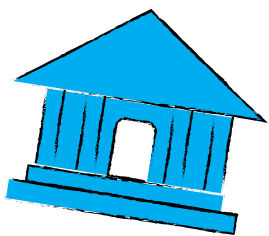


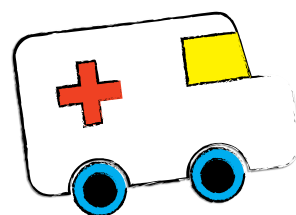
You have the right to *communicate* with service providers in the way that's *easiest* and most *effective* for you.

That could mean getting an *interpreter* or any other *communication service* you're comfortable with that works for the situation you're in.

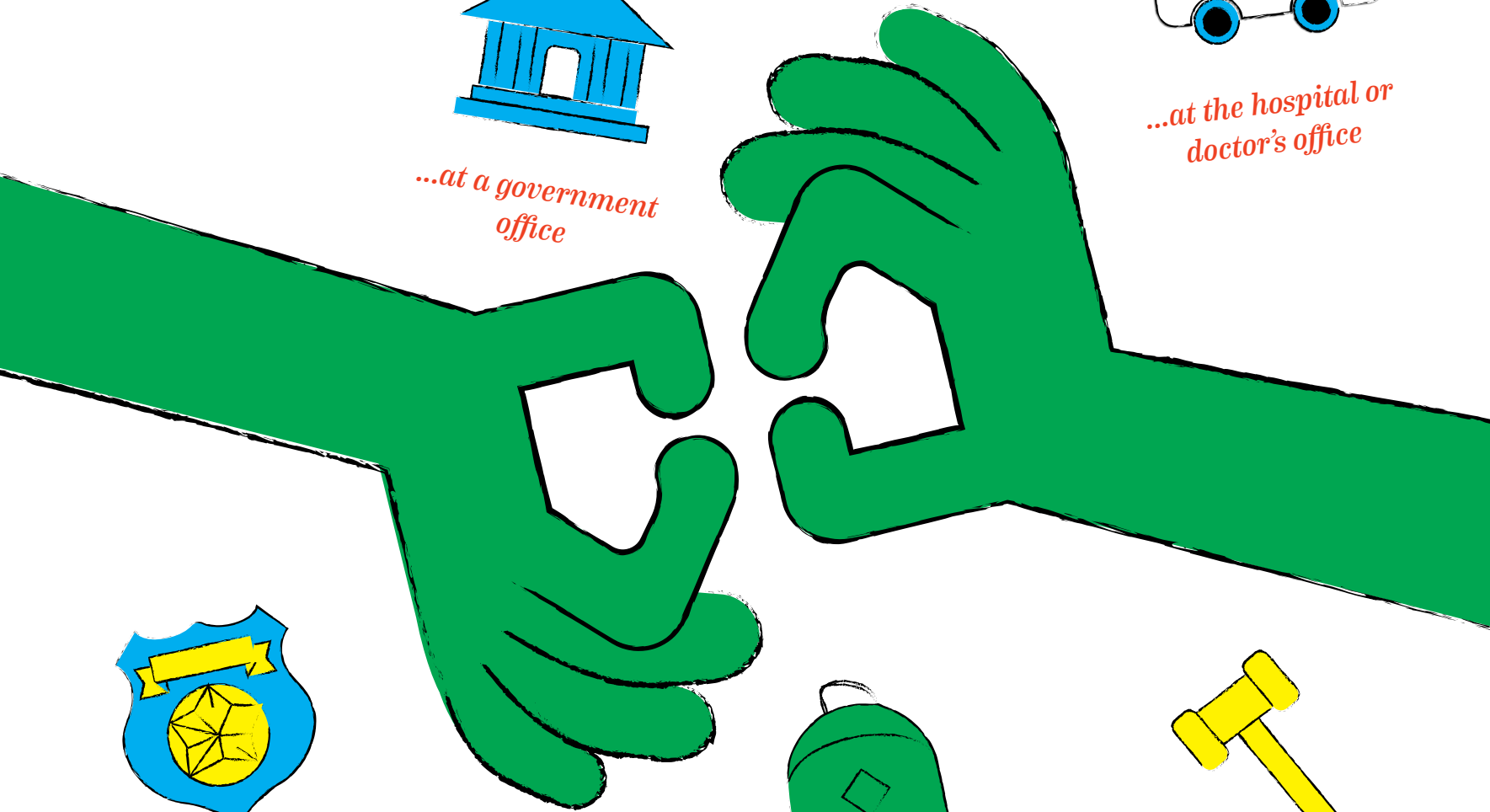
It's your right to ask for an interpreter...



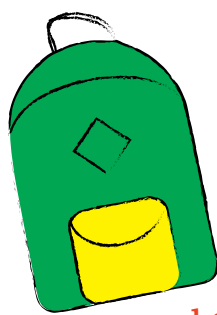
...at a government office



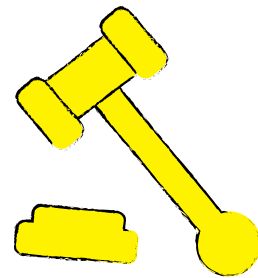
...at the hospital or doctor's office



...when dealing with the police



...at school or college



...at court or when speaking to a lawyer

The service provider should ask you what your communication preferences are and try to accommodate them. If they don't ask you, ask for yourself.

If you can:

Submit your request *ahead of time* to the service provider, so they can be prepared.

Try to make your request in *writing*. That way, if there's a problem later, you'll have a *record of your request*.

If you are *Deaf*, you have *rights* in New York City.

- You have the right to interpreters when accessing services.
- It's illegal for service providers to ask you to use your family or friends as interpreters.
- You should never have to pay for an interpreter.

Your rights are protected by federal laws in Titles II and III of the *Americans with Disabilities Act (ADA)*, and *New York State and City Human Rights laws*.

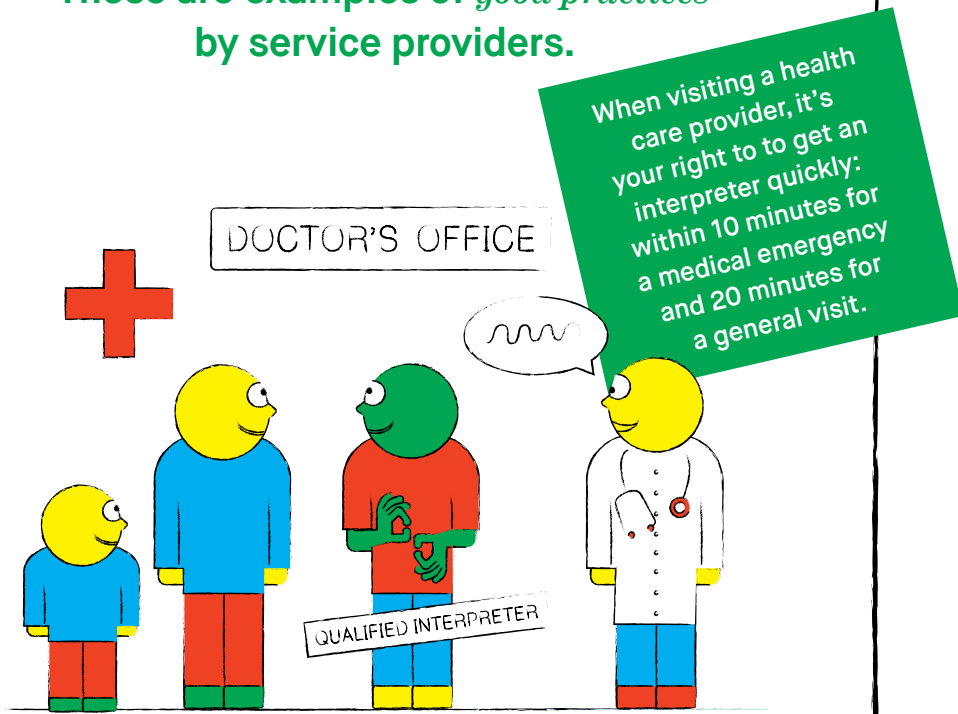
My name is _____

I am Deaf.

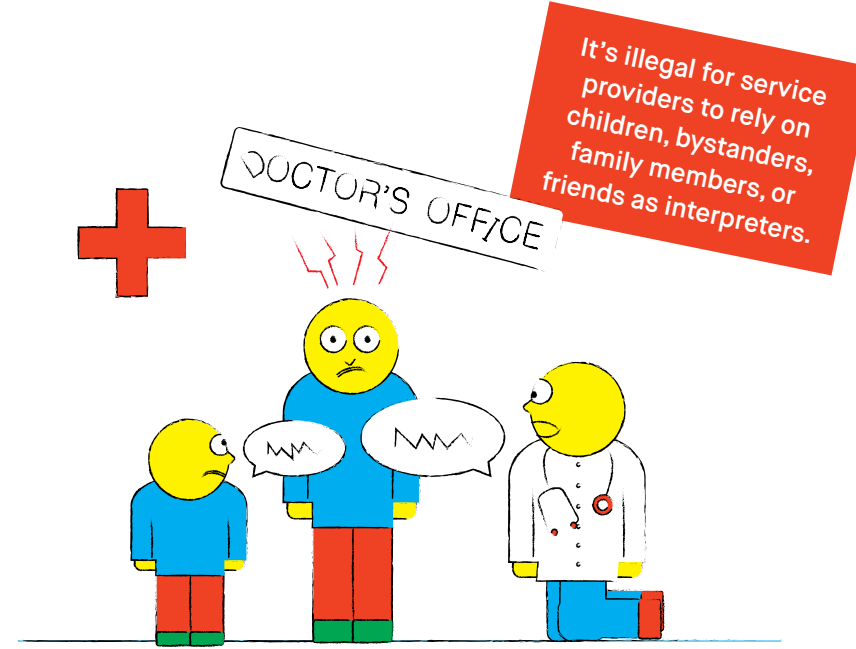
I need _____

to communicate effectively.

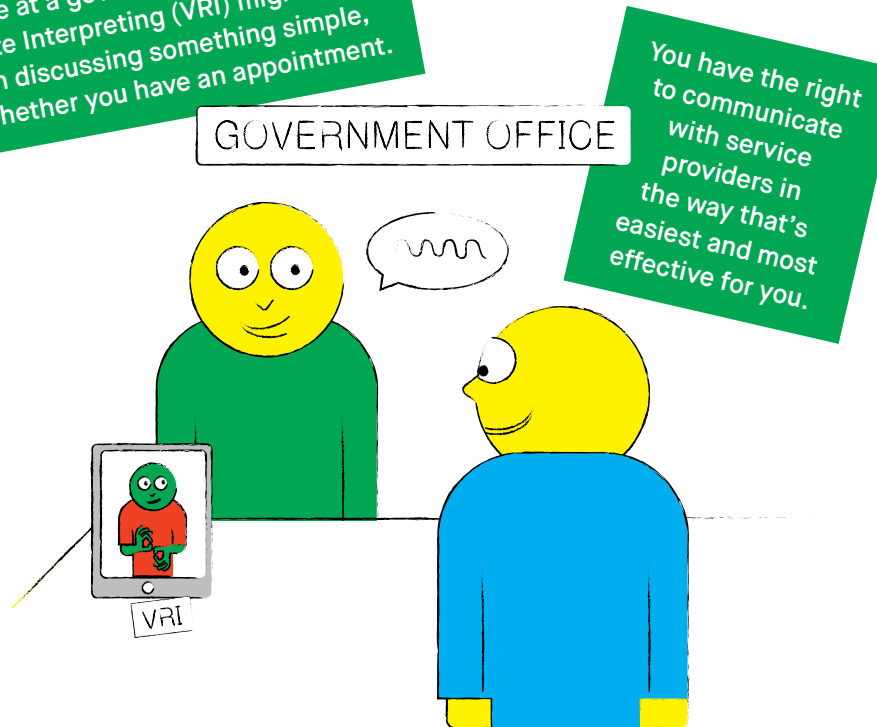
These are examples of *good practices* by service providers.



These are examples of *illegal practices* by service providers.

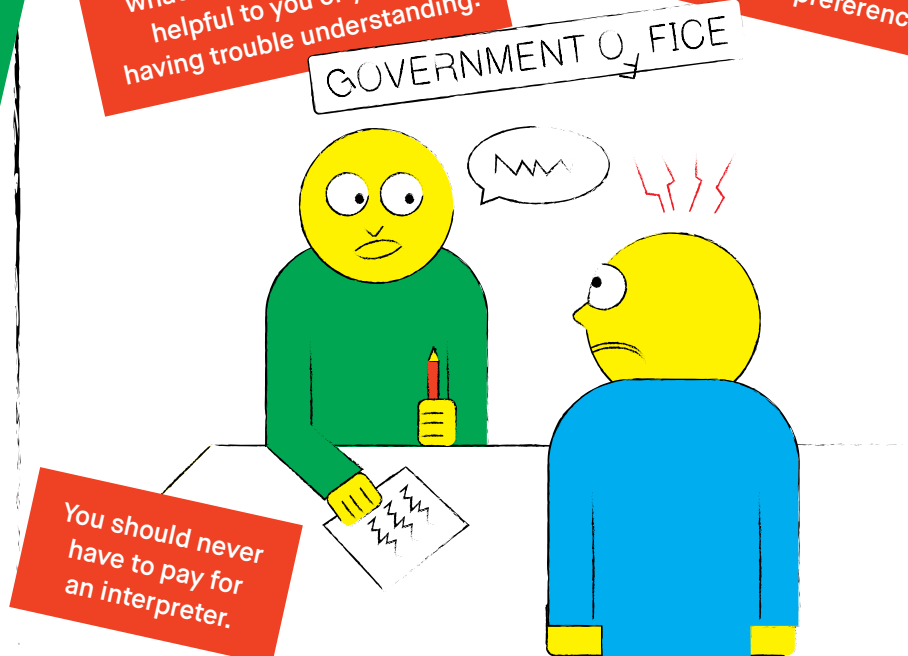


The interpreter you get should fit the situation you're in. For example, if you are at a government office, Video Remote Interpreting (VRI) might work when discussing something simple, like whether you have an appointment.



It's your right to ask for a different interpreter or communication service if what's being provided isn't helpful to you or you are having trouble understanding.

You should never be forced to use a personal device (like a hearing aid), lip-reading, or note writing, unless it's your preference!



It's *discrimination* if a service provider doesn't provide you with *effective communication*. You have *the right to file a complaint or lawsuit* against them.

One option is to file a complaint for free with the NYC Commission on Human Rights within one year of the event.

- To file, call 212-504-4115 to make an appointment. If you're unable to travel, ask to meet somewhere accessible to you.
- Bring all of the information you have about the event to your appointment (like names of people involved, the address where it happened, and the date when it happened).
- The Commission will file the complaint for you. Just make sure that you haven't filed a complaint or lawsuit anywhere else.

Another option is to file a lawsuit. How you file and what you might get depends on different laws. To find out more, talk to a lawyer.

- If you need legal help, call:
- New York Lawyers for Public Interest (NYLPI) 212-244-4664
 - City Bar Justice Center 212-626-7383
 - Your Local Independent Living Center
Find it here: http://www.nyc.gov/html/mopd/html/resources/ail_ilc.shtml

This guide is for educational use only and is not a source of legal advice. If you need legal advice, talk to a qualified lawyer.

This project was produced through Public Access Design, a program of the Center for Urban Pedagogy (CUP). Public Access Design projects use design to make complex urban issues accessible to the New Yorkers most affected by them. publicaccessdesign.org

The Center for Urban Pedagogy is a nonprofit that uses the power of design and art to increase meaningful civic engagement. welcometoCUP.org



New York Lawyers for Public Interest (NYLPI) is a non-profit legal organization whose mission is to advance equality and civil rights through the power of community lawyering. NYLPI's Disability Justice Program works to advance civil rights and ensure equality of opportunity, self-determination, and independence for people with disabilities. nylpi.org



Grace Robinson-Leo is a designer based in New York.

Collaborators
 CUP: Oscar Nuñez, Ingrid Hattel
 NYLPI: Maureen Belluscio
 Design: Grace Robinson-Leo

Big thanks to: Margaux Lacroix, Christine Gaspar, Christina Curry, Nicolyn Plummer, Huberta Wolf

Support for this project was provided by The Shelley and Donald Rubin Foundation, and public funds from the New York City Department of Cultural Affairs in partnership with the City Council. Additional support was provided by Council Member Antonio Reynoso.

