



A Guide to Effective Communication via Communication Access Real-time Translation (CART)

Communication Access Real-time Translation (CART) or CART Captioning helps make your event, courtroom, classroom, workshop, seminar, church service, or meeting accessible to people who are deaf or who have a hearing loss. Hearing accessibility is crucial to creating an inclusive event so that everyone can participate, regardless of how well they hear. Using CART with assistive listening technologies such as induction loops, FM, and infrared systems provides the highest level of accessibility.

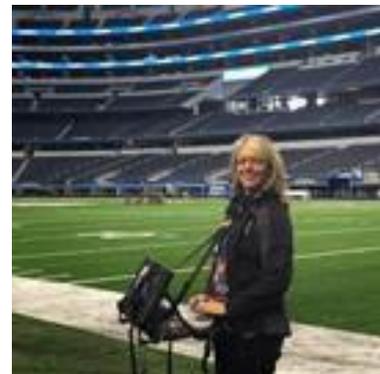
You've seen captions on television shows, Netflix, and in movie theatres. CART works in a similar way, transcribing and translating spoken words and sound into text. The text appears in real time--*while the words are spoken or projected* on a big screen that everyone can see. Remote CART captions can also be streamed via the Internet.

Even people with good hearing sometimes struggle to comprehend completely, especially in loud or noisy environments. CART helps those people, too, as well as people for whom English is a second language. And for people with significant difficulties hearing, CART can mean the difference between becoming isolated and staying home—or attending, understanding, and engaging with their communities.

We offer this guide to help you create and develop the most effective and accurate CART for your event.

Planning for CART and Effective Communication

1. Select an experienced captioning provider. Generally, a provider with national CRR/CBC/CPA certifications will bring a **high level of skill and accuracy. See our suggestions at the end of this document under Resources.**
2. Consider assistive listening systems: hearing loops, FM, or infrared. It can be challenging and fatiguing to read every captioned word; both audio and visual solutions create the ideal solution.
3. Send the captioner copies of presentation materials. This is especially crucial for names and technical terms that need to be accurate and spelled properly. Include copies of any PowerPoint presentations, handouts, a glossary, and bibliography. Sending them as far in advance as possible is very helpful for the captioner.
4. Specify that you want CART projected on large screens to be viewed by many people. Viewing captions huddled around a laptop is not the ideal solution and may leave out others who would benefit.



5. Consider the best screen placement for optimum viewing by the greatest number of people. Think “clear sight lines.”
6. Make sure the captioner is admitted to the event without admission fees and with early access to set up.
7. The captioner will need a table, reserved space near the front, an electrical outlet and extension cord, and safety tape to secure the cord.

Just Before the Event

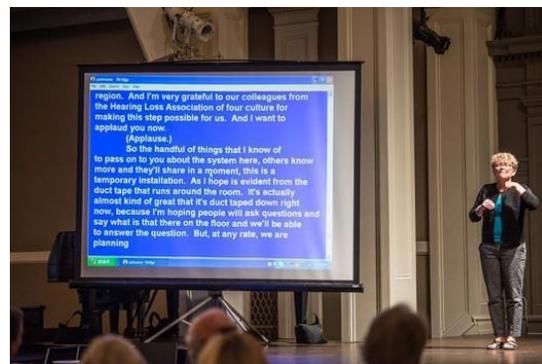
1. Make sure the display is visible to as much of the audience as possible.
2. Make sure the font is large enough and stands out from the background.
3. Make sure at least two lines show on each display, and that the captions remain visible long enough to be read.
4. Test the display methods from each place in the room that someone may need to read them.
5. Cover cords with tape so guests don’t trip, per Seattle City Code.
6. Coach speakers to speak slowly, pause periodically, and enunciate carefully.
7. Coach panelists to make sure one person speaks at a time, and to take breaks as needed.
8. Provide tabletop name cards to presenters or panelists, if possible.

During the Event

1. Monitor caption quality. Be confident in interrupting the speaker to ask that they stay near the microphone, speak more slowly, etc. Watch for repeated *inaudible* instances in the captions.
2. Use a high-quality sound system when possible. Remember that the captioner must be able to hear clearly. Whenever possible, offer a direct feed to the captioner via headphones.

Tips for CART providers

1. Ask the event organizer for copies of presentation material, speeches, or handouts far in advance of the event.
2. Transcribe the captions verbatim, or as close to verbatim as possible. Include punctuation to help with clarity and understanding.
3. Caption the sound effects when they aid understanding.
4. If you are struggling to understand the speaker, feel confident in asking the speaker to help you out by speaking more slowly, clearly, loudly, etc.
5. If captions are available to a single individual via laptop or other display, check with the user about any concerns before the presentation starts. Always remain confidential and professional.



CART Providers

Caption Northwest, Inc.

Marysville, WA

<http://captionnorthwest.com/>

Darlene Rodella, RDR, CCP, CBC

dkpickard@gmail.com

Lisa Hutchinson

Shoreline/Seattle

lisakhutchinson@yahoo.com

Ronald Cook

Cook Realtime 206-579-8314

mr.realtime@comcast.net

Sharene Morgan

Duvall/NorthSeattle

TextAlaCart@yahoo.com

ProMotion Holding LLC/Premier Realtime

Seattle

<http://promotionholdings.com/srspremier/>

info@promotionholdings.com

rcook@premierrealtime.com

Stanton Captioning and Reporting

Vanessa Stanton, CCR

Vcstanton29@gmail.com

David Hart

davidh1285@fairpoint.net

For other providers:

<http://www.ncrasourcebook.com/> <http://washingtoncourtreporters.org/directories/cart/>

<https://www.dshs.wa.gov/altsa/odhh/king-1>

Note: many captioners will travel across the state.

Additional information about CART

Collaborative for Communication Access via Captioning

<http://cccaptioning.org/>

Additional information about hearing loss and accessibility

Hearing Loss Association of America Washington State Association

www.hearingloss-wa.org

