

**CITY OF SANTA BARBARA
ASSISTIVE COMMUNICATION RESOURCES LIST**

4-15-08

These resources have been identified by the City's ADA Liaisons and ADA Coordinator to assist employees to comply with the communications requirements of the Americans with Disabilities Act (ADA). If you find a new resource, or find that a resource listed below no longer exists, please notify Kristy Schmidt, the City's ADA Coordinator at 564-5305. Links to these resources are available to City Staff on the staff Portal "Accessibility" site.

Example Impairment↓	Type of Aid or Service	Related Information	Website	Other Contact Information
Vision/Reading	Printed information read onto an audio tape	Staff can provide this.		Record audiotape or audio file versions of documents in a way that is clear and understandable.
Vision/Reading	Printed information read onto an audio tape	Recording for the Blind & Dyslexic, Santa Barbara	RFBD Web Site	Santa Barbara Unit, 5638 Hollister Avenue, Suite 210, Goleta, CA 93117; 805-681-0531
Vision/Reading	Printed information read onto an audio tape	Universal Media Service	UMS Web Site	Braille Institute Universal Media Services, 741 North Vermont Avenue, Los Angeles, CA 90029; Phone: (323) 906-3104 or (323) 663-1111, Ext. 1508; E-mail: ums@brailleinstitute.org Office hours: Monday - Friday, 8:30 am- 5 pm (PST))
Vision/Hearing	Tactile interpretation of verbal information or written	Hired Interpreter through Independent Living Resource Center	ILRC Web Site	423 W. Victoria Street, Santa Barbara, CA 93101; (805) 963-0595 Voice or Text; (TTY/TDD); (805) 963-8265 Text Only (TTY/TDD); (805) 963-1350 Fax - OPEN MONDAY THROUGH FRIDAY 9 a.m. to Noon and 1 p.m. to 5 p.m.
Vision/Hearing	Tactile interpretation of verbal information or written	Hired interpreter through Tri-County Glad (Ventura)	GLAD Web Site	702 County Square Drive, Ste.101; Ventura, CA 93003: (805) 644-6322 Voice; (805) 644-6323 TTY; (805) 644-6324 FAX; www.tcglad.org
Vision	Printed information in Braille	Braille Institute Universal Media (transcription, embossing, tactile graphics)	UMS Web Site	Braille Institute Universal Media Services, 741 North Vermont Avenue, Los Angeles, CA 90029; Phone: (323) 906-3104 or (323) 663-1111, Ext. 1508; E-mail: ums@brailleinstitute.org Office hours: Monday - Friday, 8:30 am- 5 pm (PST))
Vision	Printed Information in Braille	American Printing House for the Blind, Inc., The	APH Web Site	Post Office Box 6085, Louisville, Kentucky 40206-0085; 502-895-2405, 800-223-1839 (toll-free)
Vision	Printed Information in Braille	American Council of the Blind's list of braille transcribers	Link to Resources List	

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Vision	Printed Information In Braille	California Community Colleges List of Braille transcription providers	Resources List Web Site	
Vision	Printed information in Large Print	Staff can provide this using NAVH Large Print standards (see link)	Link to NAVH Standards	More large print guidelines: http://www.aph.org/edresearch/lpguide.htm
Vision	Printed information placed on website and/or computer disk (in ASCII text)	Staff can provide this.		Documents should be saved on disk or website either in ASC II text format (.txt extension) or in Microsoft Rich Text Format (.rtf extension) unless the person requests a specific file format.
Vision	Printed information read aloud to citizen	Staff can provide this.		Read the material to the citizen in a way that is clear and understandable.
Vision	See Also	Braille Institute Sources for the Visually Impaired	Link to Resources List	
Hearing/Speech	Assistance via written notes or computer exchange	Staff can provide this.		
Hearing/Speech	Emergency Calls- TTY/TDD (Telecommunications Device for the Deaf)	The City's 9-1-1 system provides direct TTY/TDD access to emergency services (relay service not needed), with equivalent response time, response quality, hours of operation, and all other features offered.		
Hearing/Speech	Sign Language interpreter	Hire interpreter through Independent Living Resource Center	http://www.ilrc-trico.org/home.html	423 W. Victoria Street, Santa Barbara, CA 93101; (805) 963-0595 Voice or Text; (TTY/TDD); (805) 963-8265 Text Only (TTY/TDD); (805) 963-1350 Fax - OPEN MONDAY THROUGH FRIDAY 9 a.m. to Noon and 1 p.m. to 5 p.m.
Hearing/Speech	Sign Language Interpreter	Hire interpreter through Tri-County GLAD	http://www.tcglad.org/	702 County Square Drive, Ste.101; Ventura, CA 93003; (805) 644-6322 Voice; (805) 644-6323 TTY; (805) 644-6324 FAX; www.tcglad.org

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Hearing/Speech	Video Relay Service (VRS)	The VRS is like a TTY/TDD text device relay service except the operator is a skilled interpreter who translates for caller with the disability via video phone in sign language. Good for callers who don't read/write English.		California Video Relay Service (Sprint) (http://www.crsvrs.com) AT&T (http://www.relay.att.com/), MCI IP-Relay (http://www.ip-vrs.com/); Hands On Video Relay Services (HOVRS) (http://www.hovrs.com), Sorenson Video Relay Services (http://www.s-vision.com)
Hearing	Assistive listening device - Assistive listening Systems (ALS)	Access Unlimited is a local company that can provide assistive listening solutions.	http://www.accessunltd.com/	PO Box 2245, Santa Barbara, CA 93120-2245; Voice/Text (805) 569-2245; Fax (805) 569-2240; info@accessunltd.com . http://portal/C19/C3/Accessibility/Document%20Library/AURentalPolicy_22Sep06.pdf
Hearing	Assistive Listening System	The following meeting rooms have fixed assistive listening systems: •City Council Chambers •Davis Center, Larry Crandell (large) room		Contact Linda Gunther (805) 564-5305 about Council Chambers. Contact Karla Magill at (805) 564-5430 about the Davis Center.
Hearing	Communication Access Realtime Translation (CART)	A trained CART or "realtime" provider uses a steno machine, notebook computer and Realtime software to render instant speech-to-text translation on a computer monitor or other display media.	Yellow Pages- Court Reporters	Make sure provider is "Realtime" certified/trained
Hearing	Computer Aided Realtime Captioning	California Community Colleges list of Realtime Captioning Providers	Resources List Web Site	

Example Impairment↓	Type of Aid or Service	Related Information	Website	Other Contact Information
Hearing	Telephone Relay Service- Operator Assisted TTY/TDD Calls	Free "7-1-1" California Relay Service. Operator assists with the call by translating between the voice caller and the TTY/TDD text device user.	CA Relay Service Web Site	
Cognitive, learning, biological brain illness	Assistance from professional	Tri County Regional Center works in our community with developmental disabilities	http://www.tri-counties.org/tcrc4/	Main Office; 520 East Montecito Street, Santa Barbara, CA 93103-3278; (805) 962-7881 or (800) 322-6994; FAX (805) 884-7229 E-mail tcrcweb@tri-counties.org
Cognitive, learning, biological brain illness	Assistance with filling out department forms, and with understanding information	Staff can provide this. Communicate slowly, clearly, and be patient.		