
Mayor's Office on Disability



City and County of San Francisco

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Director

Checklist for Scheduling Real-Time Captioners For City and County of San Francisco Events

BEFORE A REQUEST IS MADE:

Step 1: Choose a City Approved Vendor for CART/Real-time Captioning.

Check the [City Approved Vendor Information](http://www.sfgov.org/mod/effective-communication) on the MOD website (<http://www.sfgov.org/mod/effective-communication>).

Step 2: Request a Quote/Rate Sheet from the City Approved Vendor to set-up a Purchase Order for service.

Purchasing of goods or services should be in accordance with the City's procurement guidelines. Contact your accounting representative for assistance.

AFTER A REQUEST IS MADE:

Step 3: Gather Specific Information about the Request.

Confirm the date, time, location, and the type of event or meeting that you will need the captioner. Determine if the captioning will be for a specific individual or for a group.

Step 4: Determine Communication Preferences for the Requested Captioning.

Some individuals might have unique communication styles and communicate best with specific captioners. We should attempt to meet these requests whenever possible to ensure the most effective interaction.

Step 5: Schedule the Real-time Captioner.

Send an email to the City Approved Captioner that you have chosen; the email should include the following information:

- **Request Captioning Services.** Real-time Captioners typically have a 2 to 3 hour minimum for payment; keep this in mind when scheduling. Some captioners also charge extra for a copy of the transcript. Specify if a transcript is requested when scheduling.
- **Confirm the date, location, and time of the requested interpretation.** We recommend requesting that the captioner come at least 20 minutes prior to the meeting/event time to allow enough time for briefing and set-up.
- **Provide information about what type of meeting or event** the captioning will be for. Specify if the captioning is for a one-on-one meeting or for a group.

- **Specify if the captioning will be projected.** If the captioning will be projected onto a screen, you may need to coordinate with the captioner about the logistics and availability of equipment. If the meeting/event is taking place in City Hall, you may choose to contact media services for technical assistance.
- **Provide the captioner with key terms and names.** The captioner will need to input key words into their captioning equipment to help ensure accuracy of the service delivered.
- **Identify the point of contact** for the captioner to check-in with or to request additional information about the assignment. You should provide an email and telephone number that the individual can be reached on the day of the meeting/event.

If applicable, you may also wish to:

- **Include additional information about the meeting/event** such as agendas, programs, brochures, etc. The captioner will use this information to prepare for the assignment.
- **Inform the captioner if they will be televised or photographed** and what it will be used for. Providing this information ahead of time will ensure that the captioner is comfortable with the assignment.

Don't forget to include the purchase order number and the address or email that the invoice should be sent to process the payment.

Step 6: Collect Feedback about the Service.

If for any reason the captioner scheduled for the meeting/event did not provide adequate service or behaved unprofessionally, this information should be recorded for quality assurance. Additionally, please contact the Mayor's Office on Disability and provide your feedback at MOD@sfgov.org.

Step 7: Ask for Help When You Need It!

Your Departmental ADA Coordinator and the Mayor's Office on Disability are here to help. It is better to ask, than to risk discriminating against someone who wanted to participate in your meeting/event, but was unable to do so because of barriers to effective communication.

RESOURCES

Departmental ADA Coordinators

Every City Department with 50 or more employees has a designated ADA coordinator who is an individual knowledgeable about accessibility issues or at least has information on how to get additional help. For a list of [CCSF departmental ADA coordinators](http://www.sfgov.org/mod/ada-coordinators), please visit our website (<http://www.sfgov.org/mod/ada-coordinators>).

Feel Free To Contact Us!

If upon filling out or reviewing this form, it is apparent that additional information is required, please contact the Mayor's Office on Disability for assistance at 415.554.6789 or MOD@sfgov.org.