



Hard of Hearing

Communication Access Realtime Translation (CART)

Communication Access Realtime Translation can provide equal access to communication for some individuals with hearing loss. CART is a real-time, word-for-word transcription of the spoken language created by a live, certified professional also known as a CART provider. These professionals provide captioning using special stenography equipment that is connected to a computer.

Accessibility Laws Require Provision of Reasonable Accommodations

- Accessibility laws such as the [Americans with Disabilities Act \(ADA\)](#), [Section 504 of the Rehabilitation Act](#), and [Section 1557 of the Affordable Care Act](#) require provision of reasonable accommodations for people with hearing loss in the following environments, but not limited to: employment, state and local government, public and commercial facilities, transportation, telecommunications, education, and healthcare programs and activities.
- Accessibility laws require that accommodations be provided at no charge to the person with hearing loss.

CART Writers Hold a Certification from the National Court Reporters Association

- These certified and highly skilled professionals provide captioning that is 96%-99% accurate, at speeds of 180-260+ words per minute, and they must adhere to a professional [code of ethics and confidentiality](#). [See Certifications](#).

Using CART is beneficial because it:

- Is an appropriate accommodation for many people with hearing loss who cannot hear well enough with hearing assistive technology and those who may also use American Sign Language.
- Is highly accurate and synchronous captioning with a minimal delay (1-2 seconds). Complex terminology and immediate corrections are easily incorporated.
- Can allow a participant to be actively engaged in the conversation, leave a person with a better understanding of what was said and lead to a positive outcome from the meeting.
- Can be displayed on any internet-capable device. Font size, style and background/foreground color can be changed.
- Identifies the speakers by name and captions environmental sounds heard.
- Provides output for note taking purposes to the Deaf or Hard of Hearing person upon request.

On-Site, Remote, & Equipment Needed

- **Remote:** The CART provider and viewer are at different locations and transmission is through the internet.
 - **Equipment Needed:** High-speed internet or hotspot, handheld device or laptop, speakerphone or auxiliary microphone, all of which are provided by the host of the appointment. A web link will be supplied by the CART provider to access the captions.
- **On-site:** The CART provider and the viewer are in-person at the same location and CART is viewed on a mobile device, laptop or projected on a screen.

Information the CART provider needs to know when hired

- Location, date/time, length of assignment
- Nature of location to determine set up, equipment needed
- Billing information & if CART output will be needed
- Names of participants, agenda, & preparation materials
- Information about audio, Wi-Fi, & ethernet access
- Contact for the responsible on-site party at meeting



For information on locating a CART provider check out our [CART Resource List](#).



If you have any questions, please contact your local [DSDHH Regional Center](#).

To learn more about your rights during telehealth appointments, and how to advocate for your communication access, please contact the [NC DSDHH Regional Center](#) near you.

This document is not legal advice and is intended as informational guidance only.

