



## Communication Resources for the Deaf and/or Hard of Hearing

When COVID-19 hit, organizations scrambled to conduct their meetings, trainings, and events in a brand-new way, including King County staff. Many have pivoted to using virtual platforms which is the new norm. This means that more people can participate in whatever offerings are held. However, in the rush to make this change, too often important considerations are forgotten, namely accessibility for participants with disabilities. This is a critical opportunity to include people with disabilities who would otherwise not show up to an in-person program or meeting due to accessibility considerations. Offering captioning is beneficial for EVERYONE. Live captions can make your meeting, training, or event more inclusive to participants who are deaf or hard-of-hearing, people with different levels of language proficiency, and participants in loud places by giving them another way to follow along.

### Software platforms with automated captions

- **Microsoft Teams** now offers built-in live closed captioning. For more information on how to set up live captions please view this Microsoft [website](#).
- **Zoom** has a CC button that participants can use to view captions. The meeting host needs to assign themselves or someone else to type in the captions. Instructions are [here](#).

### What is the difference between CART and captioning?

While both are methods of transcribing voice to text and can be used interchangeably, CART is a text translation displayed on a computer screen or projector. Captioning is used in conjunction with a video image and works for those who cannot hear well at meetings, events, or other gatherings.

CART is Computer-Assisted Real Time (CART) Captioning, which provides verbatim (word-for-word) English text of the spoken word almost simultaneously as it is being spoken.

- On-site CART allows the transcriber to connect directly to the encoder and provides environment and background noises.
- Remote CART can be done off-site, and the speaker and client do not have to be in the same physical location.

### Remote vendors that King County has used recently

#### Qualified CART reporters

- **B&A Litigation Services**
  - Contact info: Taylor Nichols. Email- [schedule@balitigation.com](mailto:schedule@balitigation.com). Phone- (253) 627-6401
  - Rates: Remote CART is \$175/hour with a 3-hour min.
- **Sue E. Garcia, WA CCR #2781**
  - Contact info: Email- [stenolover@gmail.com](mailto:stenolover@gmail.com). Phone- (253) 686-5078
  - Rates: \$125/hour (3-hour min) Monday - Friday 9:00 am - 5:00 pm. After hours \$187.50/hour (3-hour min) - anything outside of above hours. Cancellation within 48 hours of event will result in a \$375 charge (3-hour min)

#### On-demand software captioning companies

- **Captioning Star:** 24/7 no Lag time, 99% accurate; real time captioning; ADA, 508 and FCC Compliance; video captioning; closed and live captioning, transcription, audio descriptive translation and subtitling services
- **Ai-Media:** Mostly television live CART services; real time live to any screen; full separate full screen text; video and presentations
- **VITAC:** Full-service caption service; live real time; media; video; mostly network TV
- **ACS Captions:** Live Captions 24/7; AI software driven with CART; commonly used in Zoom training with a VRI (Video Relay Interpreter); broadcast, livestreaming, large meetings and convention environments
- **Rev:** Closed and open video captioning; 99% accurate; pay by the minute @ \$1.25/min, 24-hour turnaround time
- **121 Captions:** Large meetings and events mostly; live real time
- **Automatic Sync Technologies:** Live captions real time; eCART English and Spanish; postproduction close captions; remote text-Interpreting (someone talks and they type); advertise fast typist with less than a 2 second delay
- Quinn Ramsay: Email- [quinn@automaticsync.com](mailto:quinn@automaticsync.com). Phone- (877) 278-7962 ext. 710
- Art Morgan: Email- [art@automaticsync.com](mailto:art@automaticsync.com). Phone- (877) 278-7962 ext. 717
- **Streamtext**
- **Purple Communications, LLC**

### **If I provide CART, do I still need an American Sign Language (ASL) interpreter for my event?**

Maybe - it depends on your audience. Many Deaf people use ASL as their first language, and while they may be fluent and literate in English it is still a second language and they may prefer to use ASL interpreting. Some Deaf people have more difficulty understanding English, especially with technical or complex vocabulary, or may have limited literacy skills. For these individuals, competent and certified ASL interpreters may be required in order to provide meaningful communication access. A live (or video remote) interpreter may be able to express nuance, tone, and emphasis in ways that significantly enhance comprehension for ASL speakers. If you are responding to a specific accommodation request, ask the requestor what he or she prefers.

### **American Sign Language (ASL) interpreter vendors**

- [Sign Language Interpreter Contractors under WA State DSHS Aging and Long-Term Support Administration](#)
- [Hearing, Speech & Deaf Center \(HSDC\)](#)
- [Purple](#)
- [ALL HANDS Community Interpreting Services, LLC](#)
- [Sorensen Communication](#)

### **Telecommunication Relay Services (Washington Relay)**

Telecommunication Relay Services is also known as Washington Relay. It is a free service provided by ODHH to ensure equal communication access to telephone service for people who are deaf, deaf-blind, hard of hearing and speech disabled. This service allows hearing callers to communicate with deaf, hard of hearing, deaf-blind and speech disabled relay users and vice versa through specially trained relay operators. Calls can be made to anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls. All calls are confidential; no recordings are kept. Visit [Washington Relay](#) for additional information.

### **Additional helpful links:**

- [Washington Court Reporters](#)
- [Stenosearch](#)
- [Captioning Activism and Collaborative](#)
- [WA State DSHS Communication Access Real-time Translation](#)