**Mississippi Valley Workforce Area Burlington IowaWORKS Center**



**Assistive technology gUIDE**

**550 South Gear Avenue, Suite 35, West Burlington, IA 52655**

PY 2023

TABLE OF CONTENTS

[BURLINGTON CENTER ACCOMMODATIONS AVAILABLE 3](#_Toc138933017)

[HOW TO REQUEST 3](#_Toc138933018)

[ASSISTIVE TECHNOLOGY LIST AND LOCATION 4](#_Toc138933019)

[Located On Skills Floor/Computers 4](#_Toc138933020)

[Available Upon Request 4](#_Toc138933021)

[Onsite Accommodations 4](#_Toc138933022)

[ASSISTIVE TECHNOLOGY INSTRUCTIONS 5](#_Toc138933023)

[Assistive Listening System - Sound PKT D1 EH Pocketalker 5](#_Toc138933024)

[Text-to-Speech Device – C-Pen 5](#_Toc138933025)

[Screen Reader – Skills Floor Computers 5](#_Toc138933026)

[ASL Remote Services 6](#_Toc138933027)

[LEP Remote Services 6](#_Toc138933028)

[Language Line 6](#_Toc138933029)

[REQUESTS FOR ADDITIONAL ACCOMMODATIONS 7](#_Toc138933030)

[Request an In-Person Sign Language Interpreter 7](#_Toc138933031)

[Iowa Department for the Blind 7](#_Toc138933032)

[Iowa Vocational Rehabilitation Services 7](#_Toc138933033)

[Easter Seals 7](#_Toc138933034)



Assistive Technology

Accommodations Notice

# BURLINGTON CENTER ACCOMMODATIONS AVAILABLE

* Adjustable Height Table\*
* Adjustable Keyboard Tray
* Trackball Mouse
* Large Print Keyboard
* Large Computer Monitor
* Screen Reader\*
* Headphones
* Handheld Magnifiers
* Assistive Listening System**\***
* Text to Speech Device**\***
* ASL Remote Services\*
* LEP Remote Services\*
* Closed Captioning
* Language Line\*
* Alternative Materials
* Note Takers
* Virtual Appointments
* Private Spaces
* Braille Keyboard
* Virtual Lobby

\*Additional instructions provided at the end of the document.

Other accommodations can be made upon request.

# HOW TO REQUEST

Accommodations can be requested at the front desk from any available staff and will be provided upon request. The accommodation will be set up immediately or in a reasonable time frame to ensure all customers have equal access to programs and services.

# ASSISTIVE TECHNOLOGY LIST AND LOCATION

## Located On Skills Floor/Computers

* Adjustable Height Table (instructions provided)
* Adjustable Keyboard Tray (instructions provided)
* Trackball Mouse
* Large Print Keyboard
* Large Computer Monitor
* Screen Reader – NVDA (instructions provided)

## Available Upon Request

* Noise Canceling Headphones
* Handheld Magnifiers
* Assistive Listening System
* Text to Speech Device – C-Pen (instructions provided)
* Virtual Lobby (iPad and various apps)
* ASL Remote Services (instructions provided)
* LEP Remote Services (instructions provided)
* Closed Captioning
* Babel Notices/Language Line

## Onsite Accommodations

* Alternative Materials - Large Print, Braille, Audio
* Sign Language Interpreters
* Note Takers
* Virtual Appointments
* Readers
* Private Spaces

# ASSISTIVE TECHNOLOGY INSTRUCTIONS

## Assistive Listening System - Sound PKT D1 EH Pocketalker

1. Place lanyard around your neck.
2. Turn on Pocketalker with the volume wheel but don’t turn all the way up.
3. Plug in disposable earbuds and insert in ears.
4. Slowly adjust the volume up until it is a comfortable volume.
5. The tone wheel can be adjusted to clear up the sound.

## Text-to-Speech Device – C-Pen

Full User’s Guide <https://cpenfiles.blob.core.windows.net/manualer/cpen600C_800C_EN.pdf>

1. Optionally, you can plug in disposable earbuds and place earbuds in your ears.
2. Press the on button
3. Hold at a slight angle until the light comes on and move across text
4. Lift device and the pen will read the scanned text out loud
5. Press the middle button to repeat the line of text
6. When done, hold power button and follow instructions to power off.

## Screen Reader – Skills Floor Computers

1. Username: RR-(location)-Narrator (example: RR-BR-Narrator)
2. Password: Customer1
3. Once logged in you have access to the Screen Reader (NVDA)

Full list of NDVA Shortcuts: <https://dequeuniversity.com/screenreaders/nvda-keyboard-shortcuts#nvda-nvda_shortcut_keys>

1. Browse Mode: Browse mode is used when reading documents or webpages.
2. Focus Mode: Focus mode is used when the user enters a form or other fields that require user input.
3. NDVA automatically switches between the modes, but the user can toggle them by using Insert + Space Bar.
4. Turn on Speech Viewer: enabling Speech Viewer opens a window that shows everything NDVA states. This is useful for sighted users learning NVDA for testing purposes. Enable it under Tools in the NDVA Menu

## ASL Remote Services

ASL Video Remote Interpretation email: aslvri@handsupcommunications.com

Phone: 319-213-9920

## LEP Remote Services

Spoken Language Video Remote Interpretation email: vrispoken@handsupcommunications.com

Phone: 319-213-9920

## Language Line

1. Dial into the toll-free interpretation line 888-338-7394
2. Enter Account Number, followed by # sign
3. Select whether a 3rd party call is needed
4. Select Language by Entering the Corresponding Number
5. If the language you need is not listed in the options, Enter “9” for all other languages
6. If you need to speak with a customer service rep. prior to being connected with the interpreter, enter “9”
7. Follow Additional Prompts (if applicable)

# REQUESTS FOR ADDITIONAL ACCOMMODATIONS

## Request an In-Person Sign Language Interpreter

ASL or Foreign/Spoken Language On-site, Translation, and Live Captioning

Phone: 319-213-9920

E-mail: scheduling@handsupcommunications.com

## Iowa Department for the Blind

Website: https://blind.iowa.gov/

*Self-referrals*: https://iowadeptblind.wufoo.com/forms/zvrywj80kfnxfj/

Aids & Device Resource List: <https://blind.iowa.gov/aids-devices-resource-list-1>

Braille requests: Karen Cunningham – karen.cunningham@blind.state.ia.us

Audio requests: Leslie Heinzler – leslie.heinzler@blind.state.ia.us

Phone: 515-281-1333 | 800-362-2587

E-Mail: contact@blind.state.ia.us

## Iowa Vocational Rehabilitation Services

Website: <https://ivrs.iowa.gov/>

Phone: 800-532-1486 | 319-753-2231

Email: info@iowa.gov

## Easter Seals

Website: [www.easterseals.com/ia](http://www.easterseals.com/ia)

Phone: 515-289-1933

Email: info@eastersealsia.org

*Equal Opportunity Programs/Employer*

*Auxiliary aids and services are available upon request for individuals with disabilities.*