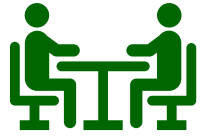


# DGO 5.23 Interacting with Deaf and Hard of Hearing Individuals SFPD Proposal for Commission



**CITY & COUNTY OF SAN FRANCISCO**  
Police Department

# Objectives



DGO 5.23 Working Group Recap



Outcomes



Policy Review



Request for Approval

# DGO 5.23: Interacting with Deaf and Hard of Hearing Individuals

## *A Model of Collaborative Success*

- Foundation of building strong relationships
- Consistent and respectful dialogue
- Diverse community representation
- Informed decision-making
- Policy development process that reflects real community needs

# Recap of DGO 5.23 Working Group



## Organizations Represented

- SF DA's Office
- SF Office of Disability and Accessibility (ODA)
- AccesSOS

## 8 Community Members

Diverse Representation



## 7 Working Group Meetings

August 26, 2025-  
January 15, 2026

## Police Commission Update

February 11, 2026

## Filming for training video at the Academy

April 16, 2026

## Presentation at National Association of the Deaf (NAD) Conference, 6/30 -7/5

July 2026



# Outcomes for DGO 5.23 Interacting with Deaf and Hard of Hearing Individuals

**Please point. You are?**

**DEAF | Hard of Hearing**

**Best way to communicate...**

Interpreter | Text / Writing | Use This Form

**Why I stopped you...**

STOP | SPEED LIMIT 50 | Red Light | Crosswalk | Broken Equipment | Seatbelt Violation | Reckless Driving | Expired License | Other

**Please provide your...**

Driver's License | Car Registration | Vehicle Insurance

**WAIT HERE**

**You are now...**

Free to go | Warned | Ticketed | Arrested

- For SFPD -  
Sign Language Interpreters are accessible via the InSight App on your department cell phone.

Visor Communication Card



Training Video for SFPD Academy

English | English | Police Commission | Search | JOIN SFPD | FIND YOUR STATION

**Get Service** | **Stay Safe** | **News** | **Community** | **Your SFPD** | **Contact Us**

**Deaf and Hard of Hearing Services**

**How to Get Help**

The San Francisco Police Department is committed to ensuring that all individuals have equal access to SFPD services. The following services are offered for members of the Deaf and Hard of Hearing community:

- Dial to 911 - Relay calls are accepted.
- Text to 911 - Send a text message directly to 911.
- TTY (Teletypewriter) - Use a TTY device to connect to 911 through the [California Relay Service \(711\)](#).
- Video Relay Service (VRS) - Place a 911 call using your personal videophone or video relay app to connect through a live interpreter.
- In-Person at Any Police Station - Each station provides on-demand video interpreting for people who use American Sign Language (ASL).

**Language Assistance Services**

The San Francisco Police Department offers language assistance for limited English proficient (LEP) individuals. This is a free service part of our community policing and enforcement efforts.

[VIEW OUR GUIDE TO LANGUAGE ASSISTANCE SERVICES](#)

**Video Remote Interpreting Systems**

Available at every police station and on every officer. The San Francisco Police Department has partnered with LanguageLine Solutions to provide Video Remote Interpreter (VRI) services for members of the Deaf and Hard of Hearing community.

New Deaf and Hard of Hearing Web Page

# February 11<sup>th</sup> Commission Meeting

"My mother was deaf and an early recipient of the cochlear implant. I thank you and this community for giving people a voice who have a difficult time communicating." - Gavin Impett, District 8



Orkid



Gavin



Daisy



John

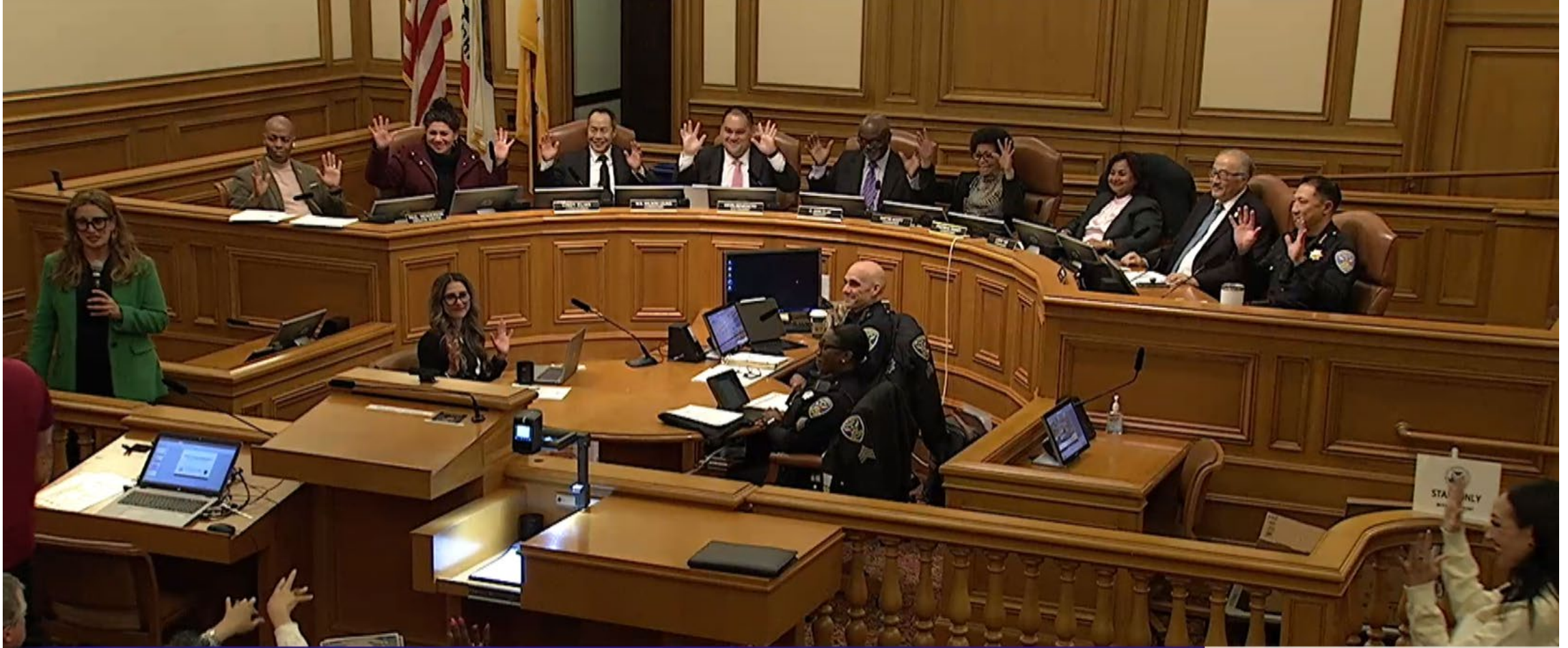


Brittany



Vladimir

"The communication card really provides officers a link to the deaf and hard of hearing community. The Working Group worked together to develop this card and it is not just for deaf people but for people who have difficulty responding or have some kind of impairment to their ability to speak and need visual cues." - Orkid Sassouni, District 9



**Police Commission**

**2/11/26**



**6** Presentation and discussion on SFPD's 3rd and 4th Quarter 2025 Sparks Report and DPA's 3rd Quarter 2025 Sparks Report

# Filming the Training Video at the Academy

## Community in Action



On April 16<sup>th</sup>, our Working Group members came together to film the training video at the Academy.



## DGO 5.23 Policy Improvements

1. Condensed to a four-page policy focused on core legal requirements with clear direction for officers.
2. Distinguishes criminal and evidentiary matters from routine community interactions to support community engagement and rapport building.
3. Provides guidance where the person's preferred communication method is unavailable or impractical.
4. Acknowledges unique communication needs and allows members to use reasonable methods to achieve effective communication when standard options do not work.

# DGO 5.23 Summary

## *Progress Through Partnership*

Our work reflects meaningful progress built on genuine collaboration with the Deaf and Hard of Hearing community. Working Group members' lived experiences were critical to shaping the policy, improving communication tools, and driving impactful outcomes.

**Request: Commission approve  
DGO 5.23 to go to meet and confer**

Thank You

SAN FRANCISCO  
POLICE DEPARTMENT