



Effective Communication via Captioning and CART

*A comprehensive guide to captioning and CART provided by
Hearing Loss Association of America--Washington State (HLAA-WA)*

Is your event hearing-accessible? Without captions, it may not be.

The Americans with Disabilities Act (ADA) requires effective communication accommodations so that hard-of-hearing people can participate equally. Captions, often combined with an assistive listening system, are a terrific way to provide communication access so that everyone is included, no matter how well they hear.

Even people with good hearing sometimes struggle to comprehend completely, especially in loud or noisy environments. Captions benefit not only people who are hard-of-hearing, but also children, people learning English, and people with mild hearing loss or auditory processing disorders. Most everyone experiences better attention, retention, and comprehension by seeing speech in text. For people with significant hearing loss, captions are required—otherwise, these people are left out.

Captioning can be done automatically, via automated speech recognition (ASR), or manually, by an actual person called a captioner. For Zoom and other online meeting and event platforms, automated captions or a human captioner can be used. In live video and PowerPoint presentations, automated captions can be turned on.

For in-person events such as meetings and conferences, the gold standard for captioning is CART: Computer-Assisted Realtime Translation.

CART

CART helps your event, speech, courtroom, classroom, workshop, seminar, church service, or meeting be ADA-compliant and accessible to people who are deaf or who have a hearing loss.

With CART, a captioner transcribes spoken text and sound into words. The text appears in real time--*while the words are spoken or played*--on a big screen that everyone can see, or on an iPad or other private device, or even an Internet browser. Sometimes, captioning can be done when the captioner is remote.

When possible, consider an audio component in addition to CART. Assistive Listening Systems (ALSs) such as induction loops, FM, and infrared systems combined with CART provide the highest level of accessibility. It can be challenging and fatiguing to rely on captions alone.

Read on to find out how to develop the most effective and accurate CART for your event.

Planning for CART and Effective Communication

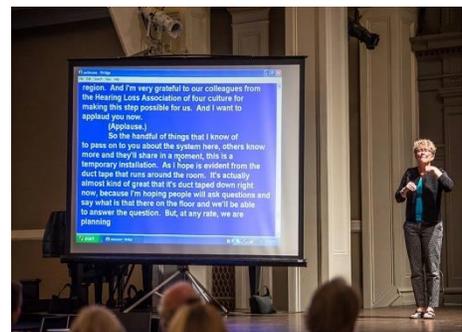
1. Select an experienced caption provider. Generally, a provider with national CRR/CBC/ CPP certifications will bring a high level of skill and accuracy. See our suggestions at the end of this document under “Resources.”
2. Send the caption provider copies of presentation materials (PowerPoints, handouts, speeches) in advance. This especially helpful for proper names and technical terms. Consider sending the captioner a glossary, bibliography, staff/attendee list, and room layout chart, too.
3. Clarify that you want CART on large screens to be viewed by many people. Several people huddled around a laptop is not the ideal solution and may leave out others who would benefit.
4. Think about the best way to place screens for optimum viewing by the greatest number of people. Think “clear sight lines.”
5. Make sure the caption provider is admitted to the event without admission fees and with early access to set up.
6. The captioner will need a table, reserved space (near the front), clear sight lines, good audio and perhaps access to the assistive listening system, an electrical outlet and extension cord, and safety tape to secure the cord.

CART 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 every place in the room that someone may be seated.
5. Cover cords with tape so guests don’t trip (per City of Seattle Code.)
6. Coach speakers to speak slowly, pause periodically, and enunciate carefully. Everyone should use a mic at all times.
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.

CART 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.

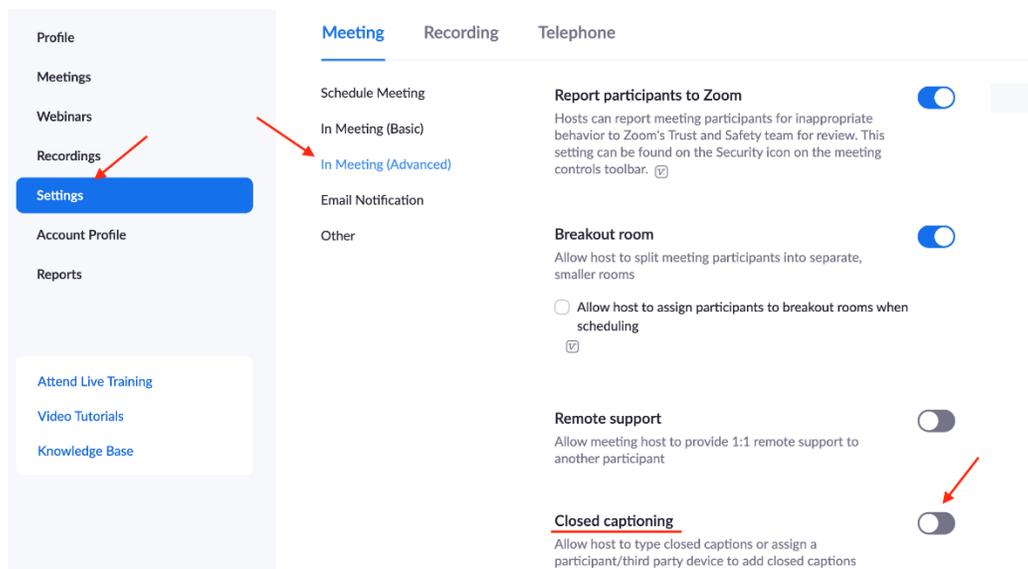


Automated Captions for Events, Meetings, and Presentations

It's always a good idea to turn on automated captions automatically, whenever and wherever you can. Participants may or may not tell you they have a hearing loss. And remember, captions benefit everyone.

Online Meetings

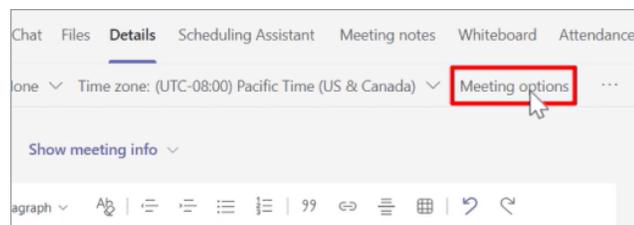
Zoom: A human captioner or automated captioning can be used.



The host must first **enable** transcription and captions. In the Meeting tab, click on “In Meeting (Advanced),” then toggle “Closed captioning.” During the meeting, the host then **turns on** captions by clicking “Closed Caption” or “Live Transcript.” Participants can **watch** the captions by clicking “Closed Caption CC,” and if live transcription is available, they can also view a running transcript.

Google Meet: Automated captions are included and always available. In a meeting in your Chrome browser, click on the three vertical dots at the bottom, then click on “Captions.”

Microsoft Teams: You can use a live captioner or automatic captions. For live CART, go to “Meeting options,” toggle “Provide CART Captions,” then click “Save” to create the caption link. Copy the link and send it to your CART captioner. For



automatic captions, go to meeting controls, select “More Options,” and then “Turn on live captions.” Turn on “new meeting experience” to see speaker attributions.



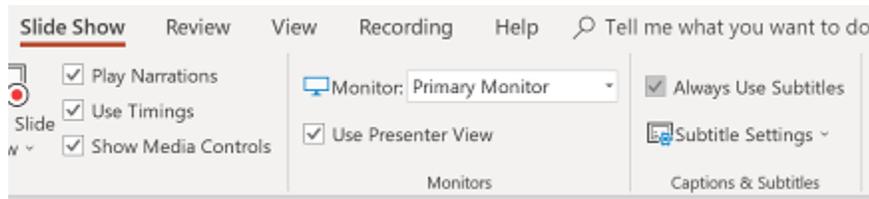
Free Online Captioning for Washington State Residents with Hearing Loss

If captions aren't available for your phone conference, webinar, or online meeting, you may have another option. Real-time Remote Conference Captioning (RCC) is now available for free for Washington State residents with hearing loss. No additional software is needed, but you do need access to a conference bridge. A real live person from Hamilton Relay will transcribe for you. This service is provided by Washington State Office for the Deaf and Hard of Hearing (ODHH). Visit this link for more information.

<https://www.dshs.wa.gov/sites/default/files/ALISA/odhh/Remote%20Conference%20Captioning%20Now%20Available%20in%20Washington.pdf>

PowerPoint Captions

PowerPoint can transcribe your words in real-time and display them as text while you're giving an online or in-person presentation. When creating your slide show, go to the Slide Show ribbon and check the box for "Always use subtitles."



When you're presenting, make sure your microphone is on so PowerPoint can hear your voice.

You can toggle the subtitles (captions) on and off during your presentation.





CART providers in the Puget Sound Area

Fees vary; \$200 an hour is not unusual. Many caption providers will travel across the state.

Caption Northwest, Inc.

Everett, Washington

<http://captionnorthwest.com/>

Darlene Rodella, RDR, CCP, CBC

425-343-4946

darlenecni@gmail.com



Ronald Cook

Cook Realtime

206-579-8314

mr.realtime@comcast.net

Nor Monroe

normonroe3442@gmail.com

Sharene Morgan

Duvall/North Seattle

TextAlaCart@yahoo.com

ProMotion Holding LLC/Premier Realtime

Seattle

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

info@promotionholdings.com

Stanton Captioning and Reporting

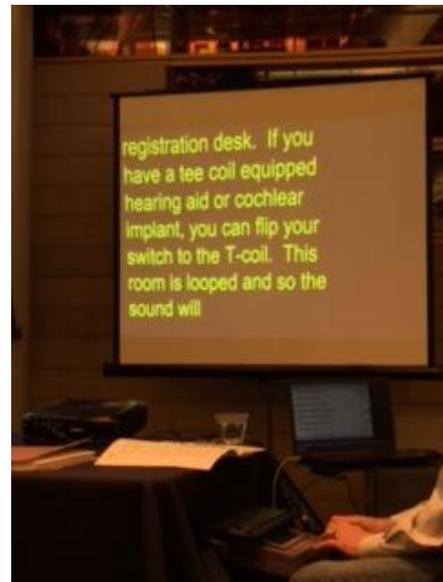
Vanessa Stanton, CCR (use correct email address below)

Vcstanton29@gmail.com

Eileen Horst

206-276-4773

eileenhorst99@gmail.com





CART providers in Puget Sound, continued

Sue E. Garcia, WA CCR #2781, RPR
253-686-5078
Tacoma, WA
stenolover@harbornet.com

Kasey Manning
253-709-9308
kaseymanning@comcast.net

Bibi Van Dyke
360-829-7466
bibivandyk@aol.com

National and remote CART providers

Linguabee
855-585-5859
www.linguabee.com

<http://www.ncrasourcebook.com/>

<http://washingtoncourtreporters.org/directories/cart/>

<https://www.dshs.wa.gov/altsa/odhh/communication-access-real-time-translation-cart>

For more information on CART, visit the Collaborative for Communication Access via Captioning

<http://cccaptioning.org/>

For more information on hearing access and hearing loss, visit the

Hearing Loss Association of America, Washington State

www.hearingloss-wa.org

or contact Cheri Perazzoli, access@hearingloss-wa.org

To learn about hearing loops—the most-used audio assistive listening system—visit

www.loopwashington.org