

- a. Assistive listening systems: In assembly areas that can accommodate at least 50 people or contain an audio-amplification system, and that provide for fixed seating, the City shall maintain a permanently installed assistive listening system. For other assembly areas, a permanently installed assistive listening system, or an adequate number of electrical outlets or other supplementary wiring necessary to support a portable assistive listening system shall be provided.

The minimum number of receivers to be provided shall be equal to 4 percent of the total number of seats, but in no case less than two. The City shall install signage to notify individuals of the availability of a listening system.

8. Telephone: Communications by telephone shall be as effective for callers who are Deaf, hard of hearing, or who have speech impairments as with other callers. Telephone numbers on websites and other communications shall always be accompanied by the California Relay Service (711) number for use by persons who are Deaf, hard of hearing, or who have speech impairments.

Telephone emergency services, including 911 services, shall provide direct access to individuals who use TTY's and computer modems.

H. **Effective Communication with Persons who are Deaf or Hard of Hearing.**

1. Sign Language Interpretation: It is the Policy of the City of Oakland to arrange for in-person sign language interpretation services upon request for members of the public who are Deaf or hard of hearing and require such services to participate in City programs, activities, and services. The City shall not require an individual with a disability to bring another individual to interpret for him or her.
 - a. The City shall not rely on an adult accompanying an individual with a disability to interpret or facilitate communication except –
 - i. In an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no interpreter available; or
 - ii. Where the individual with a disability specifically requests that the accompanying adult interpret or facilitate communication, the accompanying adult agrees to provide such assistance, and reliance on that adult for such assistance is appropriate under the circumstances.
 - iii. The City shall not rely on a minor child to interpret or facilitate communication except in an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no interpreter available.
2. Video Remote Interpreting: Only in emergencies or for brief, non-complex transactions can staff use Video Remote Interpreting (VRI) services to effectively communicate with individuals who are Deaf or hard of hearing. When using VRI services the City shall insure that it provides –

