



PROTOCOL FOR THE REQUEST OF ASSITIVE TECHNOLOGY DEVICES FOR PERSONS WITH HEARING OR VISUAL DISABILITIES (504-PROC-005)

I. INTRODUCTION

As part of the Puerto Rico Public Housing Administration (PRPHA) efforts to provide greater access to our services and programs, the Agency entered into a process of acquisition of assistive technology devices for the benefit of our public with sensory impairments. The purpose of this protocol is to establish the methodology by which services may be requested.

II. EQUIPMENT

- a. **Electronic Reader and Magnifier:**
 - a. Portable equipment that allows for voice and large format reproduction of documents instantly.
 - b. For the use of partially or totally blind individuals.
- b. **Braille Display:**
 - a. Equipment that allows for instant braille reproduction of any document.
 - b. For the use of partially or totally blind individuals.
- c. **Electronic Face to Face Communicator:**
 - a. Electronic station that allows for written communication between two individuals. The equipment is able to save and reproduce the conversation for record keeping purposes.
 - b. For use of individuals with hearing or speaking disabilities whom can read and write.

III. EQUIPMENT REQUEST



The request for use of equipment shall be made through PRPHA's reasonable request form.

The approved request shall be forwarded to PRPHA's 504 Compliance Office which will bring the equipment to the requested location for the service.

IV. TIME REQUIREMENTS

Once the request is confirmed by the 504 Compliance Office the service is to be coordinated with the petitioner during working days and hours, and shall allow for at least the following time tables:

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