



Louisiana Department of Public Safety
Office of Motor Vehicles
Policy 3.02 Special Assistance

Section: 1. Issuance of Driver's License

Effective Date: 11/25/1991

Revised Date: 06/10/2024

Authority:
Administrative

General:

- The Office of Motor Vehicles (OMV) uses various resources to assist those requiring special assistance.
- Oral exams are available through automated testing equipment and may be requested at any point during the testing process.
- **Hearing Impaired**
 - If hearing impaired, the employee may:
 - Communicate through writing
 - Use the Department's program used for those with a hearing impairment, *UbiDuo*,
 - OMV may pay for interpretive services, if the service is rendered by one of the Deaf Action Centers under contract with the Department.

Contracted Deaf Action Centers		
Deaf Action Center/ Diocese of Lafayette 1408 Carmel Avenue Lafayette, LA 70501	Deaf Action Center of Louisiana 601 Jordan Street Shreveport, LA 71101	Sign Language Services International (SLSI, Inc.) 10632 Ferncliff Ave. Baton Rouge, LA 70815

- If interpretive services are provided by one of the listed centers, the center shall forward a billing invoice for services to:

The Office of Motor Vehicles
Attn: HQ Executive Admin Manager
P.O. Box 64886
Baton Rouge, LA 70896

- The billing invoice must be received within (30) thirty days from the date the service was rendered.
- **Translation Services**
 - The automated testing system provides testing in Spanish and French for all classes of driver's license.
 - For any language other than Spanish or French, translators are allowed for the operator's license (Class E) knowledge exam or chauffeur's license (Class D) knowledge exam.