



# ASL Interpreters for Hearing- Impaired Customers

Driver License – Other Transactions

3-4-2025



## Revision History

<b>Effective Date of SOP:</b> 3/4/2025	<b>SOP Number:</b> SOP C.10
<b>Functional Area Name:</b> Driver License	<b>Division Name:</b> Other Transactions
<b>Last Review Date:</b> 2/27/2025	<b>Last Reviewer:</b> Justin Kelt, Regional Manager
<b>Next Review Date:</b> 2/27/2026	<b>Next Reviewer:</b> Regional Managers
<b>Executive Approval Date:</b> 3/4/2025	<b>Approved By:</b> Jaclyn McDuffey, Chief Product & Experience Officer

## Overview

Service Oklahoma is required to provide ASL interpreter services for hearing-impaired customers, either to support them in testing or during issuance of a credential. These Standard Operating Procedures (SOP) provide instructions on how to book ASL interpreters for these tests.

## Purpose

This SOP describes how to schedule an ASL interpreter with SLRS (the current contractor for SOK) to serve a hearing-impaired individual. It also provides guidance on what the ASL interpreter is allowed to assist with.

## Policy Statement

These procedures apply only to written and Class D drive tests for hearing-impaired applicants requesting an ASL interpreter.

## Compliance

[28 CFR Part 35](#) – Nondiscrimination On the Basis of Disability in State and Local Government Services

## Systems

n/a

## Roles

*List the roles and functions of anyone involved in the operations described within this document.*

Role	Responsibilities
Examiner	Schedules the test for the hearing-impaired individual.
Finance Team	Creates and processes the purchase order for the contractor.
Contractor (SLRS)	Provides the ASL interpreter services.



## Procedures

Applicants who are hearing-impaired may request that Service Oklahoma provide an ASL interpreter to support them during the issuance of a credential, or to help facilitate a written or Class D drive test. ASL interpreters are allowed for written tests, in addition to the pre-drive and post-drive components of drive tests (but NOT the actual drive test itself). ASL interpreters are **NOT** allowed for any CDL drive tests.

As of February 13, 2025, Service Oklahoma currently has a contract with [SLRS](#) to provide ASL interpreter services.

### Steps

1. If the customer requires an ASL interpreter to support the issuance of a credential, they (or another person/entity on their behalf) will need to contact the Service Oklahoma location in question. They will need to provide a time and date to book the ASL interpreter.

If they need the ASL interpreter to facilitate a written or Class D drive test, they will follow the usual procedure for applying for the corresponding test but will note that an ASL interpreter will be required.

2. After the date and time for the credential issuance has been determined, or the written/drive test has been scheduled, call the main contact at SLRS to book the ASL interpreter:



**Pam Schonauer**

Main/After Hours: 405-721-0800

Toll Free: 888-842-9460

Fax: 405-470-6000

Tell them that an ASL interpreter is required for a scheduled Service Oklahoma test or credential issuance. Provide them with the location, date and time.

**NOTE:** Remind the contact at SLRS that the booking will be operating under the **statewide contract**.

3. After booking the ASL interpreter, notify the finance team (specifically the Finance Manager) about the booking. They will create and process the purchase order for the booking.
4. Once the purchase order is complete, the number from the purchase order will need to be provided to the contractor to include on their invoicing.
5. During a drive test, the ASL interpreter is **only allowed** to assist with the pre-drive and post-drive instructions/interactions. They **CANNOT** assist during the actual drive test. If the ASL interpreter is required for a written test, they may assist in reading out the



question for the applicant or providing clarification.

The examiner will need to provide non-verbal direction to the applicant, as according to how they were trained. Be sure to provide these instructions only when the applicant is not actively driving, to ensure that the test is administered as safely as possible.

## References

1. [SLRS Inc. \(ASL interpreter provider for SOK\)](#)