

BEFORE YOUR APPOINTMENT

Request an interpreter

Contact the office where your appointment or meeting will take place as early as possible.

1. **Share the details**

Give the date, time, location, and reason for your appointment.

2. **Explain your needs**

Tell staff how you communicate. Ask for a qualified ASL interpreter and a CDI if needed.

3. **Confirm the arrangements**

Ask staff to confirm interpreter support before your appointment.



TIPS & COMMUNICATION SUPPORT

Interpreter Services

We provide interpreter services for **ALL Travis County departments** and through contracts with health care providers, such as **CommUnityCare clinics**.

Communication support

We support people who are:

D/deaf

DeafBlind

Hard of Hearing

Late-Deafened

Services may include:

ASL Interpreting

Tactile or close-vision interpreting

Trilingual interpreting: ASL, English, and another spoken language

Certified Deaf Interpreter (CDI) support

What is a CDI?

A CDI is a Deaf interpreter with specialized training who often works with a hearing ASL interpreter to make communication clear.

A CDI may help someone who uses different signs, gestures, or needs additional language support.

TIP: Tell us how you communicate and what support works best for you. You can ask for a CDI.

KNOW YOUR RIGHTS

Communication matters

The Americans with Disabilities Act (ADA) requires covered organizations to provide effective communication for people with disabilities.

The support needed depends on the situation and your communication needs. An organization cannot charge you for communication aids or services it must provide under the ADA.

Having trouble getting access? Contact us for help with requests, communication concerns, and complaint options.



Learn more

www.ADA.gov/resources/effective-communication/