



INFORMATION SERIES

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

Statewide Sign Language Interpreter and CART Referral Service is administered by the Rhode Island Commission on the Deaf and Hard of Hearing (RICDHH). Emergency and non-emergency interpreter and CART referrals are available for a variety of settings that require reasonable accommodation.

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) 222-5301 TTY
 - (401) 354-7630 Videophone
 - (401) 222-5736 Fax
 - Email: interpreter@cdhh.ri.gov
- Provide the following information:
 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
- The referral service will attempt to secure an interpreter or CART. If an interpreter or CART is secured, paying party's name and pertinent information will be given to the interpreter or CART provider. After the service has been rendered, the paying party will be billed for the service.

PLEASE NOTE

- Request an interpreter or CART at least two weeks in advance of scheduled appointment. The more advance notice given, the more likely a request will be able to be filled.
 - Placing a request for service, does not guarantee an interpreter or CART provider will be found to fill the request.
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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.
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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@cdhh.ri.gov Website: www.cdhh.ri.gov*