

# Providing Access to Effective Communication

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## Guide for Virginia DMV Appointments

### Accommodations for Deaf/Hard of Hearing Customers

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There are several options available for individuals who are Deaf or hard of hearing at Virginia Department of Motor Vehicles locations:

- A wireless electronic device, called UbiDuo, is available by request at the information desk at DMV locations across Virginia. UbiDuo consists of two small screens with attached keyboards that communicate directly with each other. This allows a customer and an employee to communicate across the service counter by typing a conversation in real time.
- An ASL version of the written knowledge exam is available at all Virginia DMV locations.
- ASL interpreting services can be requested in advance for any DMV transaction. VDDHH coordinates interpreting services, and the DMV is responsible for paying for the interpreting services.

### Requesting an ASL Interpreter

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To request an ASL interpreter for a DMV appointment, customers or DMV representatives can contact VDDHH by emailing [isp@vddhh.virginia.gov](mailto:isp@vddhh.virginia.gov) or by calling (804) 662-9502. VDDHH will need to know: the customer's **name/contact information**, the **date and time** of the scheduled or walk-in appointment; the DMV location **address**; and the **purpose** of the appointment (written knowledge test, road skills test, etc.).

### Placards and Specialized IDs Available Upon Request

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The DMV offers a license indicator for individuals who are Deaf or hard of hearing to inform law enforcement/emergency personnel, as well as an identification card indicator for those who do not hold a license or permit. The forms you must complete for these indicators can be found on the [DMV website](#), under 'Completing the Application'.

VDDHH offers a free visor card with visual aids and indication that a driver is Deaf or hard of hearing. To see the visor card, please visit the [DMV website](#). To request a visor card, please contact VDDHH by phone at (804) 662-9502 or by email at [info@vddhh.virginia.gov](mailto:info@vddhh.virginia.gov).

Questions?

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

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Virginia Department for the  
Deaf and Hard of Hearing