

## **CNIB Beyond Print Braille Portal Frequently Asked Questions:**

**Q. What kind of braille services does CNIB Beyond Print offer?**

**A.** We provide transcription services. We can transcribe a variety of documents such as letters, invoices, menus, braille for signage, certificates, resumes, and reports. For now, our transcription services are available in English only.

The transcription service includes consultation and proofreading for braille errors and will be accurate to the braille code used. Any print or grammatical errors in the source document are the responsibility of the document owner and will not be corrected unless instructed to do so by the owner.

If you would like any braille related products, such as the braille calendar, braille refreshable displays, braille slate and stylus, please visit:  
<https://cnibsmartlife.ca/>

**Q. Do you provide proofreading services?**

**A.** For simple documents such as signage, menus, business cards, we can provide feedback and/or guidance on best practices.

**Q. What will determine the cost of these services?**

**A.** There is a minimum charge for each project. The price will vary depending on the complexity and size of the project. Materials such as charts, graphs, tables, picture/illustration descriptions can add to the complexity of a project.

If there are any revisions to your document after submission and transcription work has begun, additional charges may apply.

**Q. What happens after a request is submitted?**

**A.** Requests are **reviewed and assessed** by our team within 2 business days. A team member will contact you for confirmation or request further details as necessary.

**Q. How long will my request take? What will determine the delivery date of the finished project of my request?**

**[NOTE: We do not provide same day or next day service.]**

**A.** The processing time of your request will depend on factors such as the complexity and size of the document and the finished format requested. I.e., an electronic file or embossed braille. Shipping considerations are also factored in.

For other, non-transcription braille services (e.g., a simple request for guidance or documentation for a project), the timeline may be shorter.

**Q. My document is more than 500 words and does not fit in the form. How do I submit a large file?**

**A.** You can email your document as a Word file or a PDF to  
[BrailleServices@cnib.ca](mailto:BrailleServices@cnib.ca)

**Q. My documents contain confidential material. How is this information handled and how can I be assured of their security?**

**A.** You will be contacted by a team member on how to send your confidential material.

**Q. What are the criteria for complimentary services? How do I know if I qualify for a complimentary service?**

**A.** If you are a CNIB participant, braille user, or an individual looking to create accessible braille documents for a braille user, our transcription services may be complimentary. A CNIB Client number will be required. Please inquire at [BrailleServices@cnib.ca](mailto:BrailleServices@cnib.ca).

**Q. What is the difference between Contracted and Uncontracted braille?**

**A.** Uncontracted braille (Grade 1 braille) represents each letter of the alphabet by a single braille character. Contracted braille (Grade 2 braille) uses a series of "short forms" and "contractions" where a group of whole words and letters are each represented by a single braille sign. Punctuation and numbers are the same in both contracted and uncontracted braille.

If you are unsure of the appropriate format for your project, we can help you decide which would be most suitable for your needs.

General Guidance: CNIB recommends uncontracted braille (Grade 1 braille) as it can be widely read and understood by most braille users.

**Q. What format of the document should I submit for transcription?**

**A.** For transcription, we require the **final** Microsoft Word document **as well as** a print hardcopy or PDF.

**Q. How will I receive my finished braille document?**

**A.** We can provide a digital .brf file to your email address and/or a hardcopy embossed braille mailed to your postal address.