Resource List of Communication Access Service Providers

Lists of vendors below are not all inclusive and do not imply endorsement, preference or an indication of quality.

1. Over the Phone Interpretation Vendors
   - Cyracom 800-481-3289 www.cyracom.com
   - DT Interpreting 866-237-0173
   - International Language Services 773-525-8590 www.ilschicago.com
   - Language Line 800-752-6096 www.languageline.com
   - Network Omni 866-995-6664 www.networkomni.com
   - Spectracorp 877-695-7945 www.spectracorp.com
   - Certified Language International 800-225-5254 www.certifiedlanguages.com

*(List of vendors is not all inclusive, nor does it imply endorsement, preference or an indication of quality.)

2. New Hampshire Referral/Interpretation Agencies*
   - Cross Cultural Communication Systems 888-678-CCCS www.cccsorg.com (spoken language only)
   - Language Bank of Lutheran Social Services 603-224-5473 www.thelanguagebank.org (ASL and spoken language)
   - Northeast Deaf and Hard of Hearing Services 603-224-1850 ext 250 referral@ndhhs.org (ASL, Oral, deaf-blind, low-vision interpretation, CART Services) www.ndhhs.org
   - WORDS Foreign Language Translation and Interpretation Services, Inc. 603-668-6804 words500usa@aol.com (ASL and spoken language)
   - NH Department of Education, 2015-2016 Directory of NH translators/Interpreters education.nh.gov/instruction (ASL and spoken language)

*(List of vendors is not all inclusive, nor does it imply endorsement, preference or an indication of quality.)
3. Freelance Interpreters

- Cross Cultural Communication Services has a list of trained freelance interpreters they have trained through their training program 888-678-CCCS www.cccsorg.com.
- Southern New Hampshire Area Health Education Center has a list of trained freelance spoken language interpreters: 603-895-1514 or www.snhahec.org/flmi.cfm.
- A list of licensed ASL and Certified Deaf Interpreters is available from the State of New Hampshire Department of Education: www.education.nh.gov/career/vocational/deaf hh.htm
- A list RID Certified ASL and Certified Deaf Interpreters is available from RID: www.rid.org

4. Video Remote Interpreting Vendors (VRI)*

- Birnbaum Interpreting 301.587.8885 www.bisworld.com (ASL only)
- DT Interpreting (Deaf Talk) 866-237-0173 (ASL and spoken language)
- International Language Services 773-525-8590 www.ilschicago.com (ASL and spoken language)
- Language Access Network 866 - 449-4428 www.lan.us (ASL and ~150 spoken languages)
- Language Line Services 877- 886-3885 www.languageline.com/video (ASL and spoken language)
- Nextalk Innovative Communication Software 801-274-6001 www.nextalk.com (ASL, text relay service, and point-to-point video)
*(List of vendors is not all inclusive, nor does it imply endorsement, preference or an indication of quality.)

5. CART (Communication Access Real-Time Captioning)

- New Hampshire CART Reporter Referral Agencies* Northeast Deaf and Hard of Hearing Services 603-224-1850 ext 250 referral@ndhhs.org
*(List of vendors is not all inclusive, nor does it imply endorsement, preference or an indication of quality.)

6. Remote CART*

- **Caption First, Inc.**
  800-825-5234  [www.captionfirst.com](http://www.captionfirst.com)
  (Spanish to English and vice versa)
- **HEAR Ink**
  888-314-2811  [www.hearink.com](http://www.hearink.com)
- **Maine CART & Captioning Services**
  207 242-9378  [www.mainecartservice.com](http://www.mainecartservice.com)

*(List of vendors is not all inclusive, nor does it imply endorsement, preference or an indication of quality.)*

7. Assistive Listening Devices Vendors*

- **Harris Communications**
  800-825-6758  [www.harriscomm.com](http://www.harriscomm.com)
- **Hartling Communications, Inc.**
  800-475-3183 (Voice) or 800-672-9455
- **Hear-More**
  800-881-4327  [www.hearmore.com](http://www.hearmore.com)

*(List of vendors is not all inclusive, nor does it imply endorsement, preference or an indication of quality.)*

8. Translations

To translate is to transfer the meaning of written text in one language into written text in a second language. Translation requires a unique skill set different from interpreting.

- Both Interpreter Referral Agencies and Telephonic Interpretation Agencies often have divisions that do translations.
- The American Translators Association has an on-line searchable directory of translators certified by their organization: [http://www.atanet.org/](http://www.atanet.org/)


Hablamos Juntos has also developed a toolkit to improve the quality of healthcare translations: [http://www.hablamosjuntos.org/mtw/default.toolkit.asp](http://www.hablamosjunos.org/mtw/default.toolkit.asp).

9. Other Helpful Odds & Ends*

- **Picture boards**
  - [news.nurse.com/apps/pbcs.dll/article?AID=/20071119/PA02/711190343](http://news.nurse.com/apps/pbcs.dll/article?AID=/20071119/PA02/711190343) contact Mike Weston at westcots@aol.com or 305-331-2446. More info on the boards: [tube-enterprises.com/page/1b7dk/Partner_Link/IServision.html](http://tube-enterprises.com/page/1b7dk/Partner_Link/IServision.html). To get a closer view: [www.ims4beds.com/servision-communication-picture-board](http://www.ims4beds.com/servision-communication-picture-board)

- **Patient Self-Advocacy Tools**
  - Patient Initiator Cards - inexpensive disposable business size cards that patient can use to initiate contact with care staff regarding their basic needs or to ask for an interpreter. Good for Deaf as well as LEP (limited English proficient).
    - [www.pgsi.com/Products/Resources/OrderSupplies.aspx](http://www.pgsi.com/Products/Resources/OrderSupplies.aspx)

- **Info & Tools for Serving Deaf or Hard of Hearing Patients in Healthcare Organizations**
  - [www.healthbridges.info/](http://www.healthbridges.info/)
  - [www.nad.org/issues/technology/vri/advocacy-statement-medical-setting](http://www.nad.org/issues/technology/vri/advocacy-statement-medical-setting)

*(List of vendors is not all inclusive, nor does it imply endorsement, preference or an indication of quality.)*