

CAPtions

Winter 2015

News Bulletin of the Computer/Electronic Accommodations Program
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When is Medical Documentation Needed?

The Computer/Electronic Accommodations Program (CAP) strives to remove barriers in the workplace for individuals with disabilities by providing free assistive technology and related services. We must, however, be able to justify every item we procure in support of our customers.

Requesting medical documentation ensures that CAP maintains acquisitions integrity, without which we would be unable to continue to provide support to thousands of customers each year. It is important to note that CAP's request for medical documentation is separate from any internal requirements an agency may have for its reasonable accommodation process. As a matter of fact, CAP is typically unaware if a partner agency has previously asked a customer for medical documentation.

Although CAP reserves the right to request medical documentation to support any



request for accommodation, we always request documentation when customers request certain items.

The vast majority of federal employees require a computer monitor and office chair to perform their duties. It is not surprising, therefore, that many employees want the most comfortable chairs and the biggest monitors, whether they have a disability or not.

To ensure that CAP can justify the procurement of these items and is offering individuals with disabilities the support they truly need, CAP will ask for supporting documentation whenever we receive requests for chairs, which are only provided to employees of the Department of Defense (DoD), or monitors.



Computer/Electronic
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When we receive medical documentation, we verify that a licensed medical professional has indicated the presence of a medical condition that rises to the level of a disability. Rest assured, we never require an individual's entire medical history. When evaluating the need for chairs, we require that the medical diagnosis explicitly relates to the neck, shoulders, back or hips/pelvis. Similarly, requests for large monitors must be supporting by documentation indicating the presence of a vision-related condition.

Recommendations for equipment or statements of need are not sufficient to determine eligibility for CAP's services. For example, a letter from a medical professional stating that their patient needs specific tools because of "a medical condition," but does not specify the condition, does not provide the information necessary to justify procurement.

At CAP, our goal is to provide the best and most individualized service possible. We look forward to continuing to **support, equip, and empower** our customers for the next 25 years!

What Products Can I Use at My Agency?

CAP provides free assistive technology to federal employees with disabilities to enable them to perform their essential job functions. However, many of the assistive technologies we provide require prior agency approval. Software and hardware that are directly connected to a computer or network, for example, often require prior approval from the agency's Information Technology (IT) department to ensure the items are compatible with the existing IT and telecommunications infrastructure and do not pose a security risk. Other items commonly requiring advance agency approval include wireless and Bluetooth enabled devices.

Since each agency has their own process for determining which technologies are acceptable to use on their respective networks and in their facilities, we recommend that you first contact your agency's IT department, IT help desk, or Disability Program Manager. Once you have



confirmed that you will be able to use an item, submit your request to CAP.

It's important to note that all assistive technology provided by CAP should be installed by your agency's support staff. Although CAP is not responsible for installing assistive technology, CAP team members are available to work with you and your agency's designated point of contact to assist in the process. If we are unable to provide the information needed, we will direct you to the vendor or manufacturer of the item for additional support.

For more information, or to submit a request, visit us at www.cap.mil or call 703-614-8416.

Videophone Update



Z150 and Z20 videophones have been discontinued by the manufacturer.

Federal agencies generally have rather strict guidelines about which videophones may be used within their facilities. As a matter of fact, many of CAP's partnering agencies have only certified or approved one videophone. That's why the recent news that the Z150 and Z20 videophones have been discontinued by the manufacturer has left some of our customers wondering what options are available.

Sorenson Video Relay Service (SVRS) and Purple Video Relay Services (PurpleVRS) are currently providing videophones at no

cost. Since they are provided free by the manufacturer directly to agencies, they are not available through CAP. Your agency's IT or telecommunications staff can request and obtain these devices for risk assessment testing to determine network compatibility and as potential replacement options for the discontinued videophones.

Due to strict agency certification processes, we understand that your agency may require videophones other than those offered through SVRS or PurpleVRS. As long as your agency can assure us that a videophone is approved for use in your agency, you may submit a request to CAP. As part of our verification process, we require your agency IT/Telecommunications point of contact to complete a CAP Confirmation of Videophone Certification, which is available at <http://www.cap.mil/capforms.aspx>.

If you have any additional questions please contact Jeffrey Dallos, CAP's Deaf and Hard of Hearing Subject Matter Expert, at jeffrey.a.dallos.civ@mail.mil or 571-384-5629.

Basic Computer Use without Sight

Most individuals who use a computer review all of their information by viewing their monitor. However, for those who are blind, they need to either hear or feel the information. A screen reader is a tool that allows the information to either be listened to via audio output or felt via a Braille display.

Sighted individuals are able to view a computer monitor, have an overview of how the screen is laid out and focus in on the details.

An individual using a screen reader only knows the current sentence, line, word, or letter of a particular area on the screen. Not only



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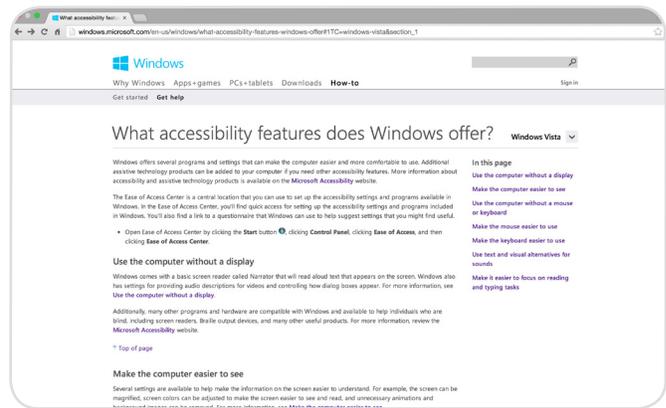
does a screen reader provide information in a spoken or Braille format, it also allows the user to control what and how they navigate through the information. A sighted individual will move their eyes and the mouse to navigate through information. However, an individual using a screen reader will use various keyboard shortcuts and navigation commands to move through the information on the screen.

In the Federal Government, Windows is the most commonly used operating system and JAWS, from Freedom Scientific, is the most commonly used screen reader. The keyboard shortcuts are primarily provided via the Windows interface and only a few navigation commands come directly from the screen reader. Windows built-in accessibility features, such as Narrator, can be helpful for individuals with low vision or those who are blind and have minimal computer experience.

Below are a few basic Windows shortcuts for use with the built-in Narrator:

Press <Windows Key + U> to bring up the tools for making your computer more accessible for individuals with visual, hearing, or dexterity conditions. Tab to the second button, “Start Narrator” and press the space bar. The Narrator should start talking.

The arrow keys will allow you to move around the screen. Shortcuts such as <CTRL+Home> move you to the beginning of your document and <CTRL+End> moves you to the end of your current display. When Narrator is on you will hear the text speak to you as you arrow



over it. To turn off Narrator, tab to the “Exit Narrator” button and press the space bar.

The following are useful Windows keyboard commands:

- To access an application menu bar, press ALT.
- To open the start menu, press CTRL+ESC or the Windows Key.
- For Windows help, press F1.
- To exit an application, press ALT+F4.
- To cycle between the taskbar, start button, and desktop, press CTRL+ESC, ESC, and then press TAB to cycle between the three.
- To display a context menu for a selected item, press the APPLICATIONS key or SHIFT+F10.
- To display the properties dialog, press ALT+ENTER.
- To toggle Multi-Select Mode for extended select lists, press SHIFT+F8.

To learn more about Windows’ built-in accessibility features, please visit:

<http://bit.ly/1BzSv50>

