

UNITED STATES DEPARTMENT OF AGRICULTURE
FOOD SAFETY AND INSPECTION SERVICE
WASHINGTON, DC

FSIS NOTICE

72-20

12/29/20

REQUESTING SIGN LANGUAGE INTERPRETER SERVICES

I. PURPOSE

This notice provides the instructions for requesting sign language interpreter (SLI) services for deaf and hard of hearing employees. SLI services are available from a centrally funded Agency contract managed by the Reasonable Accommodations Office (RAO) for those employees needing such services in the course of government business and FSIS program areas needing such services for specific events.

II. OBTAINING SLI SERVICES

A. First-time SLI Service Requestor (SR) without an Access Interpreting (AI) scheduling portal account.

1. The SR is to submit their request to the RAO via email at FSISHR1@usda.gov. The email is to be submitted a minimum of five (5) business days before the event/activity date, and is to include the following information:
 - a. Event/activity name (i.e., Staff meeting, Interview);
 - b. Service dates;
 - c. Service start and end times, including the time zone;
 - d. Exact event address and location;
 - e. SR name; and
 - f. Point of contact for the event day/dates, if different from the SR

2. The RAO will forward the information to AI for processing. The SR will receive confirmation of services within three (3) business days of submitting the request.

3. AI will provide the scheduling portal username and password via email directly to the SR. Once the SR has received the username and password, he or she is to submit requests directly through the AI scheduling portal at <https://access.usked.com/> using the instructions in Subparagraph II.B. The SR is not required to notify the RAO when he or she submits requests for service unless there is a service issue.

B. For employees with an existing AI scheduling portal account:

1. The SR is to access the AI scheduling portal at <https://access.usked.com/> using their username and password.

DISTRIBUTION: Electronic; All
Field Employees

NOTICE EXPIRES: 1/1/22

OPI: OPPD

2. Once logged in, the SR is to:
 - a. Click the “Create a New Service Request” link on the top left-hand side of the screen;
 - b. Complete the required “Basic Information” fields, then click “Next;” and
 - c. Fill out all applicable information in each tab. Upon completion, click on “Save Changes and Submit as Pending Confirmation.”
3. The SR will receive an email with confirmation that the submission was successful. The SR is to review the email with all the request details and double check for accuracy.
4. The SR can view and track the request in the AI scheduling portal.

C. An SR is to submit service requests a minimum of three (3) business days prior to the event/activity date. Requests for services received with less than three (3) business days prior will result in an upcharge fee to the RAO and may not be accepted by the vendor.

D. The SR is to submit cancellations no later than two (2) business days prior to the requested date and hour of service to avoid penalties. The vendor will charge a fee if the request is cancelled less than two (2) days prior to the requested service start time.

III. QUESTIONS

Refer questions regarding interpreting services, please contact the RAO at FSISHR1@usda.gov.



Assistant Administrator
Office of Policy and Program Development