

Resources for Communicating with Deaf and Hard of Hearing Individuals

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Laws Requiring Access

- Americans with Disabilities Act (ADA)
 - ◆ Title 1: Employment
 - ◆ Title 2: State and Local Government
 - ◆ Title 3: Public Accommodations
 - ◆ Title 4: Telecommunications
- Rehabilitation Act of 1973, Section 504:
mandates interpreters for people who are deaf, hard of hearing, and deaf-blind for any agency that receives federal funding.

Qualified Interpreters

- Have acquired mastery of American Sign Language (ASL) and English language.
- Are able to understand and adapt to a wide range of language used in the Deaf community.
- Possess a complete understanding of the Deaf culture.
- Are professionally trained and licensed.

Qualified Interpreters (continued)

- Are guided by professional standards and a strict code of professional conduct.
- Are licensed by the Wisconsin Department of Safety and Professional Services.
- Are not family members.

Effective Communication

- When is communication effective?
 - ◆ When the person understands the information.
- How do you know that you have achieved effective communication?
 - ◆ Ask the person to repeat back to you what they have understood.



What Form of Communication is Best?

- The Deaf or hard of hearing person knows what form of communication is most comfortable.
- Try to respect the person's preferred mode of communication whenever possible.

When to Start?

Process

Consumer Request for Interpreter



Time Frame



Where to Find an Interpreter?

- [Wisconsin ASL Interpreting Agencies](#)
- [Independent ASL Interpreters \(freelance interpreters\)](#)

Web: dhs.wisconsin.gov



Requesting Interpreter Services

Information you may be required to provide:

- ◆ Date and type of event
- ◆ Name of the consumer
- ◆ Event time frame
- ◆ Event location
- ◆ Name of preferred interpreter (if applicable)

How to Work with an Interpreter

Process continues

Tips for Working with an Interpreter

- Sit or stand next to the speaker so the individual can see both you and the interpreter.
- Relax and speak normally.
- Speak directly to the person who is Deaf.

Interpreter Tips (continued)

- Avoid direct light, windows in the background, or shadows.
- Do not ask the interpreter for their opinions.
- Check to make certain the Deaf person understands what you are saying.

Allow Additional Time

- For questions from the Deaf person.
- For the interpreter to finish signing the message.
- For voicing the deaf person's message.



Interpreting Beyond What's Spoken

- Incidental learning
- Side conversations
- Phone ringing
- Alarms going off



Video Remote Interpreting (VRI)



Video Remote Interpreting (VRI)

(continued)

VRI is a fee-based service that utilizes available technologies to provide sign language interpreting services remotely.

- Requires access to high-speed internet service.
- Can be provided on demand or by appointment.
- Can be helpful in situations where an in-person sign language interpreter is not available.

More on VRI

- A VRI interpreter must possess a license from the Department of Safety and Professional Services.
- VRI is suitable for settings with less than five participants.
- Not all situations are suitable for VRI.

Quick Tips for Using VRI

Standard Practice Paper
from Registry of Interpreters for the Deaf:

[Video Remote Interpreting \(VRI\)](#)

[link goes to Google drive for PDF file, 14 pages]

Communication Access Real-Time Translation (CART)

[DHS Guidance on Communication Access
Real-Time Translation](#)

Source: dhs.wisconsin.gov

What Do You Do If?

Scenarios

Scenario One

- What do you do if a family member or a friend wishes to take the role of an interpreter?

Scenario Two

- What do you do if a Deaf consumer was a no-show or has a history of no-shows?
- What do you do if the interpreter was a no-show?

Scenario Three

- What do you do if a Deaf consumer requests a Certified Deaf Interpreter (CDI)?

Scenario Four

- What do you do if a Deaf consumer does **not** want to use video remote interpreting (VRI)?

Scenario Five

- Do you think lip reading is a good tool to use to communicate with Deaf individuals?

Questions and Comments



Resources

- Office for the Deaf and Hard of Hearing

[Sign Language Interpreter Technical Assistance Sheet \[PDF\]](#)

Web: www.dhs.wisconsin.gov/publications/p02242.pdf

- Office for the Deaf and Hard of Hearing

[Communication Access Real-Time Translation Technical Assistance Sheet \[PDF\]](#)

Web: www.dhs.wisconsin.gov/publications/p02975.pdf

Resources (continued)

- Registry of Interpreters for the Deaf, Inc.
[Interpreting Standard Practice Resources](#)
Web: rid.org/about/resources/
- [National Court Reporters Association \(NCRA\)](#)
Web: www.ncra.org/home
- Great Lakes ADA Center
[ASL Resource Page](#)
Web: www.adagreatlakes.org/ADA/ASL_Videos.asp

For More Information

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