

ACCESSIBILITY REQUEST PROCEDURE



In the event of a client needing accessibility services in the form of ASL interpreting via on-site or remote services, or CART captioning services, please follow the following procedure.

1. Once aware the client will need services requested, work with them using email, text, or by Video Relay Service to select a date best for the client and office's schedule.
2. Visit www.deafservicesunlimited.com and place a request for services using the "Schedule Now" button. Be sure to leave as much information as possible for the provider to prepare for the request.
3. As your DSU coordinator works to secure provider availability, watch the email inbox for the email address left on the service request form for questions about the appointment, travel approval, and consumer preferences.
4. Upon securing provider availability, the DSU coordinator will provide a service confirmation via email. Once received, review the email confirmation to ensure all the appointment details are still accurate. *If any changes need to be made to the request such as appointment time, location, or length of appointment, please let the DSU coordinator know as soon as possible for adjustment.
5. At the time of the requested appointment, ensure service provider, whether remote or onsite, is present before beginning. If any issues arise reach out to the DSU coordinator via phone or email as soon as possible. *If interpreting is requested, introduce the interpreter to the relevant consumer and anyone else who will be in attendance for the appointment.
6. Watch for the invoice for services rendered in your designated email inbox one week after services have been completed to pay at your convenience.

Remote Services Reminder If utilizing remote CART captioning or VRI, ensure you have a device on site and ready that has adequate wifi connection, video, speaker, and microphone capabilities. Links to access the provider virtually at the appointment time will be provided in your confirmation email. Feeling uncertain? Request a test call with your DSU coordinator in advance of the appointment.