CURRENTLY AVAILABLE ASSISTIVE TECHNOLOGIES FOR DEAF AND HARD OF HEARING PEOPLE

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This report contains an overview of available communications and telecommunication technologies as of September 2022. Please note that these technologies will continue to evolve, and that this report is not comprehensive. It is my hope that it will nonetheless provide a useful starting point for anyone interested in learning more about the assistive technologies that are available to deaf and hard of hearing incarcerated people at this time.

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<u>A Note on Using this Resource</u>

Correctional systems must confer with prisoners with disabilities. The expressed choice of all individuals in custody who are deaf and hard of hearing is in the best position to know their needs and should be given primary consideration in determining which communication aid to provide to ensure equal and meaningful access to correctional facilities, programs, activities, and services. As a start, below is a list of auxiliary aids and services, which is not inclusive. Additional information for each technology and service is attached.

I do not endorse individual vendors, products, or services but am only providing these services as examples. Any reference in this document to any vendor, product, or service by trade name, trademark, or manufacturer or otherwise does not constitute or imply my endorsement, recommendation, or approval.

<u>Assistive Technologies</u>

I. **Cochlear Implants and Hearing Aids**

Hearing Aids and Batteries

Advanced Bionics Naída

Zinc Air Disposable Battery

CI PowerCel Charger

AAA PowerPak

Power Adapter Cable

CI Power Supply with Adapters

PowerCell

Neptune

Processor

Battery

Harmony

Processor

PowerCel Battery

PowerCel Charger

Platinum SE Processor

Processor

Battery Charger

Battery Compartment

Cochlear Nucleus

Re-chargeable Battery

Charger

Nucleus Processor

Med-el

Processor

Batteries Size 675

## II.	Telecommunications

Telephone communication is one of the most important forms of communication in society today, especially for individuals confined to prison away from their friends and family.

In addition, telecommunication technologies help people to connect directly to each other even when in distant locations. The increasing methods for establishing communication connections instantly are digital, broadband, and Voice over Internet Protocol ("VoIP"). Since deaf and hard-of-hearing individuals cannot communicate telephonically, alternative modes of telecommunication technology have been developed over time.

Telephone Amplifier, Telecoil, and Bluetooth Technologies

Telephones manufactured after January 1, 1989, must be hearing aid compatible. The Hearing Aid Compatibility Act of 1988 required that telephones located in common areas and credit card operated telephones be compatible with hearing aids. Furthermore, on October 8, 2010, President Obama signed the Twenty-First Century Communications and Video Accessibility Act ("CVAA") into law. The CVAA updates federal communications law to increase the access of persons with disabilities to modern communications. The CVAA makes sure that accessibility laws enacted in the 1980s and 1990s are brought up to date with 21st century technologies, including new digital, broadband, and mobile innovations. Under Title I of the Telecommunication Access, the hearing aid compatibility mandates to telephone-like equipment used with advanced communications services.

#### i.	Amplifiers

Amplifiers are devices that make sounds louder and clearer for individuals who are hard of hearing who have some residual hearing and use their voice when using telephones to communicate with their family and friends. Prisoners who have residual hearing may need to utilize a telephone with hearing aids equipped with either telecoil or Bluetooth technology and *amplification* devices to communicate with family and community to maintain ties as well as to communicate with an attorney outside of prison.

There are several different ways a telephone can be amplified: a built-in volume control in the handset, an in-line amplifier that is attached to the telephone, or a telephone handset that has built-in amplification. Public telephones have a button to press or a sign explaining how to increase the volume. Below is an illustration of various types of telephone amplifiers.

Portable Amplifier and Handset with Built-in Volume Booster

Generally, most inmate telephone systems have built-in amplification buttons that allow individuals with hearing loss to adjust sound intensity. It provides three levels of amplification,

which should be adjustable to increase and decrease these volume levels so that it is much easier for individuals who are hard of hearing to hear in a noisy environment.

People with mild to moderate hearing loss may benefit from using an amplifier, which increases sounds by up to 30 decibels; however, a stronger telephone amplifier with that increases sound by up to 40 decibels may be required to accommodate individuals with hearing loss.

ii. *Telecoil*

A telecoil (or t-coil), is a small copper wire that is available on most hearing aids, all cochlear implant processors, and some audio streamers. T-coils are an essential component for anyone wishing to access to telephone and an assistive listening system easily and directly.
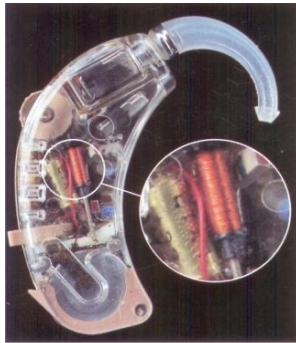
Hearing Aid Telecoil

Hearing aids operating in telecoil coupling mode avoid unwanted ambient noise by turning off the microphone and receiving only electromagnetic signal generated by telecoil-compatible telephones.

iii. *Bluetooth*

Hearing aids have advanced to the point where they now can accept a wireless signal from a cell phone using Bluetooth technology. Similar to telecoils, sound is directed right into the hearing aid wearer's ear bypassing the need to carry on conversations from the phone's loudspeaker. Bluetooth also connects hearing aids to devices in home, car, or office such as DVD players, MP3 players, computers, and Assistive Listening Device Systems.

III.   Traditional and Internet-Based Telecommunications Relay Services

Telephone communication is one of the most important forms of communication in society today. Due to advancements in technology, telephone devices have evolved with new services and capabilities. Individuals who are deaf and hard of hearing, and individuals with a speech disability are following these trends and are rapidly migrating to more advanced telecommunications methods, both for peer-to-peer and third-party telecommunications relay service (TRS) communications.

Due to advancements in technology, telephone devices have evolved with new services and capabilities. The development of digital data communication methods, such as the protocols used for the internet, has made it possible to digitize voice and transmit it as real-time data across computer networks, giving rise to the field of Internet Protocol ("IP") telephone that is rapidly replacing traditional telephone network infrastructure.

i.   Telecommunications Relay Service (TRS)

Telecommunications Relay Service is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS is available in all 50 states, the District of Columbia, Puerto Rico and the U.S. territories for local and/or long distance calls. TRS providers – generally telephone companies – are compensated for the costs of providing TRS from either a state or a federal fund. There is no cost to the TRS user.

There are several forms of TRS, depending on the particular needs of the user and the equipment available: TRS includes: Text to Voice TTY-Based TRS; Speech-to-Speech Relay Service; Shared Non-English Language Relay Service; Captioned Telephone Relay Service; Internet Protocol Relay Service; and Video Relay Service. Please visit this site for detail descriptions, https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs.

Teletypewriter (TTY)

TTY is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening.
- Slow 45.5 Baud rate
- Half duplex
- Type one at a time
- Requires abbreviations

TTY technology is becoming obsolete.

Short Message System (SMS)

SMS is a text messaging service component of most telephone, Internet, and mobile device systems. It uses standardized communication protocols to enable mobile devices to exchange short text messages.

- 160 characters (letters, numbers or symbols in the Latin alphabet)
- Send text in bubble
- Length of characters may split into multiple messages

Real Time Text (RTT)

Real-Time Text (RTT) is an advanced version of TTY technology that allows text to be sent immediately as it is created through wireless handsets that use IP-based technology on networks that support RTT. With RTT, there is no need to press a "send" key as there generally is for SMS, chat, or other types of texting. A recipient can read a message while the sender types it.
- Fast Mode
- Full duplex

- Transmitted Instantly
- Voice + multimedia
- Device compatibility
- Designed for i3
- Rich Communication Services (RCS)

ii. *Captioned Telephone*

Captioned Telephones

Sorenson CaptionCall

Ultratec CapTel

iii. *Real-Time Text*

This is a new technology that has not been fully developed.

IV.   Announcement, Notification, Emergency Alert, and Safety Plans

People who are deaf and hard of hearing have faced unique challenges in an emergency. Their ability to detect a fire or escape its effects may be hindered by their hearing loss. As a result, these individuals are at a greater risk of death or injury due to fire. They must rely entirely on visual clues to understand messages being sent through the utilization of visual alarms.

The bright flashing strobe light alerts deaf or hearing-impaired individuals to alarm activation. Single-station/multiple-station smoke alarms provide early warning of smoke with photoelectric sensing. The portable LS series devices are equipped with a 9-foot line cord that lets you instantly equip any room with a 177-candela (very bright) visual and 90-decible (very loud) audible signal, all in one device.

Smoke Alarms v. Smoke Detectors

Individuals using the terms ***smoke alarms*** and ***smoke detectors*** interchangeably. There is a difference between the two devices.

A ***smoke alarm*** is an all-in-one, self-contained device, with a detector, which senses the products of combustion (smoke) and sounds an audible, and sometimes visual warning or alarm. Smoke alarms are widely used in residential settings. Put simply, a smoke alarm detects smoke ***and*** sounds an alarm.

A ***smoke detector*** is strictly a sensing device only, which senses the products of combustion (smoke) and sends a signal to a building's fire alarm system to activate an audible, and sometimes visual warning or alarm. Smoke detectors must be connected to a building's fire alarm system and are NOT a stand-alone unit. Put simply, a smoke detector senses smoke only and must be connected to a fire alarm system control panel. Smoke detectors are a detection device only – not an alarm.

Smoke Alarm Technologies and Features

There are two types of technologies used in smoke alarms to detect the presence of smoke or the products of combustion. Smoke alarms will employ one or both of these types of technologies. Each type of detector has its advantages and disadvantages.

Ionization smoke alarms activate more quickly for fast, flaming fires with little visible smoke. Photoelectric smoke alarms are particularly more responsive to smoldering fires and the dense smoke given off by foam-filled furnishings.

When properly installed and maintained, both types of alarms alert you to a fire and save lives. As in all things relating to your family's safety, buy the highest quality smoke alarm your budget will allow. Do not select a detector based solely on its low cost. Smoke alarms are designed to be battery-powered or powered by a permanent connection to the household alternating current (AC) electrical supply (110v). It is important when replacing smoke alarms that the correct type is installed. Smoke alarms that are installed with permanent electrical connections, also known as direct-wired or hard-wired smoke alarms, cannot be replaced with battery-powered units.

Fire Alarm Basic Requirement

A standard industry started to be more specific on spacing requirements and candela ratings based on actual room size. For effective intensity requirements for sleeping area is distance from ceiling to top of lens Intensity. Greater than or equal to 24" is 110 Candela. If less than 24" is 177 Candela.

Wiring

Wiring for synchronized strobes and horns. Using this method you may:
- Use only two wires to synchronize the temporal horn and strobe with the ability to mute the horn (place switches 1 and 2 in the ON position on the GEC24, GEC3-24, GEC3-12, WGEC24, GECA24, GECB24, GECG24, GECR24, WGECA24, WGECB24, WGECG24, WGECR24).
- Mute the horn only when the temporal horn option has been selected.

Wiring for synchronized parallel (unison) horn/strobe operation. Using this method you may:

- Use four wires where two wires are used to power and synchronize the strobe and two additional wires are used to power and synchronize the horn (place switches 1 and 2 in the OFF position on the GEC24, GEC3-24, GEC3-12, WGEC24, GECA24, GECB24, GECG24, GECR24, WGECA24, WGECB24, WGECG24, WGECR24).
- Choose either continuous horn and allow the FACP to control the horn or choose temporal horn and synchronize the horns with the Gentex synchronization protocol.

     i.   Visual Alarms

Krown KA300 Alert System
https://www.rehabmart.com/product/krown-ka300-alert-system-36353.html

Silent Call Alerting Systems
http://www.lssproducts.com/category/silent-call-alerting-systems

Lifetone Bedside Fire Alarm
https://www.vitalitymedical.com/lifetone-hlac151-bedside-vibrating-fire-alarm-and-clock.html?matchtype=&network=g&device=m&adposition=1o9&keyword=&gclid=EAIaIQobChMI3JWs-oeM3AIVyB2BCh0q6AMjEAkYCSABEgJmx_D_BwE

KA300SD Visual Emergency Alert Package
https://www.harriscomm.com/ka300sd-visual-emergency-alert-package.html

Clarity AlertMaster AL10 Visual Alert System
https://www.harriscomm.com/clarity-alertmaster-al10-visual-alert-system.html

Clarity AlertMaster AL10K Visual Alert System
https://www.harriscomm.com/clarity-alertmaster-al10k-visual-alert-system.html

Clarity AlertMaster AL10 Visual Alert System with AL12 Receiver
https://www.harriscomm.com/clarity-alertmaster-al10-visual-alert-system-with-al12-receiver.html

     ii.   Notification of Events and Announcements

Clarity AlertMaster AMAX Audio Transmitter & Compatible Receiver
https://www.harriscomm.com/clarity-alertmaster-amax-audio-transmitter.html

Zycast HDME Series HD Encoder/QAM Modulator
https://www.tonercable.com/products/hdme102-single-program-hd-encoder-qam-modulator.php?version=490

This device is an encoder. Encoders are a technical component within the system that DOC uses at each of its facilities to receive and transmit television channels. Newer encoders can be connected to a computer without losing any broadcast channels that a system may receive. DOC

anticipates that if this encoder is installed, DOC could then place a PC computer at the "head-end" of the MATV (Master Antenna Television) system, which facility staff could then access via their computers to post announcements and schedules. In theory, this should permit DOC to create a specific television channel at each facility through which DOC could provide visual announcements and notifications. Deaf and hard-of-hearing prisoners who have a television could then tune into that channel to see announcements and notifications.

      iii.   Notification Systems with Shakers

Silent Call Signature Series & Fire Alarm Transmitter, Good Vibration Receiver
https://www.harriscomm.com/silent-call-signature-series-sidekick-ii-strobe-clock-receiver.html and
https://www.harriscomm.com/silent-call-legacy-series-good-vibrations-receiver-with-battery-charger.html

SafeAwake Fire Alarm Aid with Bed Shaker
https://www.harriscomm.com/safeawake-fire-alarm-aid-with-bed-shaker.html

Fire Alarm Transmitter Combo-Shake-Up Rec-Vibrator
https://www.maxiaids.com/fire-alarm-transmitter-combo-shake-up-rec-vibrator

The HomeAware Starter Kit + (with built-in Smoke/CO listener, Doorbell, and Bed Shaker)
https://www.harriscomm.com/the-homeaware-starter-kit-with-built-in-smoke-co-listener-doorbell-and-bed-shaker.html

Guardian Visual/Tactile Alert System
https://www.phoenixhearing.com.au/alerting.html

The Guardian VTAS-200 is designed specifically to help deaf and Hard of Hearing guests to be more aware of environmental events that may occur in their stateroom. These events include convenience alerts like door knocking, telephone ringing, and alarm clock setting. There are also emergency events like the smoke alarm, or when the general alarm is sounded. When one of these events occurs, the VTAS-200 system will attract the visual attention with a flashing array of bright lights. There will also be a vibrotactile warning (bedshaker), as well as a loud audible alarm.

      iv.   Watch Paging Systems

Silent Call Legacy Series White Sidekick II Receiver & Silent Call Legacy Series Pager Transmitter Pendant
https://www.harriscomm.com/silent-call-legacy-series-white-sidekick-ii-receiver.html and
https://www.harriscomm.com/silent-call-legacy-series-pager-transmitter-pendant.html.

LRS TX-7470 Freedom Paging Transmitter & LRS RX-E467 Pager
https://www.harriscomm.com/lrs-tx-7470-freedom-paging-transmitter.html and
https://www.harriscomm.com/lrs-rx-e467-pager.html

MMCall

       MMCall provides a paging system for deaf and hard of hearing incarcerated people. Each person is given a watch pager where they can receive messages. When a new message is received on the watch, the watch pager will vibrate and display the message. The MMCall system allows both individual and group messages to be sent. The technology also keeps a log of all sent messages. For more information, you should contact to the vendor directly.

[MMCall Prison Pagers](#)
- [Main Menu Watch Features](#)
- [System Manual](#)
- [Manual Explanation](#)
- [USB/Software Installation Guide](#)
- [Transmitter Connection/Software Walk through](#)
- [Watch Pager Touch Calibration](#)
- [Watch Pager Changing Date & Time](#)
- [Watch Pager Changing Strap](#)
- [Watch Pager Delete Mode](#)
- [Watch Pager Changing ID's](#)

      v.   *Visual Paging System*

       Visual Paging Systems, such as electronic reader boards, broadcast visual information related to important safety messages, emergency alerts, and announcements to individuals who are deaf and hard of hearing. Visual paging systems work through a digital signage network using display devices such as CRT monitors, LCD flat screen panels, plasma displays, split flap boards, high-definition TVs, and LEDs. Visual Paging Systems are available in wireless and wired formats. The installation of digital visual signage for a paging system throughout correctional institutions is necessary to provide visual information using basic text, graphic or sign language to individuals who are deaf or hard of hearing when audible announcements are broadcasted.

Examples of Visual Paging System
San Francisco Airport and Bainbridge Island Ferry

       Correctional systems can program and store several generic alerting messages into the computer. When an emergency or announcement arises, the staff can go to the computer and

select and broadcast the appropriate messages which can then be observed through the visual paging system using existing monitors.

<u>EFFECTIVE COMMUNICATION AUXILIARY AIDS AND SERVICES</u>

I.   Assistive Listening Device Systems

Assistive Listening Device Systems ("ALDS") are amplifiers that bring sound directly into the ear and free from other distracting noise in the environment. They separate the sounds, particularly speech, that a person wants to hear from background noise. There are five general types of assistive listening devices: audio induction (also called a hearing) loop, FM system, infrared system, personal amplified system and Bluetooth systems.

i.   *FM Wireless Listening System*


FM Wireless Listening System

The FM wireless listening system used by individuals with hearing loss in listening areas. ALDS enables some persons with hearing loss to participate in the group meetings and assemblies in the listening areas within a facility, such as auditoriums, places of worship, classrooms, and conference rooms. ALDS enables individuals with minimal hearing loss to participate in group meetings; this would <u>not</u> assist people who are severe or profoundly deaf.

The system is portable and can be utilized in separate locations simultaneously. This is achieved through the multi-channel transmitter which filters signals through different frequencies. In addition, the system can also be utilized to convey various languages to participants who speak different languages.

The program is broadcasted directly to the listeners wearing compact personal receiver and headphone or neckloop and delivered into a personal telecoil-equipped hearing aids or Cochlear Implant equipped with acoustic coupling or a telecoil inductive switch to hear the program, bypassing confusing background noises and troublesome room acoustics.

ii.   Induction Loop

An induction loop system transmits magnetic energy to telecoil-equipped hearing aids through a wire that surrounds an audience. Generally, an induction loop system can be used in difficult listening situations. It is most often used to help improve listening in churches, in theaters, at airports, or at home. The loops carry baseband audio-frequency currents; no carrier signal is used. It allows the sound source of interest – whether a musical performance, presentation, or group discussion – to be transmitted to the listener with hearing aids equipped with T-Coil or Bluetooth technology. Loop systems are readily integrated with conventional sound systems and relatively easy to maintain. The loop may surround all or part of a room and can be permanently installed in the ceiling, floor, or walls of a room.

Induction Loop
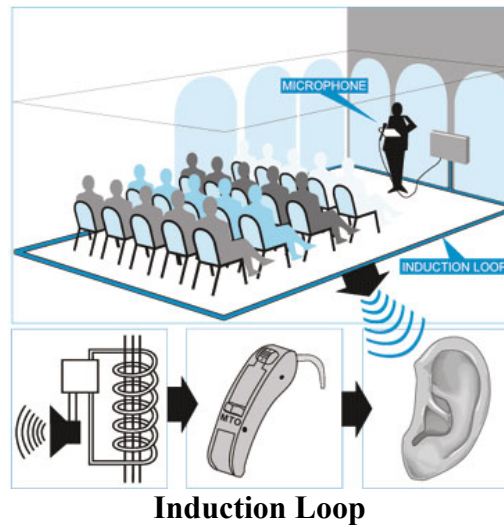
iii.   Infrared Systems

Infrared technologies can be used to transmit an assistive listening audio signal in a room or theatre auditorium using light waves. They are often used with TV sets, theatres and events.

Infrared System

vi. *Pocket Personal Listening Device*

Receiver with Headphone   **Neckloop**

Pocket Personal Listening Device is another type of audio enhancement system, which is designed for one-to-one conversations within a few feet from each other. It is not designed for a classroom setting; it may not capture any spoken language in the back of a classroom. The Neck Loop is designed as a wireless connection for hearing aids equipped with a "T" coil. An electromagnetic field is created that connects to a telecoil in hearing aids, cochlear implants or telecoil receivers.

<u>Vendors</u>

American Loop Systems
29 Silver Hill Road, Suite 100
Milford, MA 01757-1311
Audio Induction Loop ALDS
www.audiofetch.com/

Audex/Audiometrics
710 Standard Street
Longview, TX 75604-5443
www.audex.com
Infrared, Counterloop and Hardwired ALDS
Telecommunications
800-237-0716 Voice/TTY
800-283-3974 Fax
903-295-8244 Voice/TTY
903-295-0310 Fax
Email: vbeatty@audex.com

AVR Sonovation, Inc.
7636 Executive Drive
Eden Prairie,MN 55344-3677
www.avrsono.com
FM ALDS BTE-FM
800-462-8336 Voice
612-934-3111 Voice
612-934-3033 Fax
Email: sonos@avrsono.com

Centrum Sound
572 La Conner Drive
Sunnyvale, CA 94087-5712
www.centrumsound.com
ALDS TELECOMMUNICATIONS
408-736-6500 Voice
408-736-6552 Fax
Email: info@centrumsound.com

Com-Tek
357 West 2700 South
Salt Lake City, UT 84115-2904
www.comtek.com
801-466-3463 Voice
801-484-6909 TTY
Email: sales@comtek.com

Gentner Communications Corporation
1825 Research Way
Salt Lake City, UT 84119-2302
www.gentnerals.com/
FM ALDS
800-945-7730 Voice
800-933-5107 Fax
801-975-7200 Voice
801-977-0087 Fax
Email: sales1@gentner.com

General Technologies
7417 Winding Way, Fair Oaks, CA 95628
916-962-9225 Voice
916-961-9823 FAX
www.devices4less.com/

Listen Technologies Corporation
8535 South 700 West, Suite A
Sandy, UT 84070-2515
Website: www.ListenTech.com
800-330-0891 Voice
801-233-8992 Voice
Fax: 801-233-8995
Email: info@ListenTech.com

Live Sports Radio
1577 Star-Batt Dr
Rochester Hills, MI 48309
(248) 844-0444
info@livesportsradio.com
https://www.livesportsradio.com/

MaxiAIDS, Inc.
42 Executive Blvd.,
Farmingdale, NY 11735 USA
www.maxiaids.com/categories/153/Williams-Sound.html
1-800-522-6294

Phonic Ear, Inc.
3880 Cypress Drive
Petaluma, CA 94954-7600
Website: www.phonicear.com
FM and Infrared ALDS
Sound Field Systems
800-227-0735 Voice
800-227-0735 ext. 291 TTY
707-769-1110 Voice
Fax:707-781-9415

Sennheiser Electronic Corporation
1 Enterprise Drive
Old Lyme, CT 06371-1568
Website: www.sennheiserusa.com
Infrared ALDS
860-434-9190 Voice
Fax: 860-434-1759
Email: audiology@sennheiserusa.com

Telex Communications, Inc.
12000 Portland Avenue South
Burnsville, MN 55337-1522
Website: www.Telex.com
Telex Personal FM ALD, BTE-FM, Soundfield Systems
800-828-6107 ext. 5546
866-292-7707 Fax

Weitbrecht Communications Inc.
2656 29th St. Suite 205
Phone: (310) 452-8613
http://www.weitbrecht.com/

II.   Communication Access Real-Time Translation
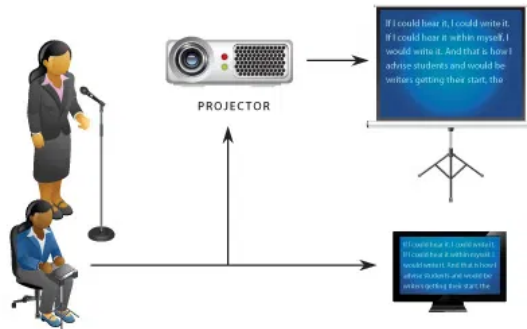
Communication Access Realtime Translation

Communication Access Real-Time Translation ("CART") services utilize machine stenographers (real-time captioners) who manually enter verbal communication via a stenography machine into a software program. The program converts the steno signals to text instantly, which is then displayed on a personal computer or projection screen for a deaf or hard of hearing person to read. The service is typically used by individuals who are hard of hearing, late-deafened, and those who lost their hearing after learning speech and rely solely on CART and captioning in group settings such as educational institutions, lectures, or at group meetings. CART is available through in-person providers and remotely through an internet connection using any computer, laptop, or tablet.

III.   Closed Captions

Closed captioning allows persons who are deaf and hard of hearing to have access to television programming by displaying the audio portion of a television program as text on the television screen. All analog and digital television receivers with screens 13 inches or larger sold or manufactured in the United States must contain built-in decoder circuitry to display closed captioning. The closed captioning decoder receives signals from the broadcaster or program. This feature can be turned off and on using a remote control or the menu button on the television. In addition, Televisions typically come with various accessibility features to make it easier to view. Settings can be configured to adjust font, size, high contract, grayscale, and other functions to accommodate viewers who are deaf as well as individuals who have low vision.

Most commonly, a program will be identified with a "CC", a "CC" inside a television shape image or the image of a small TV screen with a small tail at the bottom.

Closed captioning should always be on all TV monitors in common areas to allow prisoners who are deaf or hard of hearing the opportunity to view the program of their choice or to participate in the program that is taking place.

In addition, all videos shown in orientation and educational settings must include closed captions for prisoners who are deaf and hard of hearing to ensure full access to training and

informational videos and multimedia productions in accordance with the Twenty-First Century Communications and Video Programming Accessibility Act (CCVA).

There are various methods to adding captions to system orientation as well as educational videos. One method is manually adding captions to video using YouTube, Vimeo, Wistia, Panopto, Kaltura, Brightcove, JWPlayer, Canvas, and Blackboard. There are easy ways to add captions. Transcript can be added to Google Drive, YouTube, Pinnacle Studio, CaptionMaker, and Aegisub. For example, the easiest way to caption a video is to upload on YouTube and use the auto-captions feature and then modify manually. Since it uses speech recognition software to generate captions from the videos; it is essential to edit auto-captions after they have been created. Step by step instructions on how to add captions are available.

The other option is that a correctional system can enter an agreement and create an account with Captions Service Providers which are listed below. The process is very easy. For example, 3Play Media allows video files to be uploaded to portal from a computer via links, integrations, and custom APIs. The turnaround time is flexible, choosing from 2 hours to 4 business days. When captions are completed, video files can be downloaded on the computer for immediate play.

Vendors for Open/Closed Captioning Services

Aegis RapidText, Inc
111 North First St., Suite 201
Burbank, CA 95102
(800) 234-0304 x47124

Caption Associates, LLC
3514 Clinton Parkway, Suite A324
Lawrence, KS 66047-2145
(785) 838-3933
www.captionassociates.com

Caption Center, Inc.
One Guest Street
Boston, MD 02135
(617) 492-9225
(617) 562-0590 FAX
www.wgbh.org
caption@wgbh.org

CaptionsSync
980 6th Avenue
New York, NY 10018
(877) 278-7962
www.automaticsync.com

Dicapta
900 Fox Valley Drive, Suite 204
Longwood, FL 32779
(407) 389-0712
www.dicapta.com

Quick Transcription Services
Colorado Springs, CO
(800) 230-7918
www.quicktranscriptionservice.com

Computer Prompting Corporation
617 S. Victory Blvd.
Burbank, CA 91502
(818) 563-3465
(818) 563-6612 fax
www.computerprompting.com

3Play Media
34 Farnsworth Street, 4th Floor
Boston, MA 02210
(617) 764-5189
www.3playmedia.com

The Caption Center
300 East Magnolia Blvd., Suite #201
Burbank, CA 91502
(818) 562-1919 Voice
(818) 562-3344

National Captioning Institute
14801 Murdock Street, Suite 210
Chantilly, VA 20151
(703) 917-7600
http://www.ncicap.org/

Public Broadcasting Services
1320 Braddock Place
Alexandria, VA 22314
(703) 739-5000

Video Caption Corporation
888 Hunns Lake Road
Stanfordville, NY 12581
(888) 642-9335
www.vicaps.com

Vitac
8300 East Maplewood Avenue, Suite 310
Greenwood Village, CO 80111
(800) 278-4822
www.vitac.com

Real-Time Captioning Services

Total Recall
The Realtime Captioning Professionals
29629 Canwood Street
Agoura Hills, CA 91301
(818) 991-2413 Voice
(818) 991-4368 FAX

Rapid Text
230 Newport Center Dr. #250
Newport Beach, CA 92660
(714) 644-6500 Voice
(714) 644-5706 FAX
Glory L. Johnson, V. President

Judaica Captioned Film Center
P.O. Box 21439
Baltimore, MD 21208
(301) 922-0905

National Captioning Institute
1900 Gallows Road, Suite #3000
Vienna, VA 22182
(703) 917-7600

Precise Reporting & Captioning Service
20321 Acacia St. Ste. #210
Newport Beach, CA 92660
1-800-647-9009
(714) 833-1390 FAX

IV.   Video Remote Interpreting (VRI) Services

VRI Services are an interactive video technology that utilizes a Sign Language Interpreter at an off-site location to interpret and facilitate communication between individuals using sign language and non-sign language users in the same physical location to communicate via a videophone, computer with a video camera, or mobile devices using web browsers or apps.

VRI services are a valuable addition to the array of auxiliary aids and services. VRI is especially useful when (1) there is a lack of available qualified interpreters; (2) when an interpreter is needed immediately and there is no available interpreter on-site, or (3) for brief interactions where securing a live interpreter is not feasible.

VRI can be initiated using existing mobile devices, desktop computers with camera, or laptops with built-in camera very quickly without the use of secure user logins or other lengthy initiation procedures. Some VRI services do not require the user to log in while other VRI providers may require the user to enter an identification number and passcode. A correctional system can contract with a vendor such as Purple Communications VRI Services, ZVRS Stratus Interpreting Services, Voiance (a division of CyraCom), or another qualified vendor agency to provide App-Based and Web-based VRI to facilitate communications in various emergency and non-emergency situations. Some of these VRI Service Providers are listed below.

Video Remote Interpreting (VRI)

This service should be utilized when an interpreter cannot be physically present to interpret for individuals who are at the same physical location. It is ideal for unplanned medical communications, brief interactions, and emergencies. For this reason, VRI is commonly used in locations such as hospitals, doctors' offices, mental health care settings, police stations, and other

instances demanding near-immediate access to an interpreter. VRI Service is useful in such situations when (1) there is a lack of available qualified interpreters; (2) when an interpreter is needed immediately and there is no available interpreter on-site, or (3) for brief interactions where securing a live interpreter is not feasible. VRI Service is available on-demand at any time (24 hours a day, 7 days a week, and 365 days a year). The broadband speed for VRI services needs to be 2Mps + 2Mps or above per position, which should be adequate.

Signage should indicate that Video Remote Sign Language Interpreting Service is available at a correctional facility. The signage for VRI service should be visually displayed where VRI service is located so that staff and prisoners are aware of this service being available.

<u>Video Remote Interpreting Services</u>
<u>On-Demand VRI Service Providers</u>

Access Interpreting, Inc.
200 Lawyers Road #1993
Vienna, VA 22180
(571) 730-4330
www.ainterpreting.com

Birnbaum Interpreting Services
8730 Georgia Avenue
Silver Spring, MD 20910
(301) 587-8885
https://bisworld.com

CyraCom International, Inc.
Voiance
2650 E. Elvira Road
Tucson, AZ 85756
(520) 745-9447
http://www.voiance.com

Hi 5 Access
5411 E Mill Plain Blvd, 7
Vancouver, WA 98661
(360) 258-1761
https://www.hi5access.com

Interpreters Unlimited, Inc.
10650 Treena Street, Suite 109
San Diego, California 92131
(800) 726-9891
info@iugroup.com
https://interpretersunlimited.com

LanguageLine Solutions
1 Lower Ragsdale Drive, Building 2
Monterey, CA 93940
(800) 752-6096
www.languageline.com

Language Services Associates
455 Business Center Drive, Suite 100
Horsham, PA 19044
(800) 305-9673
https://lsaweb.com

Linguabee
855-585-5859
support@linguabee.com
www.linguabee.com

Network Interpreting Services, Inc.
P.O. Box 1223
Burley, ID 83318
(800) 284-1043
https://networkinterpretingservice.com/

Purple Communication VRI Services
595 Menlo Drive
Rocklin, CA 95765
(800) 618-2418
http://www.purple.us/vri

Sorenson Communications
4192 South Riverboat Road
Salt Lake City, Utah 84123
(801) 287-9400
http://www.sorenson.com/

Stratus Video Interpreting Services
33 N. Garden Ave Suite 1000
Clearwater, FL 33755
(855) 865-8778
http://www.stratusvideo.com

Telelanguage
610 SW. Broadway, Suite 200
Portland, OR 97205
(888) 893-5352
https://telelanguage.com
info@telelanguage.com

World in Sign
8070 Georgia Avenue, #403
Silver Spring, MD 20910
301-578-8706
www.worldinsign.com

V.   **UbiDuo**

       The UbiDuo is a portable communication tool for people who are deaf, hard of hearing, or hearing. The UbiDuo communication device provides face-to-face basic communication using two portable battery-operated devices. To use the UbiDuo, an individual needs to be fluent in English.

       UbiDuo communication device used at hospitals, mental health clinics, and other professional health services that allows patients and staff to communicate with keyboards and monitors is not helpful if the patient struggles to read, write, or type or if an individual is physically injured or emotionally distressed.

       The UbiDuo equipment is not suitable for educational settings, religious services, and other group meetings as an accommodation. In these contexts, UbiDuo should not be a substitute for types of services such as sign language interpreting services, Communication Access Real-Time Translation, or other effective communication.

<u>Vendor</u>

 sComm
6238 Hadley Street,
Raytown, MO 64133
(866) 505-7008
https://scomm.com/