



Providing TEAMS closed captioning as an accommodation for a person with disabilities

A party may ask for specific accommodations. However, a party may not know enough about the hearing process to know what they need. No two parties with a disability are exactly alike. A person may have a disability that requires having to read text **and** listen to verbal communication at the same time.

People who may benefit from using Closed captioning:

- A person who is hard of hearing but not deaf;
- A person with auditory processing disorder

If closed captioning is requested by a party or it is determined that the party would benefit from this accommodation, work with the case manager or scheduler.

Steps to complete when scheduling a hearing using TEAMS closed captioning:

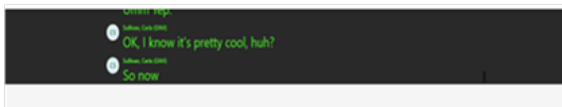
1. Make sure that the party has a laptop or tablet with a big enough screen to read the closed captioned text. Some parties only use their phone to read emails and access the internet. A cell phone screen may not be large enough to allow the party to read the captioned text. Can the party go to a Worksource Office or use a friends computer ? We want to make sure this accommodation will work for the party.
2. Ask how the party would like to receive the link to the TEAMS hearing. Are they a portal user? Can they access the Notice of Hearing on PRISM? Or will they need to be emailed the Notice of Hearing via secure email, so they can access the link.
3. If the party has not used closed captioning before, you may want to offer a practice ‘run-through’ with them prior to the date of the hearing.
4. Be sure the ALJ knows how to turn on closed captioning and understands how the features work. It may be helpful to do a training with the ALJ before the day of the hearing.
5. The ALJ can give instructions to the party at the start of the hearing to explain that the parties can enable the closed captioning if they would like to but are not required to do so.
 - a) The closed captioning can be moved from the top of the computer screen to the bottom of the computer screen.
 - b) The font color can be changed as can the background of the closed captioning screen.
 - c) The font size can be enlarged to the parties preference.
 - d) The closed captioning screen is not the official record of the hearing. The audio recording is the official record of the hearing.



Colors affect the readability of your document and site for all users, not just those with vision impairments.



- The only people for whom the color choices don't matter are those using screen readers.
- Some people cannot read text if there is not sufficient contrast between the text and background.
- High contrast is required by some people with visual impairments, including many older people who lose contrast sensitivity from aging.
- While some people need high contrast, for others — including some people with reading disabilities such as dyslexia — bright colors are not readable. They need low luminance.

Some people see better with text or background displays in different colors, such as the pictures here.





6. The Notice of Hearing may need to have the instructions modified. Notices can be created the same as a video hearing. Here is an example of how to create your notice of hearing. The Notice below is for an unemployment case. The highlighted instructions have been changed to make sense for this type of hearing:

 <h3>How to Call into the Hearing</h3> <ol style="list-style-type: none">1. To join by phone, call five minutes before your hearing: 1-866-527-0393. Do not call more than five minutes early.2. For telephone participants, enter 603 712 043 followed by the # key.3. To join using a browser for Closed Captioning click this LINK4. You will now be placed in the hearing lobby awaiting the Judge to begin the hearing (you may hear HOLD music).5. It is important that you join the hearing on time. If you join the hearing late, your appeal may be dismissed, and you could lose your right to a hearing.6. If you have problems joining the hearing, or if the judge doesn't join within 10 minutes after the hearing start time, immediately call OAH at (800) 366-0955. By calling OAH you will not lose your opportunity to join your hearing.7. Should you get disconnected, just call back (Step 1) and use the same code (Step 2). If you have trouble connecting, call (800) 366-0955 immediately for help.	 <h3>Before the Hearing: Get Ready</h3> <p>Make sure your phone has reception, is fully charged, and has enough minutes to last up to two hours.</p> <p>If you do not have a phone you can use for the hearing, contact your WorkSource office.</p> <p>Call from a quiet place where you can hear and be heard clearly. Background noise may interfere with the hearing recording.</p> <p>Have this Notice of Hearing and the enclosed exhibits with you at the hearing. You should review the exhibits before your hearing.</p> <p>Have your notes about key dates and other relevant information.</p> <p>Read the enclosed documents for more information about preparing for your hearing.</p>
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