

The CART Provider was thoughtful, caring and understanding.

The CART service allowed me to be an active participant at all times.

The 20/20 team is professional and made the service meaningful.

The complimentary keepsake transcript made it possible to go back and remember.

**20/20 Captioning**

*You see what we hear™.*

**ACCESSIBILITY  
GUIDE FOR  
FUNERAL SERVICES**



We want you to hear your loved one's funeral.

**Know your rights.**

Ask for CART.



Copyright 20/20 Captioning.  
All Rights Reserved.

**1.866.554.2099**

# WHY CHOOSE CART...

## WHAT IS CART?

Communication Access Real-time Translation (CART) is provided by a stenographer and is one of the most widely used technologies for providing instant translation of the spoken word into English text.

## CAN I ASK FOR CART?

The Americans with Disabilities Act (ADA) covers communication accessibility in public places, including funeral homes. A funeral home must take the necessary steps to make their facility fully accessible to all members of the public. This includes individuals that are deaf or have a hearing loss.

## HOW IS CART PROVIDED?

CART can easily be accessed within the funeral home. You need only an internet connection and audio source. View CART at graveside on an iPad, Tablet, Blackberry, iPhone and Kindle.



*"Approximately 17 percent (36 million) of American adults report some degree of hearing loss," says the National Institute on Deafness and Other Communication Disorders/National Institutes of Health.*

## IS CART FOR YOU?

If you are deaf or have a hearing loss and are attending a funeral, CART is for you. Your CART request should be made to the Funeral Director at least 24-48 hours in advance.

Being a part of the planning process of a loved one's funeral is so important. If you, or someone you know, is deaf or hard of hearing, let the Funeral Director or a family member know immediately so CART can be reserved for you.

## HOW WILL CART IMPROVE YOUR ACCESS FOR FULL COMMUNICATION?

CART will provide you with:

- ◆ A word-for-word real-time text translation of what is being said.
- ◆ Full participation in the service.
- ◆ As a keepsake, a complimentary word-for-word transcript of what was spoken during the funeral service is provided.



Remember . . . You deserve full interaction before, during and after a funeral service.

**Ask for CART today.**

**For more information call  
1.866.554.2099**