A close-up of a logo

Description automatically generated

**Mississippi Valley Workforce Area Davenport IowaWORKS Center**

**Assistive technology, partners, referral process, and Community resources**

**1801 East Kimberly Road, Suite A, Davenport, IA**

PY 2023

TABLE OF CONTENTS

[Davenport Center Accommodations Available 3](#_Toc138939715)

[How to Request 3](#_Toc138939716)

[Assistive Technology List and Location 4](#_Toc138939717)

[Located on Skills Floor/Computers 4](#_Toc138939718)

[Located (AT Station) 4](#_Toc138939719)

[Other Assistance Available upon request 4](#_Toc138939720)

[Assistive Technology Instructions 5](#_Toc138939721)

[Assistive Listening System - Sound PKT D1 EH Pocketalker 5](#_Toc138939722)

[Text-to-Speech Device – C-Pen 5](#_Toc138939723)

[Screen Reader – Skills Floor Computers 5](#_Toc138939724)

[ASL Remote Services 6](#_Toc138939725)

[LEP Remote Services 6](#_Toc138939726)

[Language Line 6](#_Toc138939727)

[CCTV MAGNIFIER - TOPAZ OCR 7](#_Toc138939728)

[Requests for Additional Accommodations 8](#_Toc138939729)

[Request an In-Person Sign Language Interpreter 8](#_Toc138939730)

[Iowa Department for the Blind 8](#_Toc138939731)

[Iowa Vocational Rehabilitation Services 8](#_Toc138939732)

[Easter Seals 8](#_Toc138939733)



Assistive Technology

Accommodations Notice

# Davenport 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\*
* CCTV\*
* Text to Speech Device\*
* ASL Remote Services\*
* LEP Remote Services\*
* Closed Captioning
* Language Line\*
* Alternative Materials
* Note Takers
* Virtual Appointments
* Braille Keyboard
* Private Spaces

\*Additional instructions provided within 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 timeframe 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)
* CCTV - (instructions provided)
* Braille Keyboard

## Located (AT Station)

* Headphones
* Handheld Magnifiers
* Assistive Listening System (instructions provided)
* 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 (instructions provided)

## Other Assistance Available upon request

* Alternative Materials - Large Print, Braille, Audio
* Sign Language Interpreters (instructions provided)
* 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

This is a video remote service using a mobile app or web portal to connect. To schedule contact

ASL Video Remote Interpretation email: [aslvri@handsupcommunications.com](mailto:aslvri@handsupcommunications.com)

Phone: 319-213-9920

## LEP Remote Services

This is a video remote service using a mobile app or web portal to connect. To schedule contact Spoken Language Video Remote Interpretation email: [vrispoken@handsupcommunications.com](mailto: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
   1. IF the language you need is not listed in the options, Enter “9” for all other languages
   2. If you need to speak with a customer service rep. prior to being connected with the interpreter, enter “9”
5. Follow Additional Prompts (if applicable)

## CCTV MAGNIFIER - TOPAZ OCR

Two pictures below:

1) the unit with knobs designated

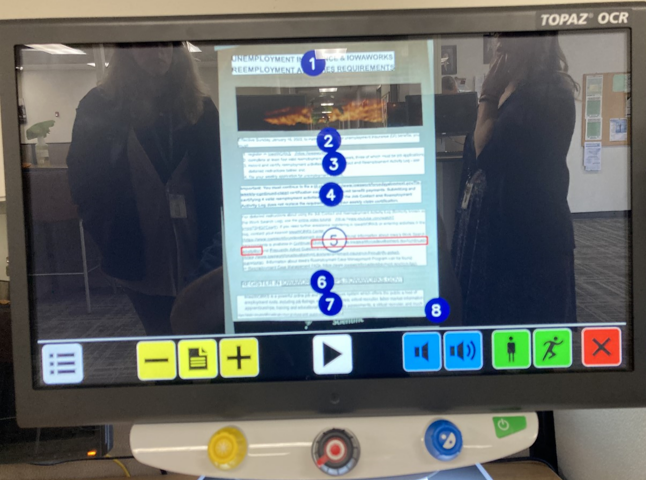
2) screen with optical character reader (OCR) functions noted

On the unit, the yellow knob on left controls brightness, center knob controls magnification, blue knob on right controls contrast, and green button on far right is power.

1. Hit the green button and place document in document tray.
2. Use various knobs to adjust image.
3. Tap lower right portion of the screen to activate OCR function.
   1. Users can tap the paragraph buttons on the screen to skip ahead or review.
   2. Yellow on-screen buttons zoom the image
   3. Blue on-screen buttons adjust volume
   4. Green on-screen buttons control speed
   5. Red on-screen button exits OCR function

The device will start at the top of the page and read all text aloud. There is an optional headphone jack.

1. 2)



# 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

Email: [scheduling@handsupcommunications.com](mailto: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](mailto:karen.cunningham@blind.state.ia.us)

Audio requests: Leslie Heinzler –. [leslie.heinzler@blind.state.ia.us](mailto:leslie.heinzler@blind.state.ia.us)

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

E-Mail: [contact@blind.state.ia.us](mailto: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](mailto:info@iowa.gov)

## Easter Seals

Website: [www.easterseals.com/ia](file:///C:\Users\nclayton\Desktop\Resource%20Guide\www.easterseals.com\ia)

Phone: 515-289-1933

Email: [info@eastersealsia.org](mailto:info@eastersealsia.org)

*Equal Opportunity Programs/Employer*

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