

“#4, advocacy for accessibility. What does it mean? Don’t you want to see the RI CDHH to do anything about improving accessibility? The RI CDHH is responsible to challenge and respond to any policies or regulations that would prevent deaf and hard of hearing people from enjoying the same opportunities as anybody who can hear.

The RI CDHH shall approach any agencies, organizations, companies, and service providers by requesting to make an appointment to meet and educate them about deaf and hard of hearing people’s accessibility needs.

The RI CDHH will persistently follow up with them until the deaf and hard of hearing consumers are satisfied with the outcomes. Accessibility issues could include interpreter issues, CART, FM system, etc.

A successful outcome is defined as when the providers finally understand how to utilize the accommodations appropriately. Let me give you one example. When a deaf or hard of hearing patient has been denied an interpreter for an appointment, this patient can contact our office requesting for advocacy assistance. RI CDHH then provides advocacy services on behalf of this patient by making sure that the doctor office understands their obligations in providing communication access. “

(Translated in American Sign Language by Steven A. Florio)



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