



INFORMATION SERIES

How to request a Sign Language Interpreter or Communication Access Realtime Translation (CART)

Sign Language Interpreters and CART providers can be obtained by contacting the Rhode Island Commission on the Deaf and Hard of Hearing (RICDHH).

THE REFERRAL SERVICE PROCESS

- Contact the Interpreter/CART Referral Service to secure an interpreter or CART by the following contact information:
 - (401) 222-5300 Voice
 - (401) 354-7630 Videophone
 - (401) 222-5736 Fax
 - Email: cdhh.interpreter@cdhh.ri.gov
 - Office Hours: M – F, 8:30am – 4:00pm
- The following information is required when making a request:
 1. Name and phone number of paying party
 2. Name of deaf or hard of hearing person (client/consumer)
 3. Date, time, and place that service is needed
 4. Type of assignment (medical, legal, business, etc.)
 5. Consumer's preferred communication mode for interpreter (ASL, Sign English, Oral, CDI, Tactile)
 6. Preferred interpreter or CART provider if any
- Once we have this information we will request an interpreter or CART provider from our list of qualified professionals. Please place your request at least 2 weeks in advance as our providers work on a freelance basis and have other assignments. Placing your request does not guarantee that we will be able to fill it.

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PAYING PARTY'S RESPONSIBILITIES

- All interpreters and CART providers will be paid for a 2-hour minimum. Any questions regarding currently hourly rate, please contact the Referral Service.
- Maintain appointment with the client/consumer and the interpreter or CART provider. It is important to keep both the client and service provider informed of any changes that should occur in the scheduling.
- Should your agency need to cancel, the interpreter is to be given 48 hours notice and 24 hours notice for CART provider. If the cancellation notice is not given, the paying party is still responsible for payment of the service for specified hours.

The Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973

Under the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973, Interpreter and CART are considered as part of services which can be used to provide reasonable accommodation to ensure effective communication. This means that any entity covered by the ADA – offices and services of local and state government, public and private schools, places of public accommodations such as doctors' offices, hospitals, movie theaters and more – should provide interpreter or CART when requested to do so at no expense to the Deaf or hard of hearing clients who require reasonable accommodation to participate equally in the services or programs said entity is offering to the general public.

Please contact the Commission on the Deaf and Hard of Hearing for more information.

Dept. of Administration Building, One Capitol Hill, Providence, RI 02908

Tel/VP: (401) 256-5511 Fax: (401) 222-5736 Email: cdhh.main@cdhh.ri.gov Website: www.cdhh.ri.gov

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