



REQUEST PROTOCOL FOR SIGN LANGUAGE INTERPRETER SERVICES (504-PROC-007)

I. INTRODUCTION

As part of the Puerto Rico Public Housing Administration (PRPHA) efforts to provide greater access to our services and programs, the Agency is required to make available, for the benefit of our public with hearing or speaking impairments, Sign Language Interpreters. The purpose of this protocol is to establish the methodology by which these services are to be requested.

II. REQUEST PROCEDURE

The service for Sign Language Interpreters shall be made through the Reasonable Accommodation request form and the SLI request form attached to this protocol.

Once approved the request shall be submitted to PRPHA's 504 Compliance Office in order to make the proper coordination.

III. TIME REQUIREMENTS

Once the petition is confirmed with the 504 Compliance Office, the services will be coordinated with the petitioner to be offered during working days and hours. The petitioner must allow at least:

- 2 working days for services within the metropolitan area
- 4 working days for services outside the metropolitan area