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[ASL Interpreter rate increase effective 2/3/2020, please click for more information](#)

FAQ for Requesting Accommodations

- *I have a doctor's appointment coming up and I need an ASL interpreter?*
- *I have lost my hearing and cannot hear workplace meetings any longer, but I don't sign. How can I get real-time captioning services?*
- *I have a business and have been informed that a new client needs an interpreter – can you provide one for me?*

For any of the situations above, if the service is needed at a public office or agency (state, county, city, or municipality), Oregon Deaf and Hard of Hearing Services may assist you. Please see “How do I get a sign language interpreter or real-time captioning” section below.

If the interpreter or captioning for any of the situations above is needed at a business or agency that is not a public (state, county, city, or municipal) office, you can find interpreters either through the [Registry of Interpreters for the Deaf](#) or in the [Oregon Association of the Deaf's Directory](#). ODHHS can assist with general information and referral, but cannot recommend any specific agencies or interpreters, nor schedule them for you.

How do I get accommodation services?

Please use the accommodations request form to submit an accommodations request. Please do not submit an accommodations request by sending an email to our staff. If you have general questions about requesting accommodations, please email request.odhhsp@dhsosha.state.or.us.

A worker for a public agency (state, county, city, municipal) in the state of Oregon may arrange for sign language interpretation and/or CART (with approval from management) using our [Accommodations Request form](#). **Note: The requester must provide billing contact information within the form.** See the bottom paragraph on this page for more information.

If you need accommodations with less than two days notice, you may want to arrange for accommodations through the [Registry of Interpreters for the Deaf](#) or in the [Oregon Association of the Deaf's Directory](#). ODHHS usually needs a minimum of two business days to arrange accommodations. **Submitting a request at the earliest date possible in advance of the service date makes it more likely that we can arrange the needed services.**

What is a Certified Deaf Interpreter/Close-Vision Interpreter/ProTactile Interpreter and in what situations would I request one?

Please consult first with the person who needs the accommodation about their preferences. But generally, ProTactile Interpreters work primarily with Deaf-blind people. Close-Vision Interpreters work mostly with people with low-vision. Certified Deaf Interpreters (CDIs) usually work with an ASL Interpreter as a team in emotional or complicated communication situations where the CDI's native proficiency in ASL can facilitate clear communication more effectively.

Whose responsibility is it to pay for the accommodations?

ODHHS arranges for the accommodations but is not responsible for paying for them. **The public office or agency that is requesting accommodations is responsible for payment and is required to provide billing contact information when placing the request.** If you do not know who the billing contact person is, please find out before placing the request, or (in an urgent situation) by the date of service.

What happens if we need to cancel the interpreter?

If an appointment is scheduled for two hours or less time, at least 24 hours (1 business day) notice is required for cancellation without full interpreter invoicing.

If an appointment is scheduled for more than two hours up to six hours long, at least 48 hours (2 business days) is required for cancellation without full interpreter invoicing.

For appointments longer than six hours, 72 hours (three business days) notice is required for cancellation without full interpreter invoicing.

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