



Municipalities and Local Government Guide: Providing Effective Communication

The Division of Services for the Deaf and Hard of Hearing (DSDHH) within the NC Department of Health and Human Services encourages individuals to share the following resources with municipalities and local governments when requesting accommodations to participate in meetings, programs and services. The resources will give guidance necessary to assist these entities in providing appropriate accommodations to residents with hearing loss as requested.

1. **ADA Requirements: Effective Communication (Guidance and Resource Materials)**

Link: <https://www.ada.gov/resources/effective-communication/>

An overview of the requirement to provide communication access under the Americans with Disabilities Act (ADA) title II (state and local government services) and title III (public accommodations and commercial facilities).

2. **Sign Language Interpreting Services**

Link: <https://www.ncdhhs.gov/sign-language-interpreting-servicespdf/open> – Learn about what is a qualified sign language interpreter, hiring a sign language interpreter, contacting a sign language interpreter and tips for working with a sign language interpreter.

3. **Sign Language Interpreter/Transliterater Directory**

Link: <https://www.ncdhhs.gov/divisions/dsdhh/sign-language-interpreters/sign-language-interpret-ertransliterater-directory> – A directory of licensed professionals who provide sign language interpreting and/or transliterating services in the state of North Carolina.

4. **Communication Access Realtime Translation (CART) Captioning Resource Page**

Link: <https://www.ncdhhs.gov/divisions/services-deaf-and-hard-hearing-dsdhh/communication-access-realtime-translation-cart-captioning> – This page includes CART Guidance and CART Provider Resource List. CART can provide equal access to communication for some individuals with hearing loss. CART is a real-time, word-for-word transcription of the spoken language created by a live, certified professional also known as a CART provider.

5. **Handling Calls from Individuals with Hearing Loss Using Relay Services and How to Talk on the Phone to a Caller who is Hard of Hearing Guidance**

Link: <https://www.ncdhhs.gov/handling-calls-individuals-hearing-loss-using-relay-services/open>

6. **North Carolina Division of Services for the Deaf and Hard of Hearing Regional Centers**

Link: <http://www.ncdhhs.gov/dsdhh/regionalcenters> – DSDHH provides services through its seven North Carolina regional centers. Entities can contact any of these regional centers to get resources and guidance for providing equitable services and communication access to deaf, hard of hearing and deafblind individuals. Individuals may contact the regional center for information or advocacy regarding specific situations.

