

PROCEDURE

Title: Requesting/Cancelling Remote Communication Access Realtime Translation (CART) Services Procedure for Students who are D/deaf or Hard-of-Hearing

Effective Date: 11/15/2023

Applies to: All Students Enrolled at ^{HF}CDHP with Real-time Captioning as an Approved Accommodation

Statement: Western University of Health Sciences' (WesternU) Harris Family Center for Disability and Health Policy (^{HF}CDHP) will facilitate the provision of Remote Communication Access Realtime Translation (CART) services as set forth under Section 504 of the Rehabilitation Act, the Americans with Disabilities Act (ADA) of 1990, the ADA Amendments Act (ADAAA) of 2008, state law, and University guidelines for student(s) that are D/deaf or hard of hearing when approved as an accommodation by ^{HF}CDHP.

Purpose: To ensure students with disabilities receive an equal opportunity to participate in and benefit from courses, programs, services, or activities offered through WesternU.

Related Information: Provision of Academic Accommodation(s) Policy

Procedure Steps:

	Action	Responsible for Implementing
1.	Once ^{HF} CDHP's Associate Director or Director approves a student for remote CART services, the designated ^{HF} CDHP staff member will contact the appropriate College to obtain the student's class and rotation schedule for reference.	^{HF} CDHP Staff
2.	It is the student's responsibility to complete the ^{HF} CDHP Remote CART Request Form and submit it to disabilityaccommodations@westernu.edu a minimum of seven (7) business days prior to the request date for a captioner(s). ^{HF} CDHP cannot schedule captioners until the completed form is received.	Student
3.	Upon receipt of the completed Remote CART Request Form, the designated ^{HF} CDHP staff member will contact the CART vendor and follow their procedure to schedule captioners for the student.	^{HF} CDHP Staff
4.	Weekly, the designated ^{HF} CDHP staff member will add the names of the captioners assigned to each requested class/activity on the form and will email it to	^{HF} CDHP Staff

	the student two (2) days prior to the commencement of the scheduled assignment.	
5.	It is the student's responsibility to notify ^{HF} CDHP regarding changes to their class schedule including the addition or cancellation of classes/activities at least three (3) business days before the scheduled assignment or as soon as it is known so that the captioners can be notified of the changes. Changes can be made by emailing ^{HF} CDHP at disabilityaccommodations@westernu.edu .	Student
6.	The designated ^{HF} CDHP staff member will contact the contracted CART vendor to add/adjust/cancel the captioner assignment request.	^{HF} CDHP Staff
7.	The designated ^{HF} CDHP staff member will email the student to confirm the schedule adjustment or cancellation has been made.	^{HF} CDHP Staff
8.	Services may be suspended if two (2) or more classes/rotation days are missed without prior notification. The student will need to meet with the Director of ^{HF} CDHP or their designee before services are reinstated.	Student/Director of ^{HF} CDHP
9.	All communication regarding requests for services, late notifications, extensions on requests, or cancellations, etc. need to be made between the student and ^{HF} CDHP. Students are not to communicate with real-time captioners directly regarding scheduling issues or make any personal scheduling arrangements with the captioner(s).	Student
10.	Real-time captioners will log off after twenty (20) minutes if the student does not attend class/lab/clinical rotation unless they have notified ^{HF} CDHP one (1) business day prior that they will be late and need the captioner(s) to stay.	Student
11.	It is the student's responsibility to notify ^{HF} CDHP about any questions or concerns at disabilityaccommodations@westernu.edu .	Student

Definitions/Acronyms:

Real-time Captioning - is the method of captioning in which captions are simultaneously prepared and transmitted at the time of origination by specially trained real-time captioners.

Deaf/deaf – Deaf with a capital “D” is used to describe individuals who identify as culturally Deaf and are actively engaged with the Deaf Community. Deaf with a lower-case “d” refers to individuals who view hearing loss as a physical condition.

Hard of Hearing – Is a widely accepted term to describe individuals who have hearing loss.

ADA – Americans with Disabilities Act of 1990

ADAAA – Americans with Disabilities Act Amendments Act of 2008

CART - Remote Communication Access Realtime Translation

^{HF}CDHP – Harris Family Center for Disability and Health Policy

WesternU – Western University of Health Sciences

Regulatory Information: Section 504 of the Rehabilitation Act of 1973; Americans with Disabilities Act of 1990; ADA Amendments Act of 2008, and California and Oregon state law

References, if applicable:

Related Policy: Provision of Accommodation(s), Sign Language Interpreter Request Procedures for WesternU Students and Patients who are D/deaf or Hard-of-Hearing

Related Links: [^{HF}CDHP Webpage](#), [Provision of Accommodation\(s\) Policy](#)

Related Forms: Remote CART Request Form

Responsible Department: Harris Family Center for Disability and Health Policy (^{HF}CDHP)

Contact: Marcelle Daniels, Director of ^{HF}CDHP

Email: disabilityaccommodations@westernu.edu

Policy reviewed by: (check all that apply)

Academic Senate	General Counsel	Provost's Office
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