

# Providing Access to Effective Communication

## Guide for Virginia State and Local Government Agencies

### The Americans with Disabilities Act

The Americans with Disabilities Act (ADA) requires that Title II entities (state and local government) communicate effectively with people who have communication disabilities. The goal is to ensure that communication with people with these disabilities is equally effective as communication with people without disabilities.<sup>1</sup>

### The VDDHH Interpreter Services Program

Any Virginia government agency may utilize the Virginia Department for the Deaf and Hard of Hearing (VDDHH) Interpreter Services Program (ISP) for coordination of sign language interpreters and other accommodations for individuals who are Deaf or hard of hearing (with exceptions for educational interpreters). The Interpreter Services Agreement & Manual<sup>2</sup> details eligibility, rates, and terms of service for interpreters who have agreed to participate.

### Requesting an ASL Interpreter

Any Virginia government agency may submit a request for interpreter services by completing a General Sign Language Interpreter/CART Request Form<sup>3</sup> and faxing it to (804) 662-9718 or emailing it to [isprequests@vddhh.virginia.gov](mailto:isprequests@vddhh.virginia.gov). Interpreter services will be billable to the requesting agency.

**If you personally need an ASL interpreter or other accommodations for a meeting with any Virginia state or local government agency, please contact the person you will be meeting with to request accommodations. If you plan to attend an event hosted by a state or local government agency, please contact the event coordinator to request accommodations.**

Questions?

Please contact us at [isp@vddhh.virginia.gov](mailto:isp@vddhh.virginia.gov).

For a digital copy of this document with clickable hyperlinks, please use the QR code or go to <https://www.vadsa.org/apps/DocumentRepositoryViewer/fileviewer/3365>.



<sup>1</sup>Effective communication. ADA Requirements: Effective Communication, <https://archive.ada.gov/effective-comm.htm>

<sup>2</sup><https://www.dsa.virginia.gov/apps/DocumentRepositoryViewer/fileviewer/2306>

<sup>3</sup><https://www.dsa.virginia.gov/apps/DocumentRepositoryViewer/fileviewer/24>