit it in writing, the complaint may be submitted in an alternative format.

NOTE: If an employee other than the County ADA Coordinator receives the complaint, the employee should either require the complainant to complete the appropriate form or help the complainant complete the form.

2. Each written complaint should contain the name and address of the person filing it; the date or approximate date of the occurrence complained about; the person and department involved in the occurrence(s); a description of the alleged violation of the ADA; and the complainant's signature. This information should be submitted on the attached form (See Attachment 2). Each unwritten complaint (those submitted in an alternative format) should contain substantially the same information.
3. Upon the receipt of the complaint form, the County ADA Coordinator will forward a copy to the department in which the alleged violation occurred for investigation and appropriate action.

If the complaint is received by any other employee or department, the completed complaint form should be forwarded immediately to the County ADA Coordinator, who will then mail a copy back to the department for investigation and appropriate action.

4. A complaint must be received by the County ADA Coordinator within thirty (30) days of the alleged violation. However, the County ADA Coordinator may grant an extension of time, not to exceed sixty (60) days from the date of the alleged violation, if the County ADA Coordinator believes sufficient reasons exist to extend the time limit.
5. The ADA Coordinator of the Department (See Attachment 1) division or agency involved in the alleged violation will investigate each complaint. However, in those cases in which the complaint involves the Department ADA Coordinator, the Department Director shall appoint an alternative investigator.
6. The investigator shall submit a written report within sixty (60) days of receipt of the complaint to the County ADA Coordinator. The report shall include an outline of the investigation (of what it consisted); a determination of whether or not the complaint is valid and why; and a recommendation regarding resolution.
7. The County ADA Coordinator shall forward a summary of the investigator's report, plus any intended action if appropriate, to the complainant.

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