

## Guide for Securing Sign Language Interpreters or CART for Events

The Office of Student Accessibility Services provides classroom and coursework-related accommodations for students with disabilities. Outside of the classroom, campus units are responsible for providing accommodations to individuals with disabilities for any events they host. This includes securing, coordinating, and paying for services. Students who are deaf/hard-of-hearing (DHH) typically request sign language interpreters or CART services (also known as “real-time captioning” or “live captioning” services). Individuals with disabilities generally know which type of aid is most effective for them.

USC policy requires the campus unit hosting the event to provide sufficient funds to cover accommodation costs. USC offices and groups that believe they do not have an adequate budget to cover the cost of accommodations at an event should contact Zarita Abbott at [zabbott@usc.edu](mailto:zabbott@usc.edu) or 213-740-5243 to discuss appropriate escalation plans.

### Inviting Requests for Accommodations

Event planners should include in their materials the following event accessibility statement:

*“Individuals with disabilities who need accommodations to attend this event may contact [insert event sponsor’s name, phone, and email address]. It is requested that individuals requiring accommodations or auxiliary aids such as sign language interpreters and alternative format materials notify us at least 7 days prior to the event. Every reasonable effort will be made to provide reasonable accommodations in an effective and timely manner.”*

### Scheduling Interpreters or CART

The department sponsoring the event will need to contact vendors who provide interpreting or CART services. (Both CART captioners and/or ASL interpreters will be referred to as “service providers” for the remainder of this document). It is suggested that these service providers are secured two weeks in advance. You may not be able to do this if the DHH individual does not request services that early. If a student or guest makes a late request, you still need to put forth a good faith effort to secure services.

When contacting service providers, you will need to have the dates, times, and location of your event. Other information such as consumer (deaf individual) name, event address, on-site contact person, phone number, etc. will be needed as well, but mainly that you have the dates and times when you make the initial request.

## Cost

Most service providers are paid for a 2-hour minimum, while others charge a 3- hour minimum. The cost of one service provider generally ranges up to \$90 per hour. If the request is more than 1.5 to two hours, a second service provider may be needed to form a team. The cost for a team may amount up to \$190/hour. Services providers often work in teams and switch every 20-30 minutes to prevent repetitive use injuries and to allow continued efficient cognitive processing.

Departments may want to consider having a line item in their budget each year specifically for accommodations for events.

## Parking

[A parking reservation](#) should be made for the service provider. Specific instructions, along with a link to the university map, should be given to the service provider regarding the location of the parking area and entry gate.

## Cancellation Policy

You will need to confirm the cancellation policy with the service provider. Generally, there will be a 48-hour cancellation policy, e.g., if the deaf consumer cancels within 48 business hours, the service provider still needs to be paid. This is standard business practice in the field of DHH services.

## Seating Arrangements at the Event

Seating is often reserved for DHH individuals near the front, although they may not opt to sit there. It is suggested that you ask the deaf attendees before the event. Chairs should also be provided for the service providers. If the event is at a large venue and interpreters are there, then it is usually best to have the interpreter on stage close to the speaker.

If you have any questions or need referrals, you may contact the OSAS Front Office at 213-740-0776 or email [osasfrontoffice@usc.edu](mailto:osasfrontoffice@usc.edu).