



Student Information Handbook

Disabled Student Programs and Services

Bakersfield College
1801 Panorama Drive
Student Services Bldg. – CSS 10
Bakersfield, CA 93305
(661) 395-4334

This handbook is available in alternate formats upon request.

Getting Started

How do I begin receiving services?

To qualify for services, a student must:

- 1) Be enrolled at Bakersfield College;
- 2) Have a verifiable disability;
- 3) Have an educational limitation that prevents you from fully benefiting from classes, activities, or services offered to non-disabled students;
- 4) Need specialized services or instruction in order to mitigate these disability-related educational limitations.

To initiate services, a student must:

Complete an application located in the DSP&S office. A file will be developed from this paperwork. We will need your permission to send for verification of your disability or we may refer you for testing if necessary. Services cannot be provided until all forms/records are completed and reviewed for eligibility.

When verification of your disability is received, you will need to make an appointment with a DSP&S Counselor. During this first appointment, we will get to know you and your college goals. In addition, an accommodations list will be developed with you to help ensure that your abilities, not your disabilities, will be evident in your college coursework and activities. You will have a copy of this list to share with your instructors when arranging services.

Follow up appointments will be available to deal with changes in your disability, and to discuss any challenges or triumphs you encounter along the way toward your goals. If you experience frustration with the system or your personal situation, make an appointment in DSP&S right away. Hopefully, together we can resolve your concerns.

Access to and Confidentiality of Student Records - Privacy Act:

All records maintained by DSP&S personnel pertaining to students with disabilities shall be protected from disclosure. Access to student records is provided to the student, appropriate college staff members, persons having written consent of the student, or by court order or subpoena (Family Educational Rights and Privacy Act–FERPA). Copies of the Bakersfield College FERPA Policy are available in the Office of Admissions and Records.

A student record (Title 5, Section 76210), does not include information related to a student created or maintained by a physician, psychiatrist, psychologist, or other recognized professional or paraprofessional. While DSP&S requires verification of a disability from a licensed or certified professional, such type of information is not accessible to others, including students. We encourage students to maintain their own copies of this type of record directly from their physician, etc.

Bakersfield College Mission Statement

Bakersfield College is committed to providing excellent learning opportunities in basic skills, career and technical education, and transfer courses for our community so that our students can thrive in a rapidly changing world.

DSPS Mission Statement

The mission of DSPS is to support the students' success and development through the provisions of individual services and the facilitation of accommodations for students with disabilities; through collaboration with internal and external partners to identify and remove barriers to foster an all-inclusive campus; and through the provision of institution-wide advisement, consultation, and training on disability-related topics. We recognize disability as an aspect of diversity that is integral to society and to the campus as supported by our College's Mission and Strategic Goals.

Goals

Bakersfield College strives to provide the highest quality of service to our students, while promoting access and inclusion across the campus and acting as a resource to the college and the community.

Our goals are:

- Student Success
- Professional Development
- Communication
- Facilities, Infrastructure & Technology
- Oversight & Accountability
- Integration

Disabled Students Programs & Services (DSP&S)

What programs make up DSP&S?

The purpose of DSP&S is to: 1) help ensure that students with disabilities have equal access to the College and its programs, 2) eliminate physical and attitudinal barriers that may deny full campus participation, and 3) promote awareness and understanding of people with disabilities on campus and within the community. Participation by students with disabilities in DSP&S is entirely voluntary; however, the DSP&S program provides support services and accommodations to meet students' disability-related academic needs:

- Academic Accommodations
- Alternate Media
- High Tech Center
- Deaf Services
- Adaptive Physical Education

What disabilities are covered under DSP&S?

In order to be eligible for DSP&S, a student must have a disability which is verified by an appropriate professional. The disability must affect a major life activity, such as walking, seeing, hearing, learning, etc. The following represent the categories under which students receive services:

- Students with Physical (Mobility or Orthopedic) Disabilities, including temporary injuries or illnesses
- Students with Learning Disabilities
- Students with Psychological Disabilities
- Students who are Blind or have Visual Impairments
- Students who are Deaf or have Hearing Impairments
- Students who have Acquired Brain Injuries
- Students with Speech and Language Disorders
- Students with Developmentally Delayed Learning
- Students with Other Disabilities, including various health impairments

Accommodations

What academic accommodations are available?

After receiving verification of your disabilities and working together to identify academic limitations, a DSP&S Counselor will develop an individualized list of appropriate accommodations with you. All accommodation lists have three characteristics in common:

- Individualized
- Appropriate to the student's needs and goals
- Prescribed only by a Counselor upon verification of disability

These may include such services as the following, depending on the nature and severity of your disabilities:

- Extra Time on Tests
- Additional Tutoring
- Note-taking Paper
- Scribes
- Interpreters
- Assistive Technology
- Braille, Large Print, or E-Text
- Mobility Assistance
- Adaptive Physical Education
- Registration Assistance
- Liaison with On-Campus and Community Organizations
- Disability Counseling

Many of these services are coordinated through the DSP&S Counselors. For more information or help in arranging appropriate accommodations, visit or call the DSP&S office, or make an appointment to talk with a DSP&S Counselor.

Equipment Loans

Some accommodations are in the form of equipment which can be loaned out to students when the equipment is necessary to provide appropriate academic accommodations. An Equipment Checkout Agreement will need to be completed by the student with the DSP&S office. If equipment is not returned by the date indicated on the Equipment Checkout Agreement or if the equipment has been abused, a hold will be put on the student's academic records until the equipment is returned or a replacement fee is paid as appropriate.

Counseling

What is special about DSP&S Counseling?

DSP&S helps to ensure that students with disabilities are able to participate in the mainstream programs and activities of the College. The Counselors in DSP&S understand how having a disability may affect a student's success in college and on the job. To help along the way, DSP&S Counselors will also work to identify appropriate individualized accommodations and services. These services are intended to prepare and support each student, enabling them to participate on an equal basis with their non-disabled peers.

Students must see a DSP&S Counselor when first entering the program. When verification of disability is received, we will develop an accommodations list, and help the student understand how to arrange each service. If they have difficulty explaining their needs to an instructor, we can help guide them through the process or facilitate their communication. We do not provide personal therapy, but may refer a student to community resources for assistance.

As each student continues to work toward their goals, they can meet with a Counselor through the Counseling Center to discuss progress, make adjustments to their academic or vocational plan.

How can a student arrange an appointment with a DSP&S counselor?

Students may make an appointment with a DSP&S Counselor at any time on a space-available basis. They simply may call 395-4334 (Bakersfield) or 725-2000 (Delano). The student can also come by the DSP&S office, which is located in CSS-10 (behind Student Services-Counseling Center) to schedule their appointment.

Students are urged to call as early as possible to reschedule any appointments they cannot keep, so another may be given that appointment time.

Test Accommodations

What are the steps for arranging test accommodations?

The DSP&S Counselor may discuss special testing accommodations with you. In this case, the appropriate accommodations are recorded in your file, and you are given a copy of your Accommodations Checklist to present to your instructor(s).

You must follow these procedures each time special testing accommodations are needed:

1. Discuss your need for special testing accommodations with each instructor at the beginning of the semester. If requested, show your instructor a copy of your approved Accommodations Checklist. It is not necessary for you to discuss the details of your disability with your instructor unless you want to. It may be best to see your instructor during office hours.
2. One week before each test, students may pick up a "Test Accommodations Form" the following locations: on-line -- print by clicking the Student Services tab on the BC website, then select Assessment, and then click on the form in the Forms box; BC Assessment Center; Delano Campus Room 1001; and DSP&S office. Provide the form to the instructor to complete their portion, and then return it to the Assessment Center at least 3 days before the test. *If you have any questions, visit or contact the Assessment Center (BC Campus 395-4479/Delano Campus Center 720-2000).*
3. If possible, remind your instructor of special testing arrangements before the test.
4. You will be required to take the test on the same day as the rest of your class, unless other arrangements are made.
5. Once you begin the test, you will not be allowed to leave the testing area until the test is completed. You should discuss any personal needs with the Assessment Center ahead of time.
6. Your completed test will be returned to the instructor according to the arrangements detailed on the "Test Accommodations Form".

Notetaking Services

Student can be authorized by the DSPS counselor for Notetaking Services for the classroom. Notetaking Services are to ensure equal access to classroom information being presented in the classroom. There are three options available to the student based on approval of the DSPS counselor; Audio Recording, Notetaker, and Scribes.

Audio Recording

Audio Recording allows students to use a recording device capture lectures for studying purposes. Disability Services recommends that a qualified student with a disability should be permitted to audio record lectures as a reasonable modification. For this purpose, these students may use Smart Pens, computer software, tablets, digital recorders, and other electronic devices.

Notetaker

Students that qualify for a notetaker will be able to request the assistance of another student also taking the class to support with the transcription of notes for the class. The Notetaker will use NCR paper provided by DSPS and assist the student in taking notes for the class. Once the class is over the Notetaker will separate the NCR paper and will keep the original while giving the copies to the DSPS student. Students who are not comfortable with asking someone in the class has the option to ask the Instructor to make an announcement to the class for a volunteer notetaker.

Scribes

DSP&S can provide an in-class scribe service for students whose disabilities prevent them from writing in-class assignments or performing in-class hands-on activities. The duties of the scribe are to write (by hand or computer) verbatim what the student with the disability dictates. Scribes should be familiar with the necessary formats, but they are not responsible for proof-reading papers. The student with the disability is expected to direct the scribe what to write and where to place the information, for example in a formula or works cited list. Scribes are not allowed to tutor, prompt or correct the student with the disability.

The Courtesy Cart

What is the Courtesy Cart?

The Courtesy Carts are electric powered carts used to provide mobility assistance at Bakersfield College main campus. The Public Safety Office's student drivers follow a set route around the campus (map available in CSS-10 Counseling Center or Public Safety).

The Courtesy Cart service is provided to students whose temporary or permanent disabilities substantially limit their ability to walk around campus, which have been verified and authorized for use by Disabled Student Programs & Services (DSP&S). Aside from the observable physical limitations (crutches, sprained ankle, etc.), students with disabilities will be required to show their authorized DSP&S card to the cart driver in order to use the Courtesy Cart service. Students may contact DSP&S Office (CSS-10; 395-4334) regarding the Courtesy Cart service or any other disability-related accommodations.

Service is available Monday through Thursday from 8:00 a.m. to 5:00 p.m., and on Fridays from 8:00 a.m. to 11:00 a.m. (hours may vary during summer and vacation periods). If a student driver is unavailable or if calling before or after cart service hours, an Officer, when available, will respond to your location to assist you. To learn more about this courtesy service, call the Public Safety Office at 395-4848.

What are the Courtesy Cart safety rules?

1. The number of riders depends on the available seats.
2. No pulling or dragging of objects.
3. People may get on or off only when the Cart is at a complete stop.
4. Do not ask the driver to drive faster; the driver is trained to drive at a safe speed at all times.
5. No smoking is allowed on the Cart.
6. Cart drivers are not allowed to travel into parking lots or off campus.

Is on-campus transportation available for non-disabled students?

No. The Courtesy Cart service is provided exclusively for students with verified disabilities who have been authorized to use by DSP&S (students are to present their DSP&S authorized card to the cart driver in order to use the "Courtesy Cart" service, with the exception of observable physical limitations).

Alternate Media

How can I receive alternate media?

Students must be authorized to receive textbooks in an alternate format (i.e. e-text, Braille, large print) by their DSP&S Counselor. If this accommodation has been authorized for you, the following process must be utilized for receiving the alternate media:

As soon as possible after registering for an upcoming semester, you will need to complete an Alternate Media Request form for each textbook. Book information can be obtained online (<http://kccd.bncollege.com>) from the booklist if available for that semester. Otherwise, you can meet with the Bookstore Manager or instructor to get the book title, author, ISBN#, etc. on each form. You should also bring any class materials (ie: syllabus, handouts) you have available when turning in the Alternate Media Request forms, you will also be required to sign an Alternate Media Agreement form and agree to the Alternate Media Policies and Procedures.

Alternate Media will be requested from the Alternate Text Production Center (ATPC).

- If book is available through ATPC, it should take approximately 4 to 6 weeks to receive.
- If book is unavailable through ATPC, other resources will be explored (AMX Database, book share, etc.).
 - The source in which the book is available and the options for obtaining the material will be discussed during new student orientation.
- If book is not currently available in electronic format through any of these resources, you have the following options:
 - Give your book to the Alternate Media staff so it can be converted through a high speed scanning process. **If you choose this option, your book will have the binding removed, leaving the pages unattached.** *Note: Upon request, you can have all unattached pages 3-hole punched for easy placement into a binder.* **OR,**
 - Use one of the flatbed scanners located in the High Tech Center (HTC) to scan your book independently. This may require some instruction in the use of specific hardware and software applications.

Once alternate media is received, formatted, and labeled, it will be available for student to pick up from the Alternate Media staff. You must provide proof that you have purchased the book before the alternate media can be released to you. If you plan to purchase a used book, please contact the Alternate Media staff (395-4219) for instructions on obtaining a receipt.

Interpreters and Assistive Listening Devices

How do I request sign language interpreter services?

Call 395-4296 (VOICE/TTY/VP) to make an appointment with the Deaf Services Coordinator (FA-56) when planning your courses for the upcoming semester. Interpreting services can be requested during your appointment.

Copies of policies and procedures for interpreting services are available through the Deaf Services Coordinator.

What are the policies and procedures for using Assistive Listening Devices?

Students may call 395-4296 (V/TTY/VP) to make an appointment with a Deaf Services Coordinator (FA-56) when planning their courses for the upcoming semester. They will need to complete an Equipment Checkout Agreement with the DSP&S office, who will put their name on the daily checkout list for assistive listening devices. The equipment must be picked up and returned each day at the designated times because other students will also be using the devices.

When you arrive in class each day, ask your instructor to wear the microphone and transmitter unit, so that your receiver unit and headphones will pick up the amplified sound. Don't forget to retrieve the device from your instructor before you leave class! Return all equipment to DSP&S for recharge and/or reissue to others.

If you notice any mechanical difficulties with the assistive listening device, please notify DSP&S right away so it can be repaired.

Accommodations & Responsibilities

<i>Action</i>	<i>By Whom</i>	<i>By When</i>	<i>Where</i>
Provide professional verification of disability or sign release form so verification can be acquired	Student	ASAP before receiving services	CSS-10 or FA-56
Make appointment with DSP&S Counselor to discuss goals, limitations, and accommodations	Student	ASAP before receiving services	CSS-10
Obtain texts in alternate formats, such as electronic text (e-text)	Student/DSP&S	Up to 4-6 weeks before semester begins or ASAP	CSS-10
Request Sign Language Interpreters, Scribes	Student	ASAP before semester begins	CSS-10 or FA-56
Check-Out or Request Equipment using Equipment Checkout Agreement	Student	ASAP before semester begins	CSS-10
Meet with instructors to discuss approved accommodations	Student/Faculty	As needed before and during semester	Campus
Pick up Test Accommodation Form (to be completed with instructor) Form online: http://www.bakersfieldcollege.edu/student/assessment/	Student	1 week before test	CSS-10, or Assessment Center, or online
Return Completed Test Accommodation Form to Assessment Center	Student	3 days before test	Assessment Center
Obtain test, proctor test, and return it according to specifications on Form	Student/Faculty	As specified on form	Assessment Center
Abide by College and Departmental policies and academic standards	Student	Continuously	Campus
Ensure that Bakersfield College follows all federal and state laws and community college policies regarding access for people with disabilities	Administration, Faculty & Staff	Continuously	Campus

The Law

What does the law say about access for college students with disabilities?

Section 504 of the Rehabilitation Act of 1973 & Americans with Disabilities Act (ADA)

Congress passed Section 504 of the Rehabilitation Act in 1973. It is a civil rights statute designed to prevent discrimination against people with disabilities in federally funded programs, such as public colleges. It provides that:

No otherwise qualified individual with disabilities in the United States shall solely by reason of his or her disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

The Americans with Disabilities Act (ADA), which was modeled after Section 504, was signed into law in July 1990 and generally implemented in 1992. The ADA extended the nondiscrimination statutes and civil rights for persons with disabilities (disability: physical or mental impairment which substantially limits one or more of the major life activities of the individual) to employment settings, transportation, public accommodations, services provided by state and local governments, and telecommunications.

Bakersfield College and the Kern Community College District follow the regulations from these laws as well as all California Community College guidelines to ensure that all students, including those with disabilities, are evaluated in a manner which accurately assesses the students' knowledge and skills, rather than their disabilities. Further, BC proactively seeks to integrate all students into its programs and campus life. We are committed to providing educational access which is as effective as that available to non-disabled students.

Section 508 (Amended) of the Rehabilitation Act of 1973 & California Senate Bill (SB) 105

Electronic and information technologies (EIT) are significant means by which Bakersfield College provides information to students, faculty, staff and other constituents. The need to ensure accessibility to all members of the campus community becomes critical as more administrative services and learning environments are based on EIT. Such access is also a part of the college's ongoing commitment to establishing a barrier free learning community, through universal access principles, to all students.

This means, for example, that the college is required to closed captioned videos used or replace existing non-captioned videos with new captioned videos for use; that its internet communication (e.g., web site, distance learning classes, administrative and tutorial services) is accessible to/usable by students with disabilities who use assistive computer technology, and that assistive computer technology is available on computers in labs and in instructional settings.

Individuals with disabilities are guaranteed access both to the educational institutions and to systems of communication under the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. Amendments to Section 508 of the Rehabilitation Act clarify accessibility requirements for EIT developed, procured, maintained, or used.

Furthermore, Senate Bill 105 (SB 105) added language to the California Government Code Section 11135 codifying in state law the obligation of state agencies and entities receiving state funds to comply with the requirements of Section 508 of the Rehabilitation Act. CA Government Code Section 11135, subsections 2 and 3, (through SB105), states the following:

“(2) In order to improve accessibility of existing technology, and therefore increase the successful employment of individuals with disabilities, particularly blind and visually impaired and deaf and hard-of-hearing persons, state government entities, in developing procuring, maintaining, or using electronic or information technology, either directly or through the use of state funds by other entities, shall comply with the accessibility requirements of Section 508 of the Rehabilitation Act of 1973, as amended (29 USC Section 794d), and regulations implementing that act as set forth in Part 1194 of Title 36 of the Federal Code of Regulations.”

Additionally, the Legal Opinion from the California Community Colleges Chancellor’s Office (Legal Opinion M01-17), dated June 11, 2001, states:

“In its 1998 decision concerning accessibility for blind and visually impaired students in the community colleges, the Office for Civil Rights of the U.S. Department of Education (OCR) held that the Americans with Disabilities Act of 1990 imposes essentially the same requirement on colleges. As a result, if a college does not purchase available equipment or software, which provides accessibility, OCR and the Chancellor’s Office will not accept an argument based on undue hardship if a discrimination complaint is subsequently filed. This will typically mean that the college will be found in violation of the ADA and required to replace or modify the product, often at much higher costs.”

Academic Honesty

The administration, faculty, and staff at Bakersfield College believe that students are entitled to the finest education that the college can make available to them. At the same time, however, a student's achievement and proficiency in subject matter must include the realization that there are standards of academic honesty which should prevail in all one's endeavors. Accordingly, this realization further requires that each student exerts every effort to maintain these standards

Termination/Suspension of Services

Services may be terminated or suspended under three (3) conditions:

- 1) A student has failed to be responsible in his/her use of services and/or has failed to adhere to the above service provision policies. In this case, only services which have been treated irresponsibly may be terminated or suspended.
- 2) A student has failed to meet the established college academic standards or has failed to make measurable progress toward the goals established in the Student Educational Contract. In this case, all services may be terminated.
- 3) A student no longer has a disability-related need for services. In this case, all services may be terminated.

Prior to the termination or suspension of a service, DSPPS will notify the student in writing of an "Intent to Terminate/Suspend Services". The service(s) will be automatically terminated/suspended one (1) week from the date of the letter.

In order to avoid termination/suspension or to reinstate the service(s), the student must meet with the Director of DSPPS or designee and sign a "Contract for Continuation of Services".

If a service is terminated/suspended, it will be terminated/suspended for the current semester. An appeal process is available through the Dean of Student's Office.

Student Rights & Responsibilities

Students receiving services through DSPS shall comply with Bakersfield College's student code of conduct. All students shall follow the prescribed college policies and procedures as outlined by the Bakersfield College Student Guide Handbook under section entitled "Student Code of Conduct". The Student Guide Handbook can be accessed online at <http://www.bakersfieldcollege.edu>. From the Bakersfield College homepage, you click on "Student Services" tap and select "Student Handbook".

Non-Discrimination

Bakersfield College provides services and benefits to students regardless of race, color, national origin, ancestry, gender, age, religion, marital status, medical condition or physical or mental disability. The lack of English language skills will not be a barrier to admission and participation in vocational education programs. Interference with students' access and successful completion of their education by any person through unlawful discriminatory conduct will not be tolerated. For more information, contact the Associate Vice President of Student Services at 395-4204.

Inquiries regarding Federal laws and regulations concerning non-discrimination in education or the District's compliance with those provisions may also be directed to:

Office for Civil Rights, San Francisco Office
U.S. Department of Education
50 Beale Street, Suite 7200
San Francisco, CA 94105-1813
(415) 486-5555 Voice
(415) 486-5570 FAX
Email: OCR.SanFrancisco@ed.gov

Bakersfield College will make reasonable accommodations and/or academic adjustments to ensure that students with disabilities have an equal opportunity to participate in the college's courses, programs and activities, including extracurricular activities. Students with disabilities who are requesting academic accommodations or auxiliary aids should contact DSP&S at 395-4334. Participation by students with disabilities in DSP&S is voluntary. Any students choosing not to participate in the program may elect an alternate path for DSP&S through the office of the Dean of Students.

Complaint/Grievance Procedures

What are the procedures for filing a complaint or grievance?

Please consult the Bakersfield College Student Guide Handbook or the Dean of Students office for the latest College grievance policies and forms.

Section 504 or ADA Grievances:

Students or any other persons who believe there has been discrimination because of a disability are encouraged to discuss the matter with the Director of DSP&S (395-4334) or with the Bakersfield College 504/ADA Compliance Officer. The designated Officer for Bakersfield College is the Vice President of Student Services (395-4204), who welcomes an opportunity to discuss your concerns. If such discussion does not resolve the matter, you may initiate a formal grievance by completing the form available from the Compliance Officer.

What are the procedures for requesting a course substitution?

The student should make an appointment with a DSP&S Counselor to discuss their needs and to obtain a copy of the policy on course substitution and the "Request for an Adjustment of Graduation Requirements for Students with Disabilities" form.

DSP&S

Disabled Student Programs & Services

How can I contact DSP&S?

- **DSP&S (M-Th 7:30am-5:30pm, F 8-12noon)**

Terri Goldstein, Director
Diane Allen, Counselor
Catherine Ryan , Counselor Adjunct
CSS-10
(661) 395-4334 V/TTY
(661) 395-4079 FAX

- **Test Accommodations (M-Th 8am-4:00pm, F 8 am-10:30 am)**

Assessment Center
Finlinson Conference Center
(661) 395-4469

- **High Tech Center (M-Th 8am-8pm, F 8am-2pm, Saturday 11am-3pm)**

L-145 (Library)
(661) 395-4771

- **Alternate Media**

Katrina Marquez , Alternative Media Specialist
CSS-10
(661) 395-4219
(661) 395-4666 FAX

- **Deaf Services Coordinator/Advisor**

Michelle Begendik, Deaf Services/Advisor
FA-56 (Fine Arts)
Voice/TTY/VP: (661) 395-4296

- **Adaptive Physical Education**

Konrad Dahl, Adjunct Faculty
Gym 11
(661) 395-4390

Delano Campus

- **DSP&S (Mondays 8:30 to 5pm)**

Elvira Martinez, Counselor
Delano Campus, Student Services Building
Room 1001
(661) 720-2000 Voice
(661) 720-2014 Fax

Test Accommodations
(Wed. 10:30--2:30pm; Thurs. 12--5:30pm)

Resources

<i>If You Need Help With</i>	<i>Contact</i>	<i>Phone</i>
Accommodations for Tests	Bakersfield Campus Assessment Center-Finlinson Center	395-4469 (BC)
	Delano Campus 1450 Timmons Ave. Room 1001	720-2000 (Delano)
Accessible Web Page Design	Internet Services Administrator L-188 Instructional Technology Specialist L-160	395-4693 395-4222
Alternate Formats for Textbooks (Braille, large print, e-text)	Alternate Media Staff CSS-10	395-4219
Assistive Technology	High Tech Center - Computer Commons	395-4696
Captioned Videotapes	Media Services L-133	395-4516
Distance Education Accessibility	Distance Learning L-131	395-4694
Sign Language Interpreters	Deaf Services Coordinator FA-56 Interpreters Office FA-57	395-4296 TTY 395-4398 V/TTY
Telephone Assistance when calling someone with Speech Impairments	Speech-to-Speech Relay Service	800-854-7784
Telephone Assistance when calling someone who is Deaf	CA Relay Service Deaf Services Coordinator FA-56 Sign Language Interpreters FA-57	711 395-4296 TTY 395-4398 V/TTY