

## **Staff Competencies**

- Staff can identify assistive technology available on site
- Staff are willing and know how to assist individuals who cannot utilize phones to call for services (Deaf, Visually Impaired, Mobility)
- Staff are aware of process for individuals to request accommodations and able to assist the individual to complete the process
- Staff can provide Human Guide services when appropriate
  - A human guide is a person who provides travel assistance to someone who is blind or DeafBlind by helping them move safely from one place to another.  
<https://www.helenkeller.org/hks/human-guide-techniques>
- Staff can communicate with individuals who are Deaf
  - <https://www.nationaldeafcenter.org/sites/default/files/Communicating%20with%20Deaf%20Individuals.pdf>
  - Utilize a white board with a dry erase marker or pencil and paper to write notes to communicate
  - Utilize cell phones to type messages (the individual who is Deaf may offer to pass their phone back and forth)
  - [Language Line offers InSight Video Interpreting](#)
- Staff allow extra time to complete tasks, tests (as permissible)

## **General**

- Primary forms (intake, registration, etc.) are available in alternative formats
  - Large Print
  - Electronic/Fillable
- Ability to locate and demonstrate features of in-house electronic video magnification device to magnify and change color presentation of print materials for clients with vision loss
- Clipboard is available to facilitate a writing surface
- Ability to purchase and arrange for American Sign Language (ASL) interpreters for persons who use ASL to communicate for face to face or virtual meetings
  - Each local area/entity may have their specific procurement processes and allowable providers
  - [Language Line offers InSight Video Interpreting](#)
  - Arizona Commission for the Deaf and Hard of Hearing provides a non-exhaustive list of licensed providers <https://www.acdhh.org/interpreters/list-of-licensed-interpreters/>
- Ability to purchase, arrange for and configure Communication Access Realtime Translation (CART) for person who read captions
  - Each local area/entity may have their specific procurement processes and allowable providers
  - The Association for Court Reporters and Captioners provides a non-exhaustive list of Certified Captioners at <https://www.ncra.org/ncra-prolink>

- Identify one or more computer workstations with assistive technology available for use (see “Minimum Assistive Technology Considerations for Local Offices” section)
  - The number of computers with assistive technology needed is dependent on the size of facility and anticipated need/use

### **Minimum Assistive Technology (AT) Considerations for Local Offices**

- Screen reading software reads computer screens using speech output allowing navigation without the need for a monitor
  - JAWS (Job Access With Speech) [www.freedomscientific.com](http://www.freedomscientific.com)
- Screen Magnification Software magnifies text, graphics, the insertion point, mouse pointer and can control color and contrast for low vision users
  - [ZoomText](#)
  - [Fusion](#) (JAWS + ZoomText)
- Text Reading Software for auditory and visual access to electronic text
- Alternative Keyboards
  - High Contrast Keyboard labeled with large print, high contrast characters typically white characters on a black background, black on white or black on yellow.
  - Ergonomic Keyboard available
- Power Adjustable Height Desk (number depending on size of space)
- Adjustable Chairs
- Stationary Adjustable Chair

### **Additional Resources and Considerations (above and beyond Minimum AT)**

- Screen reading software
  - [Narrator](#)
  - [SuperNova](#)
  - [NVDA](#)
- Screen Magnification software
  - [Magnify](#)
  - [SuperNova](#)
- Text Reading Software or Text to Speech (TTS)
  - [Kurzweil 3000](#)
  - [TextHelp Read and Write or co:writer](#)
  - [WYNN](#)
- Electronic Video Magnification device for access to print materials
  - Closed Circuit Television (CCTV)
  - Video Magnifier
  - Handheld magnification devices
- Peripherals

- Trackball mouse is a pointing device consisting of a ball held by a socket containing sensors to detect a rotation of the ball about two axes—like an upside-down mouse with an exposed protruding ball and is used with individuals who have limited dexterity, hand movement.
- Touchpad (trackpad) mouse is a pointing device featuring a tactile sensor, a specialized surface that can translate the motion and position of a user's fingers to a relative position on the operating system that is outputted to the screen.
- **Communication**
  - FM System listening device consisting of a transmitter and receiver to manage volume and tone controls for auditory communicators.
  - VideoPhone (VP) is a telephone with a video display, capable of simultaneous video and audio for communication between people in real-time. VideoPhone is the primary type of phone used by individuals who are Deaf and use sign language.
  - Text Reading Software or Text to Speech (TTS) is software for literacy support which converts text into spoken voice output, the software highlights the line and tracks each word as it is read aloud so end users can visually follow along.
  - [Ubi Duo](#) - supports face to face communication between individuals with hearing loss, communication barriers and hearing people
  - Video phone for persons who are Deaf or Hard of Hearing and use ASL