



# Accessible Communications Guide

Edmonton

[edmonton.ca/accessibility](https://edmonton.ca/accessibility)

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Public engagement meetings and events are a means for citizens to receive information, provide feedback and interact with the City of Edmonton. The City of Edmonton is committed to engaging with citizens and encouraging their involvement in civic matters important to them. The following is a summary of the available accessible communications services that can be coordinated or provided by the City.

### **Teletype Services (TTY)**

The City of Edmonton has a computer-based system that allows TTY users to communicate with City of Edmonton employees. This computer system replaces physical TTY machines with computer hardware and software that "rings" an employee's computer.

TTY Phones are located at Clareview, Castledowns, and Century Park Transit Centres, and all LRT stations.

- 311 TTY Access: 780-944-5555

### **American Sign Language (ASL) Interpreters**

Citizens can request ASL interpreters for City of Edmonton public engagement sessions, meetings, and events by calling 311.

To ensure we can provide services, a two week lead time is recommended to secure providers. If less than two weeks notice, there are no guarantees.

ASL is the primary sign language used in Canada and the United States.

### **Deaf Interpreters (DI)**

Deaf Interpreters are professionals specializing in ASL facilitation for persons whose signed language may not originate in North America or for persons with minimal sign language capacity. They work in a team with the hearing professional interpreters to effectively create clear communication between all parties.

### **Support Service Provider (SSP)**

Support Service Providers are professionals who provide communication and environmental facilitation to an individual who is deafblind (including hard of hearing and late deafened blind individuals).

The SSP mediates between the person who is deafblind, hearing person(s), and their environment to enable them to communicate effectively with, and receive non-distorted information from, the world around them. In other words, an SSP acts as a professional sighted guide.

## **Communication Access Realtime Translation (CART)**

CART can also be referred to as Realtime Captioning (RTC). It provides an instantaneous, speech-to-text translation of the spoken word, including environmental sounds, during an event or meeting.

The time delay between the speech and the appearance of the typed text is generally less than two seconds, and allows readers to fully participate in the proceedings. Captioning also provides the secondary benefit of providing an electronic record of the proceedings.

RTC is effective for people who are Deaf or hard of hearing, as well as for those with certain types of learning disabilities and individuals whose first language is not English. Citizens can call 311 to book this service. Two weeks notice is requested.

Increasingly, CART is being provided remotely via the internet or a telephone connection. A list of service providers can be found in Appendix 2 of this guide.

## **Assistive Listening Devices (ALD)**

Citizens attending functions at City Hall can request to use the Assisted Listening Device. The system is patched into City Hall's sound system, transmitting sound signals through infrared to special headphones worn by hard of hearing users.

This system is available in Council Chambers. A portable system is available in other City Hall rooms upon request. Citizens can contact 311 for this service.

Two weeks notice is recommended when requesting these services.

## **Induction Hearing Loops**

Hearing Counter loops and loop systems have been incorporated into numerous City facilities. Counter loops are now available at every City of Edmonton recreation centre. There will also be loop technology available in the boardroom at Kinsmen Leisure Centre as well as in three rooms in City Hall (Council Chambers, River Valley Room, and Heritage Room), at customer service locations in Rogers Arena and at service counters and in five boardrooms in the Edmonton Tower.

## **Other Alternative Communications Services**

Edmontonians requiring other alternative communications services are asked to contact 311.

### **Promotion**

All City print advertising advising citizens of open houses, public meetings, elections and/or City sponsored special events held at City Hall or Churchill Square should advise that ASL Interpreters/Intervenors and RTC are available either automatically or upon request.

Signage is posted at the entrance to Council Chambers to advise people using City Hall that hearing loop technology is available for use. Assistive listening devices are also available for use in the River Valley Room, Heritage Room and City Room on request. Advance notice is appreciated.

Availability of services is also posted on [edmonton.ca/hardofhearingordeaf](http://edmonton.ca/hardofhearingordeaf).

### **One-Stop Service**

All calls connecting to this City service are directed to 311. This single point of contact allows the City to accurately measure the number and nature of requests for alternative communication services as well as services to the Deaf and hard of hearing community.

### **Video Captions (Post Production Video Captioning)**

Please embed captions in videos, as auto-generated captioning may not be accurate. The preference for captioning to be limited to two lines of text for readability. Captions can also be added manually for [YouTube videos](#).

### **Requesting ASL and Captioning Services**

Citizens are asked to call 311 to request ASL Interpreting or Intervening and Realtime Captioning services. City of Edmonton employees can book these services directly with a provider. See the Appendices for provider contact information.

They will need to provide the following information:

- Contact name
- Organization (if applicable)
- Name, description, and scope of the event
- Whether or not the event will have concurrent sessions
- Date, time, and location of event
- On-site contact person (phone and email)
- Number of attendees requiring ASL or captioning service
- For private events: name(s) of the person(s) requesting services (to ensure no conflict-of-interest occurs) and if those persons have stated a preferred agency or professional they wish to use
- Number of attendees and any dress code that may apply
- Whether any media will be present or any photos/videos being recorded
- Availability of preparation materials such as agenda, speaking notes, etc.

Two weeks notice is recommended (where possible) when requesting these services.

### **Additional Procedures**

There are a limited number of providers and the demand for these services is growing, so securing interpreters/intervenors or real time captioners for specific events can be a challenge.

The City is committed to providing these services and accommodates requests whenever possible. To ensure we can provide the services, a two week lead time is recommended to secure ASL and RTC providers.

It is important for City Departments to provide equal opportunities to all ASL and RTC providers. However, staff are encouraged to ask if there is a preferred provider.

Additional tips and considerations:

- ASL/RTC providers appreciate any materials such as programs in advance to prepare for the engagement.
- A minimum of two ASL interpreters are required if the booking is longer than 60 to 90 minutes (depending on the complexity of the request).
- The ASL interpreters and the RTC screens should be as close to the speakers as possible. The screen can be behind the speakers or lower down in front of them so that individuals who are Deaf or hard of hearing can read (screen or sign) while simultaneously being able to watch the speaker/presentation.
- Reserved seating will allow people who need the service to be able to access it. Signs can read: Reserved for ASL/RTC Users. These reserved seats could be released within 10 minutes of the start of the event if not required.
- Speakers/presenters should be informed that interpreters or captioning will be present.
- Speak directly with the person who is Deaf (not the interpreter).

### **Budget**

- The costs associated with providing ASL Interpreting/Intervening/RTC services are to be covered by individual department budgets. Charges for ASL and RTC vary between individual service providers.
- Some providers may request reimbursement for parking.

**For questions or concerns regarding providing communication services, please contact:**




Heather Craig  
Community Investment, Social Development  
Community Services

Email: [Heather.craig@edmonton.ca](mailto:Heather.craig@edmonton.ca)

## Appendix 1: Copy of a Print Advertisement (Example)



Learn more about and get involved in City issues affecting you and your neighbourhood. Go to [www.edmonton.ca/PublicInvolvementCalendar](http://www.edmonton.ca/PublicInvolvementCalendar) for a list of City of Edmonton public involvement opportunities.

Services for deaf or hard of hearing persons provided upon request. Call 311 at TTY/NexTalk (780) 944-5555 Press 0, 311@edmonton.ca.

**DESROCHERS  
BYLAW 16769**  
Location: 3303 – 141 Street SW and 3304 – 127 Street SW



**INFORMATION SESSION**  
**Plans for the Edmonton Energy Technology Park**


**Tuesday, March 18, 2014, 6:30 to 9 p.m.**  
**Presentation starts at 6:45 p.m.**  
**Horse Hill School, 19355 Meridian Street NE,  
Edmonton, AB**

Citizens are invited to a public information session about the plans for the Edmonton Energy Technology Park (EETP).

This meeting is an opportunity to learn more about the initiative, and provide your feedback. There will be a brief presentation at 6:45 p.m. on the current status and next steps for the EETP, with focus on economic growth, plan implementation, technical studies underway, and the community. After the presentation you are invited to discuss the proposal with various City staff and consultants.

For more information:  
Kelly Greenland, Principal Planner  
Phone: 780-496-6110  
or email [kelly.greenland@edmonton.ca](mailto:kelly.greenland@edmonton.ca)

  Services for deaf or hard of hearing persons provided upon request. Call 311 at TTY/NexTalk 780-944-5555 and press 0, or email 311@edmonton.ca.



## **Appendix 2: List of CART Providers in Edmonton area (alphabetical)**

AB Captioning & CART Inc. Phone: 780-446-8380 Cell: 780-445-4406 Email: <a href="mailto:office@abcaptioning.com">office@abcaptioning.com</a>	Kim Stasiuk, RPR, CSR(A) Word for Word Reporting Inc. Phone: 780-922-9291 Email: <a href="mailto:Wrd4wrd@telus.net">Wrd4wrd@telus.net</a>
Cindy James, RPR, CRR, CSR(A) Phone: 780-487-7679 Cell: 780-907-5010 Email: <a href="mailto:cindy.r.james@gmail.com">cindy.r.james@gmail.com</a>	Louella Webber, CCP, RPR, CSR(A) See2hear Communications Cell: 780-818-7547 Email: <a href="mailto:louellajw@gmail.com">louellajw@gmail.com</a>
Kim Johnson, CSR(A), RPR Email: <a href="mailto:livekaps@gmail.com">livekaps@gmail.com</a>	Jeff Weigl, CSR(A), RMR, CCP, CRR WizCap Realtime Reporting Inc. Phone: 780-643-0555 Email: <a href="mailto:jeff@wizcap.ca">jeff@wizcap.ca</a>
Darlene Pickard, RDR, CCP, CCR, CBC Caption Northwest Inc. (Remote only) Phone: 425-343-4946 Email: <a href="mailto:dpickard@gmail.com">dpickard@gmail.com</a>	Shannon Wiebe, RPR, CCP, CRR, CSR(A) Cell: 780-991-3635 Email: <a href="mailto:shannonwie@shaw.ca">shannonwie@shaw.ca</a>
Janice Plomp, RDR, CCP, CRR, CSR(A) Cell: 780-504-9220 Email: <a href="mailto:jplomp@shaw.ca">jplomp@shaw.ca</a>	Jennifer Wilkie, CSR(A), Examiner Realtime STENOvations Cell: 780-710-7255 Email: <a href="mailto:isagogetter@gmail.com">isagogetter@gmail.com</a> - Multiple providers available
Laura Slywka, CSR(A), RPR, CRC Cell: 780-993-4210 Email: <a href="mailto:lauracaptioner@gmail.com">lauracaptioner@gmail.com</a>	



## **Appendix 3: Interpreter Referrals, SSPs, and Video Captions**

### **List of Interpreter Referral Agencies**

Choice of Interpreters Inc.  
Phone: 403-615-2245  
Email: [booking@choiceofinterpreters.com](mailto:booking@choiceofinterpreters.com)  
Web: [choiceofinterpreters.com](http://choiceofinterpreters.com)

Deaf and Hear Alberta  
Phone: 780-451-9999  
Email: [booking@deafandhearalberta.ca](mailto:booking@deafandhearalberta.ca)  
Web: [Interpreter.deafandhearalberta.ca](http://Interpreter.deafandhearalberta.ca)

### **Support Service Provider (SSPs)**

Connect Society  
DeafBlind Support Service Program  
Email: [bookssp@connectsociety.org](mailto:bookssp@connectsociety.org)  
Web: [connectsociety.org/deafblind-support-service-program](http://connectsociety.org/deafblind-support-service-program)

### **Video Captions (Post Production Video Captioning)**

Ala Carte Connections  
Phone: 888-900-3239  
Email: [jamie@alacarteconnections.com](mailto:jamie@alacarteconnections.com)  
Web: [alacarteconnection.com](http://alacarteconnection.com)  
Cost: \$3.50/minute USD

AB Captioning and Cart  
Contact: Sandra German  
Phone: 780-445-4406  
Email: [inquiries@abcaptioning.com](mailto:inquiries@abcaptioning.com)  
Web: [abcaptioning.com](http://abcaptioning.com)

3Play Media\*  
Contact: Frazer Kesserling  
Cost: \$2.50/minute USD (MP4)  
Additional \$5/file to burn captions into video  
*\*Need to create an account in advance.  
Standard turnaround time is four business days.*