

**MISSION:** CCDHH, in concurrence with the Colorado Department of Human Services vision, seeks to become the nation's leader in empowering deaf and hard of hearing individuals, families, and communities to become safe and independent.

## Colorado Commission for the Deaf & Hard of Hearing

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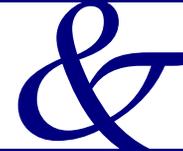


Division of Boards & Commissions

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## Sign Language Interpreting



## Real-Time Captioning

### *Using Communication Access Services*



**A Guide for Businesses, Organizations, Agencies, and Consumers**

Prepared by

**THE COLORADO COMMISSION  
FOR THE DEAF & HARD OF HEARING**

## Communication Access Services

The United States Department of Health and Human Services estimates that more than 26.9 million Americans are deaf or hard of hearing. The Commission estimates that, as of July 2012, there are more than 446,000 deaf and hard of hearing people in Colorado. This is a large segment of the population yet many people are unaware of the ways the deaf and hard of hearing communicate, and unfamiliar with the current technology and communication services that exist.

This booklet is intended to increase awareness about today's options for improving communication between people who are deaf or hard of hearing and others.

## Colorado Commission for the Deaf and Hard of Hearing

As an American, one of our "inalienable" rights is our right to communicate. Colorado recognizes that some of our citizens are deprived of this basic right because of the lack of access to communication. The Colorado Commission for the Deaf and Hard of Hearing, a unit within the Division of Boards and Commissions of the Colorado Department of Human Services, exists to promote effective communication access for all Coloradans.

The Commission provides:

- ◆ Free telecommunications equipment to eligible deaf and hard of hearing consumers
- ◆ Education & training on communication accessibility, and cultural and linguistic awareness
- ◆ Information & referrals for businesses, state agencies, & organizations working with deaf & hard of hearing individuals and consumers
- ◆ Auxiliary services for legal proceedings in State Courts
- ◆ Funding to address communication access needs.

*Please contact us today if you need our assistance!*

## How to Work with Interpreters and CART

### Providers

- ▣ Relax! Using interpreters/CART is not difficult or overwhelming.
- ▣ Speak naturally. Do not exaggerate words or expressions.
- ▣ Allow the interpreter or consumer to guide you in setting up the room to maximize communication comfort.
- ▣ Allow extra time as your messages are interpreted, as the response will be slightly delayed due to interpreting process.
- ▣ Maintain eye contact with the deaf/hard of hearing consumer.
- ▣ The interpreter/CART provider is there to facilitate the communication between BOTH parties, not just "for" the person who is deaf or hard of hearing.
- ▣ Don't ask the interpreter any personal questions regarding deaf or hard of hearing consumers. Please ask the consumer directly. Interpreters/CART providers are strictly bound by codes of professional conduct and cannot repeat any information learned on previous jobs.
- ▣ Bear in mind that interpreters/CART providers will transmit everything they hear.
- ▣ Provide periodical breaks as needed.
- ▣ If written materials are included for the consumer(s), provide copies for the interpreters/CART providers too, so they may become familiar with the materials.
- ▣ Please make sure just one person speaks at a time, so the interpreters/CART provider can keep up with the conversation.
- ▣ Payment for services is the responsibility of organizations that make their programs accessible to deaf and hard of hearing consumers. For more information, see the Americans with Disabilities Act (ADA).
- ▣ Long assignments such as training sessions, lectures, etc., with continuous interpreting will require a team of two interpreters. This allows interpreters to switch roles every 20 minutes, which reduces physical/mental fatigue that can deteriorate quality of interpreting.



*Interpreters & CART providers work together at events to provide access*

## Where to Find Information about Communication Access Services and Locate Providers

### Sign Language Interpreters

- ❑ Go to the Colorado Commission for the Deaf and Hard of Hearing website at [www.ccdhh.com](http://www.ccdhh.com) for referral information or Resource Directory
- ❑ Check your local phone books, under Sign Language Interpreters, or Deaf Services or Interpreters
- ❑ Go to the Colorado Registry of Interpreters for the Deaf website at [www.coloradoRID.org](http://www.coloradoRID.org) and search by geographic area or type of interpreter
- ❑ Check the American Sign Language Teachers Association of Colorado website at [www.ASLTAC.org](http://www.ASLTAC.org) to find out about sign language classes and certification programs; people in these programs can direct you to interpreters

### CART Providers

- ❑ To locate CART Providers by state, go to the National Court Reporters Association CART website at <http://cart.ncraonline.org/Directory/locator.htm>
- ❑ Go to the Colorado Commission for the Deaf and Hard of Hearing website at [www.ccdhh.com](http://www.ccdhh.com) for referral information or Resource Directory

### What to Ask When You Are Looking for Providers

- ❑ Are the interpreters or CART providers certified?
- ❑ Which certifications do they hold?
- ❑ Do the providers follow a code of ethics?
- ❑ What is the hourly rate? And the base or minimum rate?
- ❑ What is the rate providers charge?
- ❑ When are two providers required?
- ❑ What are the cancellation policies?
- ❑ What are the billing arrangements?
- ❑ Do they charge for travel time? If so, how is it charged?

## The Importance of Communication

The right to communicate is a fundamental human right.

Deaf and hard of hearing people are not all the same. Some prefer to use American Sign Language, which is a visual language that is distinct from English. Some prefer to speak and use listening devices such as hearing aids. Some rely on writing back and forth for communication, including email and Instant Messaging options. Some deaf and hard of hearing people embrace today's technology in all its forms, and rely heavily on various computer-based communication options, while others avoid computers entirely.

Some people were born with little or no hearing, and learned sign language as their first language. Others were born with little or no hearing, and were exposed to sound amplification and encouraged to develop spoken language. Some people were born with average hearing, but lost a little or a lot of it later on, through illness, noise exposure, accidents, or unknown causes. There is no one-size-fits-all method for communicating with deaf and hard of hearing people. The type of communication access required must be determined on an individual basis.

To maintain effective communication ask each person what works best!



**What Interpreters Do:** Facilitate communication between hearing and deaf or hard of hearing individuals using American Sign Language (ASL) or using signed English.



### Type of Interpreters:

**Certified Sign Language Interpreters:** Facilitate communication by interpreting ASL into spoken English and vice versa. They restate and apply the grammar and syntax of an equivalent expression in the target language. Certificated Sign Language Interpreters also use Signed English and other types of sign language that the deaf and hard of hearing clients use.

**Certified Deaf Interpreters (CDI):** Facilitate communication by collaborating with hearing interpreters in situations where additional ASL expertise and/or cultural competency are needed.

**Oral Interpreters:** Facilitate communication by silently over-articulating contents from a speaker to enhance a deaf or hard of hearing person's speech reading abilities.

**Tactile Interpreters:** Facilitate communication by having an individual who is deaf-blind place his/her hands over the hand of the interpreter in order to read signs through touch and movements.



## Who Provides Access Services?

*The Americans with Disabilities Act defines who is responsible for offering reasonable accommodations*

### Sec. 12131. Definitions

(1) The term **public entity** means: (A) any State or local government; (B) any department, agency, special purpose district, or other instrumentality of a State or States or local government.

(7) The following **private entities** are considered **public accommodations** for purposes of this subchapter, if the operations of such entities affect commerce: (A) an inn, hotel, motel, or other place of lodging; (B) a restaurant, bar, or other establishment serving food or drink; (C) a motion picture house, theater, concert hall, stadium, or other place of exhibition entertainment; (D) an auditorium, convention center, lecture hall, or other place of public gathering; (E) a bakery, grocery store, clothing store, hardware store, shopping center, or other sales or rental establishment; (F) a laundromat, dry-cleaner, bank, barber shop, beauty shop, shoe repair service, gas station, travel service, funeral parlor, office of an accountant or lawyer, pharmacy, insurance office, professional office of a health care provider, hospital, or other service establishment; (G) a terminal, depot, or other station used for specified public transportation; (H) a museum, library, gallery, or other place of public display or collection; (I) a park, zoo, amusement park, or other place of recreation; (J) a nursery, elementary, secondary, undergraduate, or postgraduate private school, or other place of education; (K) a day care center, senior citizen center, homeless shelter, food bank, adoption agency, or other social service center establishment; and (L) a gymnasium, health spa, bowling alley, golf course, or other place of exercise or recreation.

### Sec. 12132. Discrimination on the Basis of Disability

Subject to the provisions of this subchapter, no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of services, programs, or activities of a public entity, or be subjected to discrimination by any such entity.

## The Americans with Disabilities Act

Since 1990, the ADA has protected the civil rights of people with disabilities, prohibiting discrimination in employment, hiring, transportation, telecommunications, and access to facilities and services.

### 36.303 Auxiliary Aids & Services

**General.** A public accommodation shall take those steps that may be necessary to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services, unless the public accommodation can demonstrate that taking those steps would fundamentally alter the nature of the goods, services, facilities, privileges, advantages, or accommodations being offered or would result in an undue burden, i.e., significant difficulty or expense.

**(b) Examples.** The term “auxiliary aids and services” includes:

(1) Qualified **interpreters**, notetakers, **computer-aided transcription services**, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs), videotext displays, or other effective methods of making aurally delivered materials available to individuals with hearing impairments.

**(c) Effective Communication.** A public accommodation shall furnish appropriate auxiliary aids & services where necessary to ensure effective communication with individuals with disabilities.

**(f) Alternatives.** If provision of a particular auxiliary aid or service by a public accommodation would result in a fundamental alteration in the nature of the goods, services, facilities, privileges, advantages, or accommodations being offered or in an undue burden, i.e., significant difficulty or expense, the public accommodation shall provide an alternative auxiliary aid or service, if one exists, that would not result in an alteration or such burden but would nevertheless ensure that, to the maximum extent possible, individuals with disabilities receive the goods, services, facilities, privileges, advantages, or accommodations offered by the public accommodation.

## About American Sign Language:

American Sign Language (ASL) is a recognized language with its own syntax and grammar structures. It is the primary language used by the deaf in America and some parts of the world. It has a rich heritage that dates back to the 1880s. From its origins in France and Martha's Vineyard, ASL has developed into a complex language in its own right. ASL is a separate, natural language, with its own distinct grammar usage, regional variations, traditions, and culture. Some deaf people use ASL only, but many are bilingual, utilizing ASL and English. ASL is the third most widely used language in the U.S. and ASL classes are very popular in secondary and post-secondary schools.



### ASL and English:

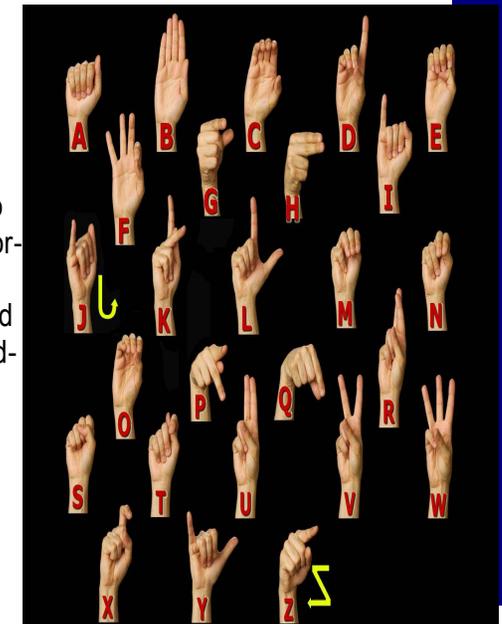
#### Two totally different languages

ASL is not a visual form of English. It is composed of facial grammar used in tandem with signs to express context and meaning.

### The Manual Alphabet

#### The Manual Alphabet

A system of shapes made with a single hand and that correspond to the letters of the alphabet. Signers use fingerspelling for names and to spell out specific words. It also incorporates numbers and is quite complex with its own grammar rules and structures. For instance age and address numbers have different palm orientation and movement.



## Communication Access Real-Time Translation (CART)



Also called: Live Captioning, Real-Time Captioning, or Communication Access Real-Time Translation (CART)



### CART is not the same as:

**Court reporting**, but the equipment is similar. CART providers undergo additional training with hard of hearing and deaf people.

**Computerized note-taking**, because CART is a nearly word-for-word record, transcribed at 190-225 words per minute.

### How It Works

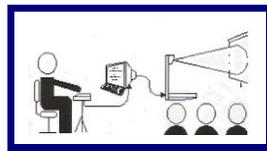
CART is the instantaneous translation of the spoken word into English text. The provider uses a stenotype machine like court reporters use, a laptop computer, specialized software, and sometimes a screen or projector. **Providers will need access to an electrical outlet.** The providers listen to what is spoken, “write” on a stenotype machine, and send it to the computer. The computer software translates the steno code (see image) into English text. The provider records the words of speakers, audience comments, and even room sounds, such as <laughter> or <voices in hall> or <alarm sounding>..



The CART codes



A single user reads text from the computer screen.



For groups, CART text is projected onto a screen.

## Spoken words into readable text

### Who Uses CART Services?

CART offers a word-for-word speech-to-text translation service for people who need communication access. Although it benefits the deaf and hard of hearing, including people who use auxiliary aids, it may also be used by hearing audiences who have difficulty in following the proceedings. CART services can also be provided remotely, using the internet or a telephone line. CART provides effective access to meetings, classes, and public events. It is the *functional equivalent* of sign language interpreters and is used by people who don't use sign language or who prefer written English. This is a communication access tool that many hard of hearing people have not been aware of, but that is gaining in popularity.



### Where Are CART Services Used?

Business meetings, government functions, educational settings, courtrooms, religious services, senior citizen meetings, conventions and conferences, medical appointments, banking and investment transactions, civic events such as city council meetings, cultural presentations such as live theater, recreation and entertainment events—and anywhere else that communication access is needed.

### Other English-Based Options

**Oral Interpreters** convey spoken language to people with hearing loss by using facial and lip movements, gestures, and other means, generally for people who do not use sign language.

**Signed English Interpreters** use ASL signs and variations of ASL following English syntax and grammar rather than ASL syntax and grammar.