

Providing Effective Communication for Deaf or Hard of Hearing Residents and Applicants

To ensure that residents and applicants are able to communicate effectively with Monarch employees, Monarch sites will offer to provide sign language interpreters, at no cost to a deaf or hard of hearing resident or applicant, after a valid reasonable accommodation request has been made (such as for assistance communicating when touring a unit, lease signing, renewals, and discussing a lease violation, among others).

A request for a reasonable accommodation may come in many forms. The resident or applicant does not need to use the phrase “reasonable accommodation” to make a request. For example, in the context of deaf or hard of hearing individual’s request for an interpreter, an individual asking whether Monarch has interpreters, or whether someone will be available to help him/her understand the rental tour, would qualify as a request for a reasonable accommodation and trigger Monarch’s process for providing a reasonable accommodation. Monarch’s process, outlined in Monarch’s “4 Steps to Process Requests for Reasonable Accommodation and Modification,” includes a determination of whether the request poses an undue financial or administrative burden for the property.

Monarch has an “ASL Interpreter Fund” to cover the costs of interpreting services (consult with your Legal contact to use the fund). For many people who are deaf, American Sign Language (ASL) – a language that uses a system of manual, facial and other body movements as the means of communication – is their first language (with English being their second) and is the preferred method of communication. Every Monarch employee who regularly engages with residents or prospects must know how to obtain an ASL interpreter. The employee website contains an accurate and current list of interpreting services in every region showing the name, and contact information for local interpreting services. When communicating with someone through an interpreter, be sure to talk to and look at the person, not the interpreter.

If a suitable interpreter cannot be located within the necessary time frame for a reasonable accommodation request, the site should document the efforts that were made to contact an interpreter, and offer to utilize Video Remote Interpreting (VRI) at no cost to the resident or applicant. Video Remote Interpreting services can also be found on the ASL interpreter resource list on the employee website.

If a reasonable accommodation request for an ASL interpreter has been made by a resident or prospect, Monarch employees should not express or suggest to a resident or applicant that writing notes back and forth or lip reading will provide effective communication. Similarly, if a reasonable accommodation request for an ASL interpreter has been made, Monarch employees should not express or suggest to a resident or applicant that family members or friends are required or encouraged to be used for interpreting.

If a reasonable accommodation request has been made for an ASL interpreter for a telephone conversation with deaf or hard of hearing resident or applicant, Monarch will offer Video Relay Services (VRS) or Telephone Interpreting Services (TDD/TTY) at no cost to the resident or applicant. Instructions for how to access and operate these services are available on the “ASL Interpreter List” found on the employee website.



Always consult with your Supervisor and/or the Legal Department if you have any questions or concerns about properly handling a disability related matter, reasonable accommodation request, or any potential fair housing issue. These can be complicated issues and we are here to help make sure we get it right!

American Sign Language Interpreter Contact Information

Video/Phone Interpreters

Resource Name	Number and Website
Purple	Phone: 800-549-7707 https://signlanguage.com/
Birnbaum Interpreting Services	Phone: 800-471-6441 https://bisworld.com/
Deaf Services Unlimited	Phone: 800-930-2580 http://www.deafservicesunlimited.com/
In Demand Interpreting	Phone: 877-899-3824 https://www.indemandinterpreting.com/
Network Interpreting Service	Phone: 800-284-1043 https://networkinterpretingservice.com/

Arizona

Municipality	Resource Information	Number and Website
Tucson	Community Outreach Program for the Deaf- Catholic Community Services of Southern Arizona, Inc	Interpreter Requests: 520-445-8484 520-445-8488 (alternate) http://www.copdaz.org/

Arkansas

Municipality	Resource Information	Number and Website
Little Rock	Communication Plus+ Interpreter Services, Inc.	Phone: 501-224-2521 http://www.communicationplusinterpreter.com/index.html

Colorado

Municipality	Resource Information	Number and Website
Aurora	Rose Interpreting	Phone: (720) 232-8370 https://rosesignlanguage.com/about/
Canon City	Sign Language Network (based out of Colo. Springs)	Phone: (719) 599-4517 https://www.signlanguagenetwork.com/about



Denver	Professional Sign Language Interpreting, Inc.	(303) 920-7330, http://psli.net/
Ft. Collins	ASL Interpreters for the Deaf	Phone: 970-343-4ASL https://www.aslnoco.com/
Golden	Rose Interpreting	Phone: (720) 232-8370 https://rosesignlanguage.com/about/
Greely	ASL Interpreters for the Deaf	Phone: 970-343-4ASL https://www.aslnoco.com/
Gunnison	Utilize a video or phone interpreter	
Pueblo	Sign Language Network (based out of Colo. Springs)	Phone: (719) 599-4517 https://www.signlanguagenetwork.com/about

Idaho

Municipality	Resource Information	Number and Website
Boise	Council for the Deaf and Hard of Hearing	https://cdhh.idaho.gov/interpreter-directory/

Illinois

Municipality	Resource Information	Number and Website
Bloomington	IL Deaf and Hard of Hearing Commission	Find your region and a list of interpreters: https://www2.illinois.gov/idhhc/licensure/pages/regions.aspx
Decatur	IL Deaf and Hard of Hearing Commission	Find your region and a list of interpreters: https://www2.illinois.gov/idhhc/licensure/pages/regions.aspx
Moline	IL Deaf and Hard of Hearing Commission	Find your region and a list of interpreters: https://www2.illinois.gov/idhhc/licensure/pages/regions.aspx
Rantoul	IL Deaf and Hard of Hearing Commission	Find your region and a list of interpreters: https://www2.illinois.gov/idhhc/licensure/pages/regions.aspx
Urbana	IL Deaf and Hard of Hearing Commission	Find your region and a list of interpreters: https://www2.illinois.gov/idhhc/licensure/pages/regions.aspx
Waukegan	IL Deaf and Hard of Hearing Commission	Find your region and a list of interpreters: https://www2.illinois.gov/idhhc/licensure/pages/regions.aspx

Indiana

Municipality	Resource Information	Number and Website
Indianapolis	Anointed Hands	Phone: 872-529-7446 https://anointedhands.co/

Iowa

Municipality	Resource Information	Number and Website
Cedar Rapids	Hands Up Communication	Telephone: 319-213-9920 https://www.handsupcommunications.com/
Coralville		Utilize a video or phone interpreter
Council Bluffs		Utilize a video or phone interpreter
Des Moines	Hayes Interpreting Services, LLC	Phone: 515-669-7817 http://www.hayesinterpretingservices.com/index.html
Sioux City	Deaf Interpreting Service for Siouxland	Phone: 712-239-3740 http://www.deafvoyc.com/default.asp

Kansas

Municipality	Resource Information	Number and Website
Derby		Utilize a video or phone interpreter
Lenexa	Beyond Interpreting	Phone: 660-491-0145 https://www.beyond-interpreting.com/
Wichita		Utilize a video or phone interpreter

Kentucky

Municipality	Resource Information	Number and Website
Florence	Affordable Language Services	Phone: 513-745-0888 https://www.affordablelanguageservices.com/
Ft. Mitchell	Affordable Language Services	Phone: 513-745-0888 https://www.affordablelanguageservices.com/
Lexington	Sign Language Network of KY	Phone: 859-629-8084 https://slnofky.com/

Louisiana

Municipality	Resource Information	Number and Website
Alexandria	Utilize a video or phone interpreter	

Michigan

Municipality	Resource Information	Number and Website
Clarkston	Communication Access Center	Phone: (810) 239-3112 https://www.cacdhh.org/
Dearborn	Deaf C.A.N.	Phone: (248) 332-3331 http://www.deafcan.org/services--resources.html
East Lansing	VOICE	Phone: (888) 748-6423 http://voiceinc-mi.org/
Flint	Communication Access Center	Phone: (810) 239-3112 https://www.cacdhh.org/
Grand Blanc	Communication Access Center	Phone: (810) 239-3112 https://www.cacdhh.org/
Grand Rapids	Deaf and Hard of Hearing Services	Phone: (616) 732-7358 https://deafhhs.org/programs/terp-referral/
Holland	Deaf and Hard of Hearing Services	Phone: (616) 732-7358 https://deafhhs.org/programs/terp-referral/
Howell	VOICE	Phone: (888) 748-6423 http://voiceinc-mi.org/
Kalamazoo	Deaf and Hard of Hearing Services	Phone: (616) 732-7358 https://deafhhs.org/programs/terp-referral/
Kentwood	Deaf and Hard of Hearing Services	Phone: (616) 732-7358 https://deafhhs.org/programs/terp-referral/
Madison Heights	Deaf C.A.N.	Phone: (248) 332-3331 http://www.deafcan.org/services--resources.html
Meridian Township	VOICE	Phone: (888) 748-6423 http://voiceinc-mi.org/

Muskegon	Deaf and Hard of Hearing Services	Phone: (616) 732-7358 https://deafhhs.org/programs/terp-referral/
Norton Shores	Deaf and Hard of Hearing Services	Phone: (616) 732-7358 https://deafhhs.org/programs/terp-referral/
Okemos	VOICE	Phone: (888) 748-6423 http://voiceinc-mi.org/
Romulus	Deaf C.A.N.	Phone: (248) 332-3331 http://www.deafcan.org/services--resources.html
Saginaw	VOICE	Phone: (888) 748-6423 http://voiceinc-mi.org/
Spring Lake	Deaf and Hard of Hearing Services	Phone: (616) 732-7358 https://deafhhs.org/programs/terp-referral/
St. Joseph	Deaf and Hard of Hearing Services	Phone: (616) 732-7358 https://deafhhs.org/programs/terp-referral/
Sterling Heights	Deaf C.A.N.	Phone: (248) 332-3331 http://www.deafcan.org/services--resources.html
Taylor	Deaf C.A.N.	Phone: (248) 332-3331 http://www.deafcan.org/services--resources.html
Warren	Deaf C.A.N.	Phone: (248) 332-3331 http://www.deafcan.org/services--resources.html
Waterford	Deaf C.A.N.	Phone: (248) 332-3331 http://www.deafcan.org/services--resources.html
Wyoming	Deaf and Hard of Hearing Services	Phone: (616) 732-7358 https://deafhhs.org/programs/terp-referral/

Minnesota

Municipality	Resource Information	Number and Website
Brooklyn Park	ASLIS	Phone: 763-478-8963 https://aslis.com/businesses/
Burnsville	ASLIS	Phone: 763-478-8963 https://aslis.com/businesses/
Coon Rapids	ASLIS	Phone: 763-478-8963 https://aslis.com/businesses/

Duluth	Clarity Interpreting Services LLC	Phone: 218-340-6526 https://clarity4all.com/
Minneapolis	ASLIS	Phone: 763-478-8963 https://aslis.com/businesses/

Mississippi

Municipality	Resource Information	Number and Website
Jackson	Utilize a video or phone interpreter	

Missouri

Municipality	Resource Information	Number and Website
Ballwin	DEAF, Inc.	Phone: 314-968-8868 https://www.deafinc.org/interpreting.html
Fenton	DEAF, Inc.	Phone: 314-968-8868 https://www.deafinc.org/interpreting.html
Florissant	DEAF, Inc.	Phone: 314-968-8868 https://www.deafinc.org/interpreting.html
Ferguson	DEAF, Inc.	Phone: 314-968-8868 https://www.deafinc.org/interpreting.html
Kansas City	Able Hands	Phone: 816-838-4263 http://www.ablehands.net/home.html
Maryland Heights	DEAF, Inc.	Phone: 314-968-8868 https://www.deafinc.org/interpreting.html
O'Fallon	DEAF, Inc.	Phone: 314-968-8868 https://www.deafinc.org/interpreting.html
St. Louis County	DEAF, Inc.	Phone: 314-968-8868 https://www.deafinc.org/interpreting.html
Valley Park	DEAF, Inc.	Phone: 314-968-8868 https://www.deafinc.org/interpreting.html

Nebraska

Municipality	Resource Information	Number and Website
Omaha	Nebraska Commission for the Deaf and Hard of Hearing- Referral Services	Phone: 402-471-3593 https://ncdhh.nebraska.gov/referral-service/interpreter-referral-service
South Sioux City	Nebraska Commission for the Deaf and Hard of Hearing- Referral Services	Phone: 402-471-3593 https://ncdhh.nebraska.gov/referral-service/interpreter-referral-service

New Mexico

Municipality	Resource Information	Number and Website
--------------	----------------------	--------------------

Albuquerque	Community Outreach Program for the Deaf- New Mexico -Catholic Community Services of Southern Arizona, Inc	Phone: 505-255-7636 http://www.copdnm.org/request.htm
-------------	---	--

Ohio

Municipality	Resource Information	Number and Website
Beavercreek	Interpreters of the Deaf, LLC	Phone: 937-242-6047 http://deafterp.com/index.html
Cincinnati	Affordable Language Services	Phone: 513-745-0888 https://www.affordablelanguageservices.com/
Cleveland	Cleveland Hearing and Speech Center	Phone: 216-231-8787 https://www.chsc.org/
Columbus	Hallenross and Associates, LLC	Phone: 614-296-8937 https://www.hallenross.com/
Dayton	Interpreters of the Deaf, LLC	Phone: 937-242-6047 http://deafterp.com/index.html
Fairborn	Interpreters of the Deaf, LLC	Phone: 937-242-6047 http://deafterp.com/index.html
Fairfield	Affordable Language Services	Phone: 513-745-0888 https://www.affordablelanguageservices.com/
Kettering	Interpreters of the Deaf, LLC	Phone: 937-242-6047 http://deafterp.com/index.html
Maumee	Resolute Interpreting	Phone: 419-244-8377 http://resoluteinterpreting.com/interpreting-services/
Newark	Hallenross and Associates, LLC	Phone: 614-296-8937 https://www.hallenross.com/
Reynoldsburg	Hallenross and Associates, LLC	Phone: 614-296-8937 https://www.hallenross.com/
Toledo	Resolute Interpreting	Phone: 419-244-8377 http://resoluteinterpreting.com/interpreting-services/
West Chester	Affordable Language Services	Phone: 513-745-0888 https://www.affordablelanguageservices.com/
West Carrollton	Interpreters of the Deaf, LLC	Phone: 937-242-6047 http://deafterp.com/index.html

Oklahoma

Municipality	Resource Information	Number and Website
Guymon	TSHA	Phone: 918-832-8742 https://www.tsha.cc/what-we-do/interpreters/
Lawton	TSHA	Phone: 918-832-8742

		https://www.tsha.cc/what-we-do/interpreters/
--	--	---

Texas

Municipality	Resource Information	Number and Website
Abilene	West Texas Services for the Deaf, Inc.	Phone: 325-669-4971 http://westtexasservicesforthedeaf.weebly.com/
Amarillo	Panhandle Council for the Deaf	Phone: 806-359-1506 http://disabilityresources.tamu.edu/panhandle-council-for-the-deaf
Fort Worth	Hired Hands, Inc	Phone: 817-236-3323 https://hiredhandsinc.com/
Lubbock	Lubbock Deaf, Inc	Phone: 806-795-2345 http://www.lubbockdeaf.org/index.html
San Angelo	West Texas Interpreting Network, LLC	Phone: 830-505-0110 http://westtexasinterpretingnetwork.com/
Stephenville	Utilize a video or phone interpreter	
Wichita Falls	Utilize a video or phone interpreter	

Wisconsin

Municipality	Resource Information	Number and Website
Fitchburg	Professional Interpreting Enterprise	Phone: 608-286-1252 http://pieinc-wi.com/
Madison	Professional Interpreting Enterprise	Phone: 608-286-1252 http://pieinc-wi.com/
Milwaukee	Professional Interpreting Enterprise	Phone: 414-282-8115 http://pieinc-wi.com/

Name	Address	City	State	Zip	Website	Phone
The Center for People with Disabilities (CPWD)	1675 Range Street	Boulder	CO	80301	http://www.cpwd-ilc.org/	303-442-8662 - Video Phone: 720-459-5341
Hearing Loss Association of America (HLAA) - Colorado	P. O. Box 472704	Aurora	CO	80047-2704	www.hearinglosscolorado.org	303-938-9659
Disability Advocates of Kent County	3600 Camelot Dr SE	Grand Rapids	MI	49546		
Deaf and Hard of Hearing Services	3680 44th St SE - Suite 201	Kentwood	MI	49512		
Disability Network Lakeshore	426 Century Lane	Holland	MI	49423		
Disability Network West Michigan	27 E Clay Ave	Muskegon	MI	49442		
Michigan Coalition for Deaf and Hard of Hearing People	PO Box 16234	Lansing	MI	48901-6234		
Direct Center for Independence	1001 N. Alvernon Way	Tucson	AZ	85711	direct@directilc.org	1-800-342-1853

