

Advancing States

HCBS Conference

Beyond Captioning: Accessible Communications

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December 10, 2020

Applicable Laws

- Americans with Disabilities Act
- Section 504 of the Rehabilitation Act
- Section 1557 of the ACA

Effective Communication

Covered entities must ensure that communication with people with disabilities is as effective as communication with others.

Factors of Effective Communication

- Nature
- Length
- Complexity
- Context
- Person's normal method(s) of communication

Deaf or Hard of Hearing

Examples of auxiliary aids and services for people who are deaf or have hearing loss:

- Qualified sign language interpreter
- Qualified cued-speech interpreter
- Qualified tactile interpreter
- Real-time captioning (CART)
- Video remote interpreting (VRI)
- Written materials

Video Remote Interpreting (VRI)

- Real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication;
- A sharply delineated image that is large enough to display the interpreter's face, arms, hands, and fingers, and the face, arms, hands, and fingers of the person using sign language, regardless of his or her body position;
- A clear, audible transmission of voices; and
- Adequate staff training to ensure quick set-up and proper operation.

Why Doesn't Captioning Work for Everyone?

- American Sign Language
- Other sign languages
- Language development

What About Lipreading?

- Phonemes: smallest detectable unit of speech
 - English has 44 phonemes
- Viseme: smallest visual unit of speech
 - English has 10-14 visemes
- Homophenes: words that look similar on the lips

Blind or Vision Loss

Examples of auxiliary aids and services for people who are blind or have vision loss:

- A qualified reader
- Information in large print, Braille, or electronically for use with a computer screen-reading program
- An audio recording of printed information

Do all people who are blind know Braille?

- Most do not
- Contracted Braille

Speech Disabilities

Examples of auxiliary aids and services for people who have speech disabilities:

- Providing a qualified speech-to-speech transliterator
- Paper or pencil for written note exchange

Cognitive or Intellectual Disabilities

Examples of auxiliary aids and services for people who have speech disabilities:

- Color coded materials
- Written information in alternate formats
- Paper or pencil for written note exchange

Electronic and Information Technology

- Websites
- Medical Kiosks
- Electronic Health Records

Telecommunications Relay Services

- Title IV of the ADA set up services that provides access to the telephone system.
 - TTY
 - Voice Carry Over
 - Hearing Carry Over
 - Captioned Telephone
 - Speech to Speech
 - Video Relay Services

Communication Access Plan

- Hiring a disability access coordinator
- Assessing the points of contacts
- Providing training
- Evaluating results

Resources

- American Council of the Blind, Best Practices and Guidelines for Large Print Documents used by the Low Vision Community authored by the Council of Citizens with Low Vision International, A Affiliate of the American Council of the Blind. <https://www.acb.org/large-print-guidelines>
- Federal Communications Commission, Telecommunication Relay Services <https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>
- CMS Office of Minority Health, Improving Communication Access <https://www.cms.gov/About-CMS/Agency-Information/OMH/resource-center/hcps-and-researchers/Improving-Access-to-Care-for-People-with-Disabilities>

Resources (Continued)

- HHS Office of Civil Rights, Example of a Policy and Procedure for Providing Auxiliary Aids for Persons with Disabilities.
<https://www.hhs.gov/civil-rights/for-providers/clearance-medicare-providers/auxiliary-aids-persons-disabilities/index.html>
- U.S. Department of Justice, ADA Requirements: Effective Communication
<https://www.ada.gov/effective-comm.htm>

Questions?