

In the event that ODS is not able to provide services, the office will assist in procuring services from an outside agency. Reimbursement by the requesting department will be for the amount charged by the outside agency. Please note that this rate may be higher than the ODS rate of \$35/hour per service provider.

Concerts and plays. For theatrical performances and concerts, interpreters work in teams of four. Please note that significant preparation time is required for interpreters for these events. Generally, ODS provides a minimum of 20 hours per service provider per concert or play, so planners should budget for at least 80 hours of service.

Cancellation policy. Departments will be charged for services if notification of cancellation is received less than 48 hours before the event. Further, ODS reserves the right to cancel services if the necessary information is not provided in the time required (see **ODS guidelines** and **Service priority**).

Payment for services can be processed through IRIS via a **transfer voucher**.

Contact our office

Disability Services

2227 Dunford Hall
Knoxville, TN 37996-4020
Phone: 865-974-6087 (v)
VP: 865-622-6566
Fax: 865-974-9552
Email: ods@utk.edu

<http://ods.utk.edu>



The University of Tennessee is an EEO/AA/Title VI/ Section 504/ADA/ADEA institution in the provision of its education and employment programs and services. All qualified applicants will receive equal consideration for employment without regard to race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, gender identity, age, physical or mental disability, or covered veteran status • PAN E01-0213-001-12 • A project of the Office of Disability Services of the University of Tennessee, Knoxville, with design and editorial assistance from the Creative Communications Group of UT Knoxville's Office of Communications and Marketing Rev: 2498



THE UNIVERSITY of
TENNESSEE **UT**
KNOXVILLE

<http://ods.utk.edu>

ODS guidelines

In accordance with the Americans with Disabilities Act (ADA) and Section 504 of the Vocational Rehabilitation Act, services must be provided if a request for accommodations is made by a person with a disability.

Academic-related requests. The Office of Disability Services (ODS) provides **sign language interpreting and/or transcribing services** for all academic-related requests. This includes classes, study groups, required attendance at special events, meetings with advisors or professors, tutorials, field trips on a case-by-case basis (exceptions include field trips that are fee-based, are more than a two-hour drive from the Knoxville campus, and/or extend overnight).

Nonacademic-related requests. Individual departments and/or programs are responsible for covering the costs of interpreting and transcribing services for nonacademic programs and events. ODS is available to provide sign language interpreting and/or transcribing services for all university sponsored events for a fee (see **Billing procedure**). Sign language interpreting and/or transcribing services for faculty and staff may be requested through the accommodation process administered by OED.

Making a request

Requests to ODS to provide interpreting and transcribing services must be made using the form at <https://web.utk.edu/~ods/forms/studentinterp>. If you have questions or need assistance in completing your request, please contact Sarah Bourque at 865-974-6087. All requests for faculty or staff members are made through OED at 865-974-2498.

In order to successfully coordinate sign language interpreting and/or transcribing services, the following information is required at the time of your request. Failure to provide this information may result in the inability of ODS to fulfill your request.

- Date of event
- Start and end time
- Location

- Name of sponsor
- Account number for billing purposes
- Name of contact person
- Phone number/email address
- Name of individual who is **deaf or hard of hearing** if available
- Brief outline of event or program:
 - ◆ **Theatrical performances.** Scripts and/music must be provided 30 days in advance of opening date
 - ◆ **Concerts.** CDs must be provided at least 30 days in advance of concert date, and the set list(s) must be provided at least 7 days in advance of concert date
 - ◆ **All other programs and events** must provide an itinerary, speech, scripts and/or biographical information at least 14 days in advance

Service priority

ODS has established service priority in providing interpreting and transcribing services. All academic-related events—for example, field trips, study groups, and special events—that students are required to attend have highest priority, followed by events and programs sponsored by the Division of Student Life and Academic Affairs. The complete list of service priority is available at <http://ods.utk.edu>.

Event planning and publicity guidelines

ODS recommends providing services for any event on campus that is open to the public and expected to have attendance of 100 or more. To ensure that accommodation needs are met for attendees with disabilities, we recommend that you consult with ODS early in the event planning phase for advice and assistance.



We suggest you add the icon at left and the statement below to all informational brochures, packets, and websites to inform all participants of the procedures for requesting accommodations.

“Please contact (contact’s name, office, and phone number) 30 days in advance for plays and concerts and 14 days in advance for all other programs/events to request disability-related accommodations, such as printed materials in alternative format (e.g., large print or Braille), sign language interpreters, transcribers, accessible seating, and parking information.”

Where appropriate, please use the following icons on your promotional and registration materials.



Sign language interpreting services



Transcribing services

To provide adequate seating for individuals who are **deaf or hard of hearing**, along with their accompanying guests, please reserve seating near the front of the audience with an unobstructed view of the stage/speaker. This allows individuals who are deaf or hard of hearing access to the speaker and the sign language interpreter, along with equal access to the program.

Billing procedure

In general, except for concerts and plays, event planners should budget \$35/hour per service provider for all nonacademic interpreting and transcribing services if ODS personnel provide those services. Interpreters generally work in teams of two, especially for speaking engagements and other programs that are content intensive. Please note that the cost for services will include preparation time.

Continued on reverse