**Guidelines for Sign Language Interpreting**

**and Captioning Services**

# **Hours of Operation**

DRC Interpreting & Captioning

Monday – Friday, 8:30 AM – 4:30 PM Eastern Time

Email: [DRC.Interpreters@dot.gov](mailto:DRC.Interpreters@dot.gov)

# **DRC’s Role**

The Disability Resource Center (DRC) provides interpreting and captioning services to DOT employees and applicants (i.e., consumers) as a reasonable accommodation. DRC’s role is to ensure that these consumers can acquire services to help meet the essential functions of their jobs and enjoy the benefits and privileges of employment.

# **Request PROCESSING**

Requests are addressed in the order they are received, on a first-come, first-serve basis. Submitting requests as promptly as possible increases the likelihood of fulfillment. Absent extenuating circumstances, requests should be made no later than five business days before the scheduled meeting or event.

# **When No Consumers ARE Identified**

The DRC will tentatively process your request if there are no identified consumers for your event. Roughly three business days beforehand, we will contact you to find out if any consumers have requested this accommodation. If not, we will redeploy service providers to fulfill other pending requests. Meeting planners are reminded to include an accommodation statement in all event announcements. If a consumer is identified, please let us know as soon as possible.

# **accommodation statement for event announcements**

“The U.S. Department of Transportation (or name of Operating Administration or office) is committed to providing equal access to this meeting (or event) for all participants. If you need alternative formats or services because of a disability, please contact (name of person) at (telephone number) or via e-mail (e-mail address) with your request by close of business (deadline).”

This statement should be included on all event messaging, even if registration is not required.

# **Internal Events (with known consumers)**

For events, such as all employee town halls and Special Emphasis Month events, interpreting and/or captioning services may be provided if a DOT consumer is identified; however, we still encourage using the accommodation statement and reaching out to known consumers to verify attendance. The DRC may reach out to consumers to verify attendance when known interpreting service conflicts arise and reserves the right to redeploy services to accommodate identified consumers needing services.

# **External/Public Events**

Since the DRC’s funding is limited to providing reasonable accommodation services to DOT’s disability community (i.e., employees and applicants), event sponsors are responsible for arranging accessibility services independently or via the OCIO’s interpreting and captioning contract for external/public events unless a member of DOT’s disability community has confirmed their attendance.

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