



SIGN LANGUAGE INTERPRETER/CAPTIONING REQUEST PROTOCOL



CITY & COUNTY OF DENVER AGENCIES

Under Federal Law deaf people are a protected class, per the Americans with Disabilities Act (ADA). Therefore, they are entitled to effective communication and equal access to all government programs, services, and events (ADA Title II). Effective communication includes the provision of a credentialed/certified sign language interpreter who abides by a Professional Code of Conduct which includes neutrality and confidentiality, and real-time captioning services.

Family members and friends are not to be utilized as interpreters, per Colorado Consumer Protection Act, 6-1-707.

DAY & TIME	CONTACT	CONTACT NUMBER
Monday-Friday 8:00 AM-6:00 PM	Denver Office of Sign Language Services	Mobile: 303.880.3208 Desk: 720.913.8487 Email: SignLanguageServices@denvergov.org

**** Please give us at least a three (3) business-day notice for scheduling or cancelling a request ****
Walk-in/last minute requests will be honored to the extent possible.

- **When requesting an interpreter or real-time captioning services, provide:** name of deaf/hard of hearing person, on-site contact person & phone number, nature of the request, address, start/end time. Denver Office of Sign Language Services (DOSLS) will confirm with you once the interpreter/captioning services has been secured.
- **Scheduling/Billing:** DOSLS schedules and pays for interpreter/real-time captioning services for Denver government programs, services, & events. Contact us at SignLanguageServices@denvergov.org, or 720.913.8487.
- **Real-time Captioning Services:** Real-time captioning services via Communication Access Real-time Translation (CART) are provided for people with a hearing loss who are accessing City services but may not use sign language as their primary mode of communication.
- **Additional Services:** DOSLS also provides personal Assistive Listening Devices (ALDs) for sound amplification for small group and one-on-one meetings.
- **Information & Referral, Interpreter 24/7 Call-Out Policy:** contact DOSLS.