Guidelines and Policy
Non-Classroom Related Service Requests
for Students/Individuals who are Deaf or Hard of Hearing

The University of Maryland is legally responsible for providing appropriate and reasonable accommodations to ensure equal access to programming for individuals with disabilities who are engaging in activities occurring on campus and/or sponsored by the University as per Section 504 of the Rehabilitation Act and the 1990 (2008) Americans with Disabilities Act (Amendments Act).

The Disability Support Service (DSS) at the University of Maryland is funded to provide accommodations for classroom related requests for enrolled students. (“Classroom-related” refers to requests and/or activities required for the course as evidenced by a notation in course syllabi.) As such, it is the requesting department’s responsibility to pay for all non-classroom related requests as well as requests for faculty, staff and visitors. Accommodation requests cannot be denied based on lack of designated funds.

The following guidelines are for administrators, faculty, and staff requesting service providers for non-classroom events such as staff meetings, workshops, conferences, extra-curricular activities, public events, etc. Service providers typically include interpreters, transcribers, and transliterators (cued speech providers).

To Request Service Providers for individuals who are deaf or hard of hearing:

I. Submit a Service Provider Request Form through email or fax.
   a. A Service Provider Request Form can be obtained on-line via the following website: www.counseling.umd.edu/DSS/forms.html. Click One Time Request Form or Multi-Date Request Form.
   OR
   b. Contact Deaf and Hard of Hearing Services (DHHS) at dhhs@umd.edu or call 301-314-7209 to request a service provider form.

II. Be sure to fill out the date, time, location, and participant information, including name and preferred language, such as American Sign Language, Cued Speech, or Transcription. Also include information about the format of the event such as video-presentation, PowerPoint presentation; audience size; and/or any other relevant information. A valid FRS number is required.
   a. Depending on the nature of the request, service providers may require preparation time in advance of the activity.
   b. To facilitate a smooth and efficient process, please provide any materials the service providers can use to prepare in advance.
III. Submit request forms to DHHS at least 2 weeks in advance. Submitting your request in less than the 2 week time frame could increase the cost for the service and reduce DSS ability to schedule service providers for your event.

IV. Requests will be acknowledged through email or phone once they are received. A confirmation email with the names of the service providers will be sent to the requestor once the service providers have been scheduled.

V. All requests are subject to a 2-hour minimum per provider.*

VI. Typically, most assignments require a team of two (2) service providers.

**Responsibility for Payment:**

It is the requesting department’s responsibility to pay for all non-classroom-related requests, as well as any request for a faculty/staff or visitor. Disability Support Service (DSS) only covers the cost of classroom-related academic requests for currently enrolled students.

Please be aware of the following situations that may occur when providers are requested.

1. From time to time students make requests directly through the DSS/Deaf and Hard of Hearing Services (DHHS) office, and the student may not notify the sponsoring department that accommodations are needed.

2. In the case of a student who requests accommodations for an event directly though DHHS and if the request is appropriate, DHHS will contact the department and instruct the individual responsible for the event to complete the Service Provider Request Form. If the DHHS office is unable to contact the department to obtain a request form due to time or other constraints, the department will still be held responsible for payment.

3. The DHHS office does its best to minimize this occurrence by encouraging students to contact the sponsoring department to inform the department of their service needs.

4. Please keep in mind that the goal is to ensure communication access in accordance with the ADA, so responding to a valid request on behalf of the student takes precedence over receiving a departmental request prior to the event when there is a time constraint. Departments will be asked to follow up with a Service Provider Request Form.

**FEES**

- All requests are subject to a 2 hour minimum per provider. * The fees shown below are per hour, per provider. *(Typically, most assignments require a team of two (2) service providers). Departments will be billed at the current student rate of $55.00 per hour for an enrolled student.

- Departments will be billed “at-cost” for faculty, staff, or visitors. At-cost ranges from $42 to $110 per hour depending on the service provider.

- Please note all rates are subject to change.

* In rare instances, an agency that requires a 3-hour minimum may be assigned to provide the service.
Cancellations

It is the sponsoring department’s responsibility to immediately notify DHHS if the assigned providers will not be needed. Departments will be billed for the full assignment if notice of cancellation is not received 3 full business days prior to the event. (Weekends are not considered business days.)

Billing

Billing is conducted monthly using the FRS number provided on the request form. A copy of the request form will be sent to the billing office through inter-campus mail as a receipt with the Journal Voucher (JV) number written on the top. Should you require a copy of the JV, or would prefer the receipt to go to the requestor rather than the billing contact, please contact the DHHS office.

As always, DHHS is available to assist with any questions regarding provider requests, billing, or the accommodation process. We look forward to working with you!

CONTACT INFORMATION

Disability Support Service
Counseling Center
0106 Shoemaker Building
College Park, Maryland 20742-8111
301.314.7682 TEL 301.405.0813 FAX
www.counseling.umd.edu/DSS

Deaf and Hard of Hearing Service
(301)314-7209
dhhs@umd.edu
### DISABILITY SUPPORT SERVICE
Deaf and Hard of Hearing Service (DHHS) Billing Matrix

<table>
<thead>
<tr>
<th>Type of Assignment:</th>
<th>Description:</th>
<th>Who Pays:</th>
<th>Rate:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Students</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UMD Students-</td>
<td>Service providers in the classroom and for meetings/events required for the class.</td>
<td>DSS</td>
<td>N/A</td>
</tr>
<tr>
<td>Classroom related</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UMD Students- Non-</td>
<td>Any campus or department sponsored event that is not required for the student to attend for credit.</td>
<td>Sponsoring department</td>
<td>$55 per hour per provider / 2 hour minimum * applies</td>
</tr>
<tr>
<td>classroom related/</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enrichment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consortium Students -</td>
<td>Any consortium student receiving disability services for the classroom.</td>
<td>Consortium Income</td>
<td>At Cost / 2 hour minimum * applies</td>
</tr>
<tr>
<td>Classroom-related</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Faculty/Staff/ Visitors</strong></td>
<td>All campus sponsored events and departmental meetings, workshops, events, etc.</td>
<td>Sponsoring department</td>
<td>At Cost / 2 hour minimum * applies</td>
</tr>
<tr>
<td><strong>UMCP Shady Grove:</strong></td>
<td>All services coordinated through UMCP DSS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>UMD Students-</td>
<td>Service providers in the classroom and for meetings/events required for the class.</td>
<td>DSS</td>
<td>N/A</td>
</tr>
<tr>
<td>Classroom related</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UMD Students- Non-classroom related/Enrichment</td>
<td>Any campus or department sponsored event that is not required for the student to attend for credit.</td>
<td>Sponsoring department</td>
<td>$55 per hour per provider / 2 hour minimum * applies</td>
</tr>
<tr>
<td>UMD Faculty/Staff/Visitors</td>
<td>All campus sponsored events and departmental meetings, workshops, events, etc.</td>
<td>Sponsoring department</td>
<td>At Cost / 2 hour minimum * applies</td>
</tr>
<tr>
<td><strong>Non-State Funded UMD</strong></td>
<td>Any service for a non-state funded UMCP program</td>
<td>Sponsoring department</td>
<td>At Cost 2 hour minimum * applies</td>
</tr>
<tr>
<td><strong>Non-UMD</strong></td>
<td>Any service for a non-UMCP program</td>
<td>Sponsoring department - by check or FRS #</td>
<td>At Cost 2 hour minimum * applies</td>
</tr>
</tbody>
</table>

All requests are subject to a 2 hour minimum per provider.
All rates are subject to change. In rare instances, an agency that requires a 3-hour minimum may be assigned to provide the service.