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|  | SCIWDC Disability Access Committee  **Accommodation Checklist** |
| Date Completed: 09/19/2022 | |

**Section 1: Accommodations for customers who are Deaf or hard-of-hearing.**

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|  | **Are the following accommodations available in the one-stop center?** | **YES/NO** | **If no, do you need this? YES/NO** | **Names of staff who are comfortable providing/using this:** |
| 1.1 | Are any staff members fluent in American Sign Language (ASL)? | No | **NO** | **IVRS Ottumwa has training on this, but not fluent, Marshalltown does not at this time** |
| 1.2 | Is a list of qualified ASL interpreters maintained for staff use? | Yes |  | **Deaf Services Unlimited**  **Life Interpretations** |
| 1.3 | Is Video Remote Interpreting (Purple Z5 app installed on an iPad) available for use in the center? | Yes |  |  |
| 1.4 | Is a list of real-time computer-aided transcription (CART) services maintained for staff use? |  |  | This is installed in applications on virtual appointments and classes. Staff at both IWD and IVRS are working on comfort providing and using this technology. |
| 1.5 | Is there a TTY (text telephone) in working order in the center? | Yes |  | Yes, there is an available space for use at IWD with this phone. |
| 1.6 | Do program(s) use videos in outreach, programs, services, or any events dealing with the public? If so, are they closed captioned? | Yes |  | Yes program videos for IVRS, IWD, have closed captioning for outreach and participant information. IWD staff also received training on Microsoft Presentation features with live closed captioning. |
| 1.7 | If the program(s) have a telephone for public use, can the volume be amplified? | Yes |  |  |
| 1.8 | If the program(s) have a telephone for public use, is it connected to a TTY? | Yes |  |  |

**What additional resources do you need to provide accommodations to customers who are Deaf or hard-of-hearing?**

**Section 2: Accommodations for customers who are blind or have vision loss.**

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|  | **Are the following accommodations available in the one-stop center?** | **YES/NO** | **If no, do you need this? YES/NO** | **Names of staff who are comfortable providing this** |
| 2.1 | Is a list of qualified readers maintained for staff use? | Yes |  | Ipads, Iphones, Tech specialists are available for training and consultation through IDB |
| 2.2 | Are talking calculators available for use? | Yes |  | This technology is available through an ipad or smart phone. |
| 2.3 | Are recordings of presentations, etc. available for use? | Yes, but not all |  | IVRS has several recordings of presentations, continuing to increase these recordings |
| 2.4 | Are braille materials and displays used in the center? | Yes signage |  | IDB Brochures have braille, will request new material for centers. Any needs for braille, Rachel Miller IDB can assist in obtaining. Electronic format easier to acces by screen reader. |
| 2.5 | Is screen reader software available for use? | Yes |  | IVRS and IWD iPad have this technology. IVRS staff know how to use and are comfortable providing. |
| 2.6 | Is magnification software available for use? | Yes |  | IVRS and IWD iPad have this technology. IVRS staff know how to use and are comfortable providing. Exploratory Computers have capacity as well. |
| 2.7 | Are optical readers available for use? | Yes |  | IVRS and IWD have Ipads and cell phones at IVRS installed with apps for optical reading capabilities. |
| 2.8 | If analog television is utilized, are Secondary Auditory Programs available for use? | N/A |  | Neither centers |
| 2.9 | Are materials and displays also available in large print? | Yes |  | Materials are available through IWD and IVRS by use of technology. Agencies can obtain material in large print. IDB Library will put items into large print. |

**What additional resources do you need to provide accommodations to customers who are blind or have vision loss?**

**N/A at this time**

**Section 3: Accommodations for customers who have learning difficulties.**

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|  | **Are the following accommodations available in the one-stop center?** | **YES/NO** | **If no, do you need this? YES/NO** | **Names of staff who are comfortable providing this** |
| 3.1 | Is a reading pen available for use? | No | No | Ipad or technology support for this, but also work with Easter Seals Lending Library. |
| 3.2 | Is a handheld, portable reader available? | Yes |  | Through use of phone, ipad |
| 3.3 | Are color contrast overlays available? | No |  | Kelli will follow up on this. Technology options available. |
| 3.4 | Are writing aids available for use? | Yes |  | Speech to text available |
| 3.5 | Are noise cancelling headsets available for use? |  |  | A current accommodation is a quiet office space with access to a computer. |
| 3.6 | Is a note taker available to assist customers in the center? | Yes |  | Any center staff |
| 3.7 | Are recorded texts available for use? | Yes |  | IPad and phone applications can provide auditory recording of written material |

**What additional resources do you need to provide accommodations to customers who have learning difficulties?**

**Section 4: Accommodations for customers who have speech difficulties.**

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|  | **Are the following accommodations available in the one-stop center?** | **YES/NO** | **If no, do you need this? YES/NO** | **Names of staff who are comfortable providing this** |
| 4.1 | Is a voice amplifier available to customers? | No |  | Easterseals Assistive Technology |
| 4.2 | Customer can hand-write or type responses to staff | Yes |  | Pens and paper are available in the center. Customers can type responses at several computers available at the center or via phone if they have one that has this capacity. |
| 4.3 | Questions asked in a way that customer can answer with short responses or a nod of the head | Yes |  |  |

**Section 5: Accommodations for customers who have mobility limitations.**

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|  | **Are the following accommodations available in the one-stop center?** | **YES/NO** | **If no, do you need this? YES/NO** | **Names of staff who are comfortable providing this** |
| 5.1 | Is seating available for individuals who are waiting in lines and cannot stand for long periods of time? | Yes |  | Several sitting areas throughout the center |
| 5.2 | Are seating areas configured to allow adequate space for individuals in wheelchairs? | Yes |  |  |
| 5.3 | Are wheelchair(s) available in the center for individuals with mobility limitations? |  |  | Yes in Marshalltown, no in Ottumwa |

**What additional resources do you need to provide accommodations to customers who have mobility limitations?**

Chair/seating options

Look into wheelchair options for Ottumwa office

**Glossary of Terms:**

**ASL**: American Sign Language is a complete, complex language that employs signs made by moving the hands combined with facial expressions and postures of the body.

**CART**: Computer-Aided Real-Time Transcription is the instantaneous translation of the spoken language into English text and displayed in various forms, such as an individual’s computer monitor. The two most commonly used types of CART are:

* **Onsite CART** can be provided for meetings, classes, training sessions and special events.
* **Remote CART** is exactly the same as onsite CART except the provider is in a remote location and listens to an event through the use of a telephone or Voice Over Internet Protocol, commonly referred to as VoIP, which requires a wireless microphone or a telephone line.

**Magnification Software**: Special software programs that allow an individual to magnify what is shown on the computer screen. Most of these programs allow users to:

* increase the size of the image on the screen
* change the color of the background and the type
* select enlarged or different color cursors and arrows
* have the computer speak in addition to enlarging what is on the screen

**Optical Reader**: An optical reader is a device found within most computer scanners that captures visual information and translates the image into digital information the computer is capable of understanding and displaying.

**Qualified Reader**: A qualified reader is an individual who is able to read effectively, accurately, and impartially using terminology common to the targeted audience or individual, known as specialized vocabulary.

**Reading Pen**: A pen that scans a word or a sentence and reads the text aloud.

**Screen Reader Software**: Software that enables a user to hear the text that is displayed on the computer's monitor.

**Secondary Auditory Programs**: A secondary audio program (SAP) is an auxiliary audio channel for analog television that can be broadcast or transmitted both over-the-air and by cable television.

**SEE**: Signed Exact English is a sign language system that represents literal English.

**Talking Calculator**: A device that provides speech access to a calculator.

**TTY**: A TTY is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening. A TTY is required at both ends of the conversation in order to communicate.

**Voice Amplifier**: Voice amplifiers are devices an individual can wear or carry that are used to increase the loudness level of the user’s voice.

**VRI**: Video Remote Interpreting is a form of sign language interpreting that allows people who are deaf or hard of hearing to communicate with a hearing person at the same site via videoconferencing instead of live, on-site interpreting. Videoconferencing equipment is required at both locations.