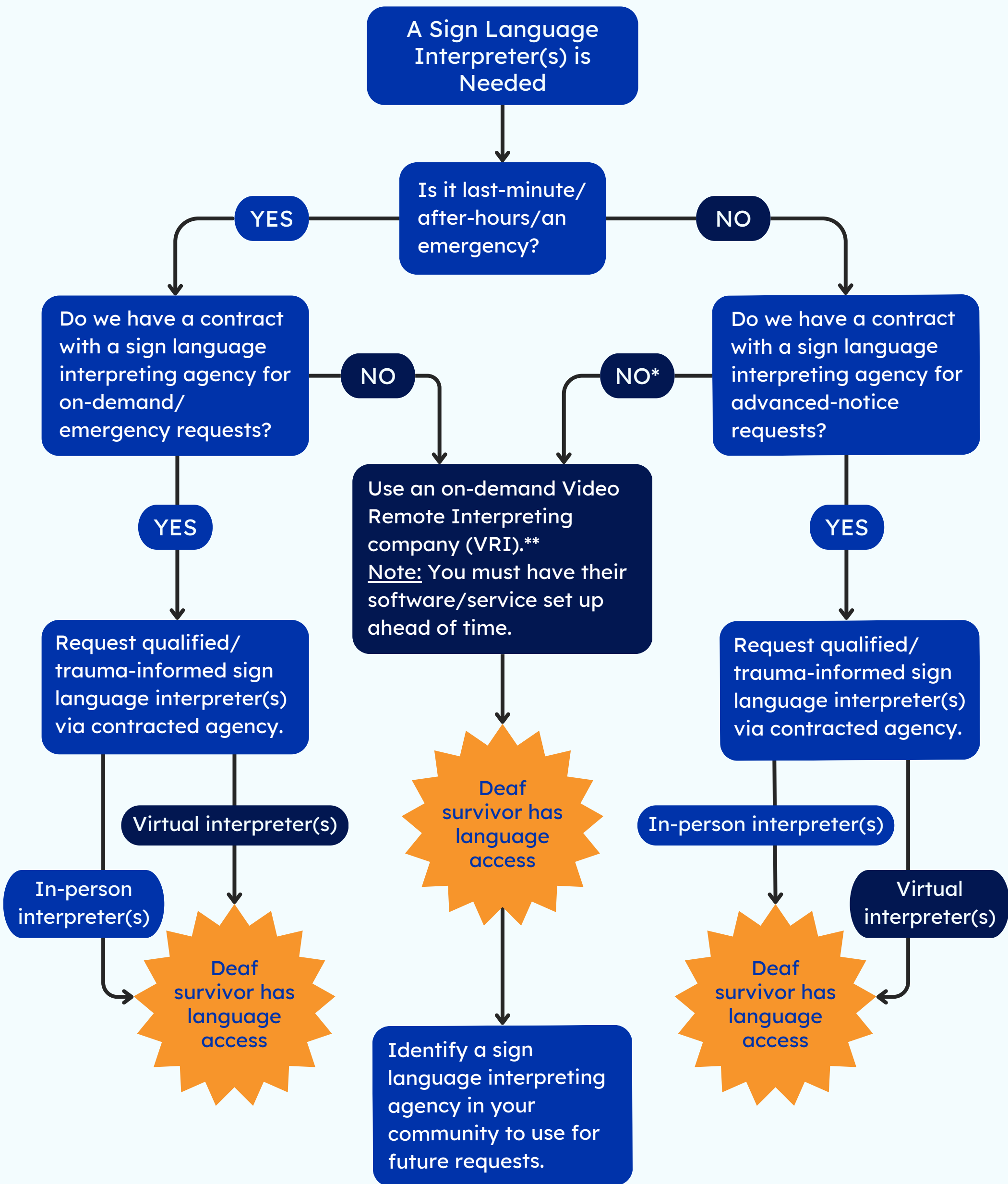


How to Meet Sign Language Interpreting Needs for Deaf Survivors



* Contact Activating Change for interpreting resources, and to get connected with local, reputable interpreting agencies.

** VRI should be used only when other resources are unavailable. This service should not be your regularly-used interpreting solution.



Contact Us

www.ActivatingChange.org
hello@ActivatingChange.org

How to Meet Sign Language Interpreting Needs for Deaf Survivors

Purpose

The purpose of this resource is to guide your organization in understanding the path to securing a sign language interpreter when a Deaf survivor is seeking your services.

Considerations & Key Terms

At times, the need for a sign language interpreter is last minute and urgent, or after-hours. When in-person, on-site interpreting services are not immediately available, other options for providing language access do exist. The first step would be reaching out to an interpreting agency that you contract with to see if they can provide you with a virtual interpreter, using a platform such as Zoom. Another option is called Video Remote Interpreting (VRI). This interim solution is also in the form of off-site interpreting services. VRI provides a means for securing a sign language interpreter within a matter of minutes.

Virtual Interpreting

Virtual interpreting allows a sign language interpreter to join a meeting between a Deaf person and a hearing person who may or may not be in the same physical location. Each party would use a device to join a virtual platform, such as Zoom*, MS Teams, WebEx, etc. High speed internet connection and a laptop, tablet, or cell phone is necessary. A virtual interpreter can be secured through a sign language interpreting agency, or by direct contract. Virtual interpreting is not considered on-demand or 24/7 - it depends on what the contracting agency offers.

*Note: Zoom has proven to be the most Deaf-friendly and visually accessible platform for utilizing sign language interpreters.

Video Remote Interpreting (VRI)

Video Remote Interpreting (VRI) allows people who are Deaf to communicate with a hearing person in the same location via videoconferencing instead of live, on-site interpreting. This service and the accompanying software must be set up in advance of any interpreting needs. Several companies offer on-demand, 24/7 VRI services. VRI uses videoconferencing technology, equipment, and a high speed internet connection with sufficient bandwidth to provide the services of an interpreter, usually located at a call center, to people at a different location. The following is a non-exhaustive list of VRI companies who provide on-demand, 24/7 sign language interpreting services:

- Convo
- Jeenie
- Linguabee
- Purple Communications
- Sorenson