

# DA Languages Translation & Interpreting Services Getting started with InterpretersLive!

### Follow our step by step guide to easily set up and get connected to a remote BSL Interpreter

### **Provided by Sign Solutions** www.interpreterslive.co.uk interpreterslive@signsolutions.uk.com 0121 447 9620



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## **Getting started**

### Step 1 Click this link https://connect.interpreterslive.co.uk/vri\_atw

### Step 3

Click to connect and allow access to your camera and microphone

### Step 4

You will enter the waiting area and the next available Interpreter will collect you

### Alternatively Download the Interpreterslive! app and click



**Interpreter Now** 

Step 2

- 1. Add your personal details
- 2. Select Corporate

3. Click

**Connect Now** 

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### Pre-booking an interpreter

If you want to pre-book a BSL Interpreter via video, using a platform of your choice please email: interpreterslive@signsolutions.uk.com and our team will be happy to arrange this.

1. We will pre-book the Interpreter on your requested date, time and duration 2. Provide you with the interpreter's email address. 3. Use this to send a direct invite, so the interpreter can join your video meeting at the requested time

- o Speech to Text Reporters (STTR)
- o Sign Supported English (SSE)
- o Palantypists
- o Other types of Sign Language

Sign Solutions provide the following services: o British Sign Language Interpreters

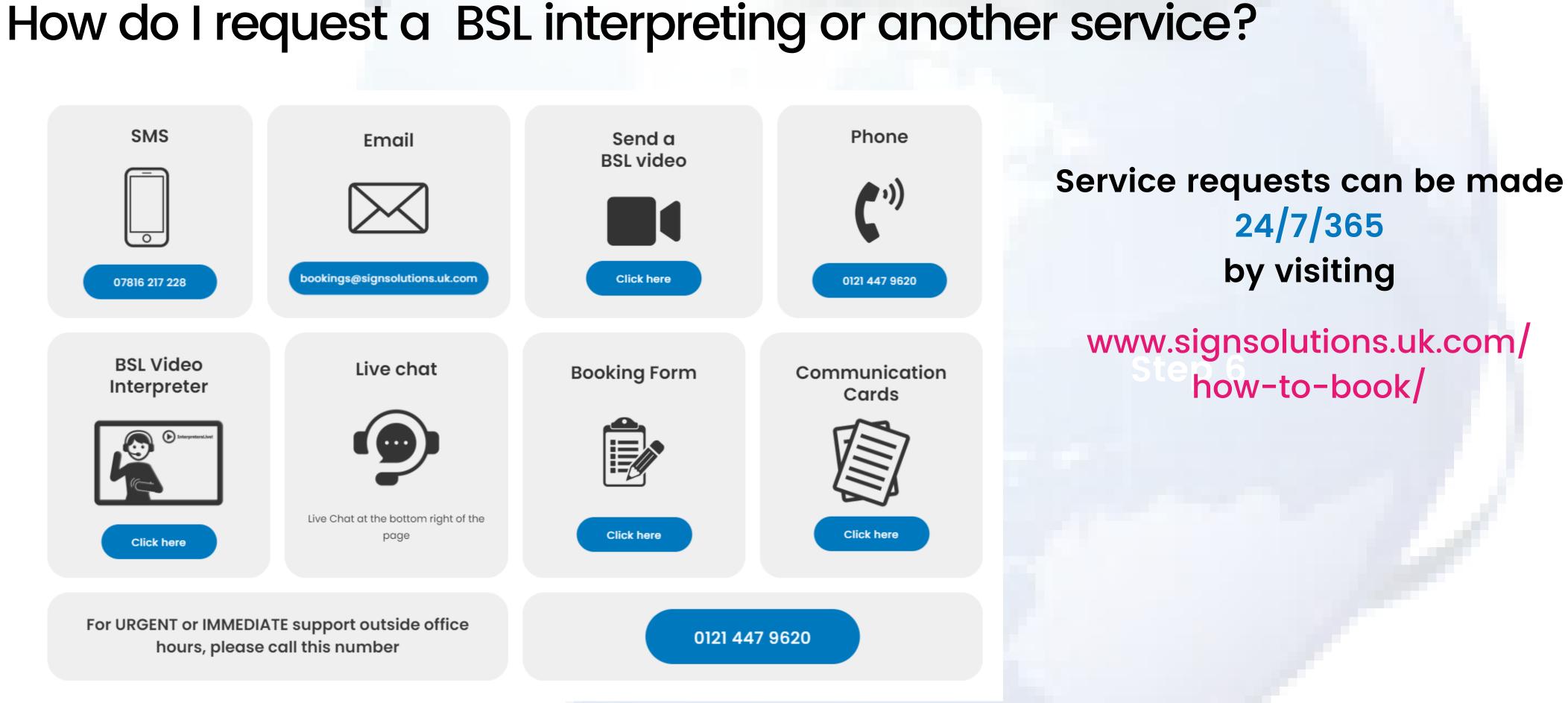
o Lip speakers, Deaf Relay Interpreters



### I need a BSL Interpreter urgently, what do I do?

BSL Interpreters are available on-demand 8am -8pm, 7 days a week via the weblink we provided for your organisation or you can pre-book BSL Interpreters into any video platform.

Just contact us and we can provide the email address of the booked interpreter for you to invite to your virtual session.



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## Minimum Device Requirements

### **Operating system**

Make sure your device is running the latest version of iOS, macOS, Windows, Android, Linux.

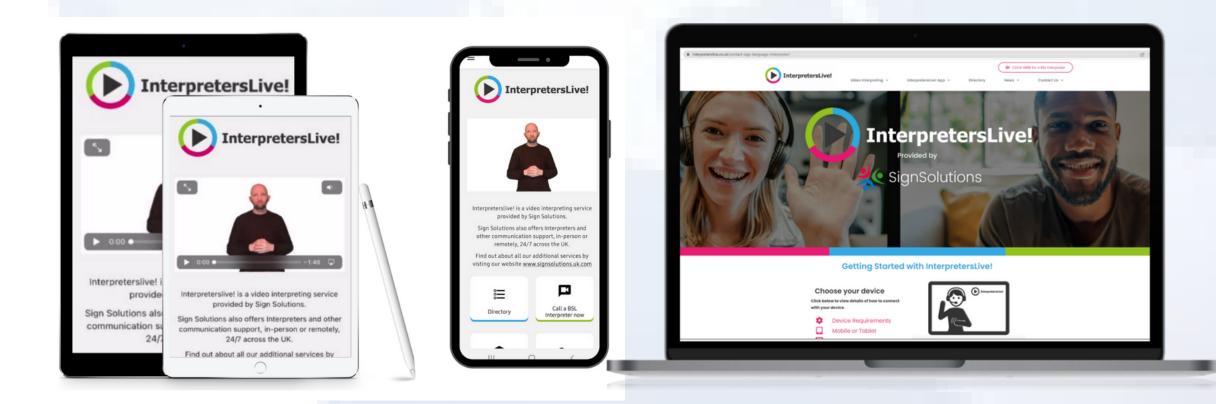
#### **Browser compatibility**

Make sure your device is running the latest version of Chrome, Safari or Edge (Chromium)

### Bandwidth

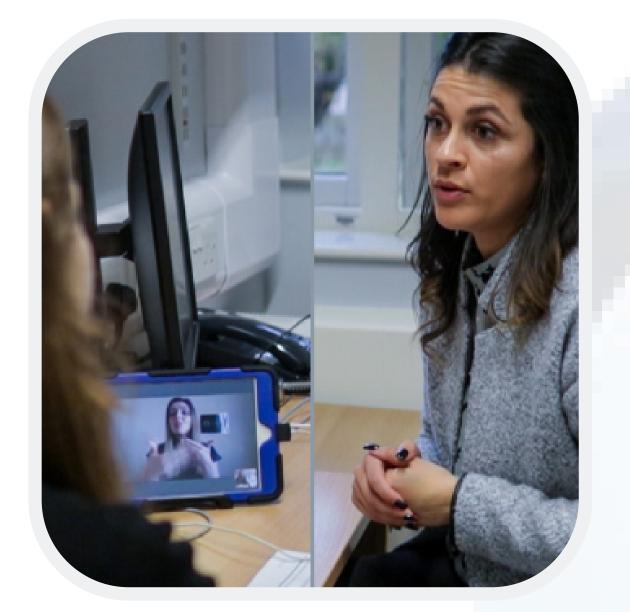
Make sure you are using 4g or 5g data plan or have a minimum internet speed of 1.5MB

### Always allow access to your camera and microphone





## Video Remote Interpreting (VRI)



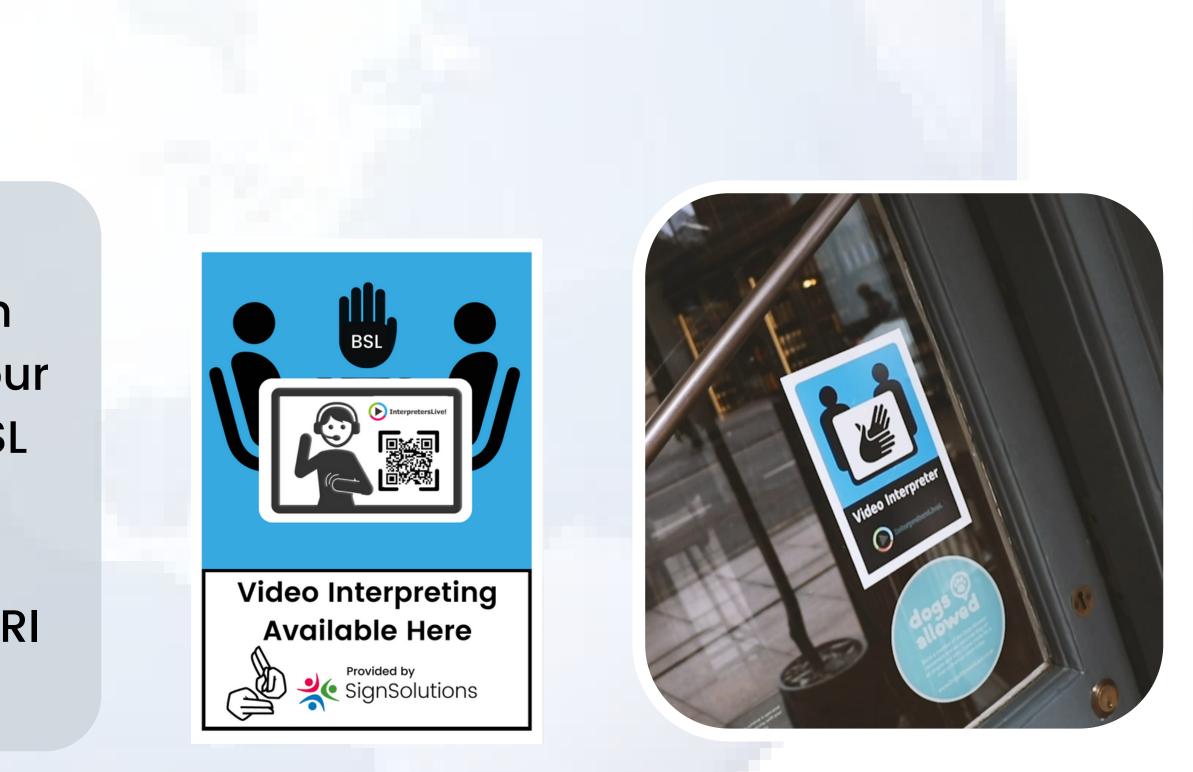
The Deaf customer, client or employee will be able to communicate with you in-person, via a live BSL video interpreter, using any video device in front of them. Enabling smooth communication between the deaf and hearing person at the venue.

### **Video Interpreter Window Stickers**

All InterpretersLive! clients are provided with window stickers, so that Deaf people using your services, are made aware there is a video BSL service available.

This is only provided to customers who use VRI services

### How does it work?





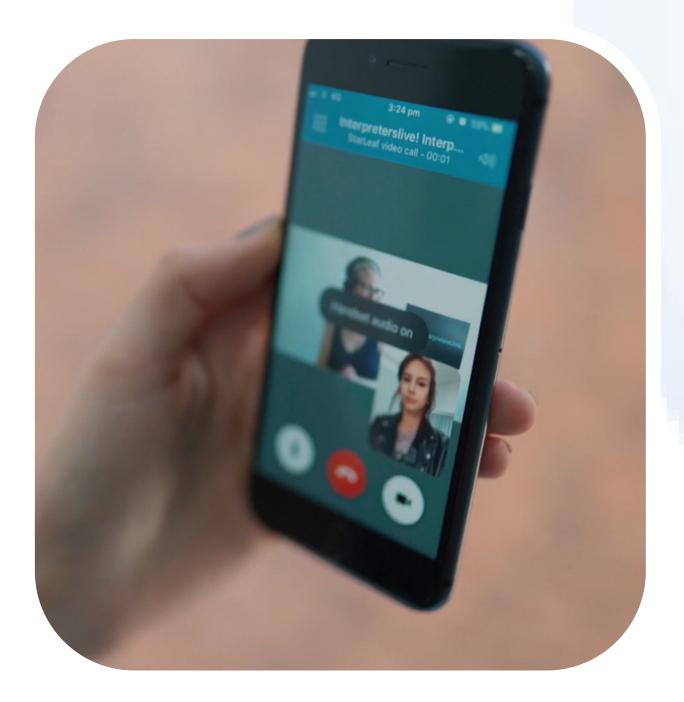
## Video Relay Service (VRS)

#### How does it work?

Calls can be initiated by the Organisation or the Deaf person. Once connected, one of our video interpreters, will make the onward call via telephone (to an organisation) or video (to a Deaf person) and conduct an interpreted call.

### To make a call:

- You will be provided with a unique link to our InterpretersLive! service
- This link will be added to locations on your website
- Deaf callers will visit your website and click on the link to be connected to a qualified BSL interpreter
- The interpreter will make a voice call to your organisation



### Reverse VRS (Calling a Deaf person)

Interpreter video link notification.



To make a call to a Deaf person via a video BSL interpreter:

1. The hearing caller dials 0121 285 2733

2. The hearing caller provides the Deaf person's name to the BSL

3. The Deaf person is sent an email and sms alert to join the call via

4. If the Deaf person does not join, they receive a missed call

### Working with video sign language interpreters

To work successfully alongside BSL interpreters, there are a few useful tips to help you and your deaf client get the best from any interactions.

#### **Preparing for VRI calls:**

- 1. Ensure that your booked time and date is confirmed
- 2. Make sure all your equipment is working allow access to your camera and mic nd ensure your device is fully charged 3. Ensure you have access to a stable broadband or WIFI connection
- 4. Reserve a private space or room for your call
- 5. Check the space is well lit
  - a. Avoid sitting with a window behind you to reduce shadows which will make your face more difficult to see
  - b. Close blinds to reduce strong sunlight
  - c. Try to position yourself, so your face is well lit on the screen
- 6. Reduce background noise and interruptions by closing windows, doors and turning off any noisy appliances Eg. air conditioning
- 7. Arrive a few minutes early to ensure you have time to complete the actions above
- 8. The interpreter is not allowed to offer opinions or be part of the conversation, so please don't ask
- 9. Everything you say will be interpreted and vice versa
- 10. Please stay on the call / video for the duration of the session
- 11. Use our additional guidance to get the most from this service



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### Working with in-person interpreters

### Preparing for in-person sessions:

- 1. Ensure that your booked time and date is confirmed
- 2. Prepare any materials you want to share during your appointment
- 3. Reserve a private space or room for client privacy
- 4. Check the space is well lit
  - a. Avoid sitting with a window behind you to reduce shadows which will make your face more difficult to see
  - b. Close blinds to reduce strong sunlight
  - c. Try to position yourself, so Deaf person can see you clearly
  - d. Allow the interpreter to position themselves appropriately
- 5. Reduce background noise and interruptions by closing windows, doors and turning off any noisy appliances Eg. air conditioning
- 6. Arrive a few minutes early to ensure you have time to complete the actions above
- 7. The interpreter is not allowed to offer opinions or be part of the conversation, so please don't ask
- 8. Everything you say will be interpreted and vice versa
- 9. Please fully explain any procedures or activities before commencing
  - as it may be difficult for the Deaf person to watch the interpreter and complete activities at the same time
- 10. Always allow additional time for interpreted appointments



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## **Uses for video interpreting**

Video Interpreting is an ideal method of communication in a number of situations, however it may not be ideal for all. Please see our handy guide below to help you determine when it is best (or not) to use video interpreting.

### Suitable for video interpreting



#### **General Guidance**

- Home visits
- Deaf people receiving phone calls from hearing people
- Emergency or short notice appointments
- Short appointments, lasting no longer than 30 minutes (on-demand only)
- 1:1 meetings, appointments and consultations

#### **Health-related Guidance**

- Hospital ward rounds

- 1:1 meetings, appointments and consultations

• GP or other medical professional appointments of a general nature • Emergency care, A & E, walk-in centres and other immediate primary care. Short appointments, lasting no longer than 30 minutes (on-demand only)



### **Unsuitable for video interpreting**



- Care Proceedings, Funerals / Bereavement or Critical Diagnosis
- The Deaf person has limited BSL skills or BSL is not their first language. This may require face to face interpreting working alongside a Deaf Relay Interpreter
- The deaf person has a physical disability, preventing them from signing clarly
- Appointments, with a duration longer than 40 minutes. Please pre-book longer sessions
- Situations including high interactivity. Eg. Multiple participants in an unstructured discussion, without turn-taking protocols
- Large meetings / conferences with 4 or more participants

#### **Health-related Guidance**

- maintaining eye contact with the video screen.



• Deaf person is visually impaired / Deafblind and requires alternative in-person support • The nature of the session involves sensitive or highly emotional content. Eg. Child in Need,

• Deaf patient has suffered a head trauma, is semi-conscious, unconscious or unintelligible • Wifi or 3G/4G/5G has become unreliable, screen is frequently freezing or sound is unclear • Deaf patient is showing signs of being heavily medicated or signs of mental illness • Procedures where a device is cannot be seen clearly by the Deaf person / interpreter • If a person has Autism, a learning disability, a neurolgical condition, brain injury or mental health condition which prohibits them from staying still, maintaining concentration or



# Tips for talking to people using InterpretersLive! service.

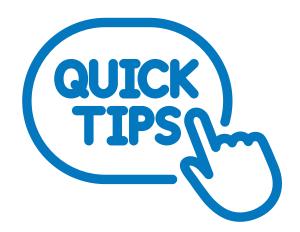
### Know your caller





Hard of hearing

- Spoken English is their primary language
- More likely to wear hearing aids
- Relies on lipreading
- May speak well but be unable to hear speech well
- May have lost their hearing after they learned to speak (post-lingual)
- May use an amplification device to use the phone or mobile
- May benefit from a qualified lipspeaker





Sign Language User

- Sign language is their primary language
- Sign language is structured differently to English, so:
  - Sign language users may have limited English
  - This also applies to reading and written
    English
- Some deaf people may use a sign language from another country, so use BSL as a second or other language
- Would need a BSL interpreter to communicate



### **Communication Tips**

- 1. The BSL interpreter will introduce the deaf client, then voice their sign language.
- 2. Always speak to the client and NOT the interpreter a. Do say - "What is your call regarding?" b. Don't say - "Ask him / her what the call is regarding?"
- client
- than in a two-way conversation
- allow the BSL interpreter to facilitate smooth communication
- withold information, as this is a breach of their code of conduct
- missed call notification alerting them that contact was attempted

\*If you are struggling to communicate with a deaf lipreader in an urgent situation, you can ask an ondemand interpreter to act as a lipspeaking relay. Please note that interpreters may decline the request if they do not have the relevant experience. Please contact the office if you wish to pre-book a qualified Lipspeaker.

a. E.g. "This is \*\*\*\*\*\* and I am speaking to you through a BSL interpreter"

3. The interpreter will speak in the first person, using "I / me" when speaking on behalf of the deaf

4. Expect a time delay (lag) during interpreted conversations, you will experience longer pauses

5. Frequent interruptions can make the conversation difficult to understand. Please be patient and

6. Everything you say will be relayed to the client and vice versa. Please do not ask interpreters to

7. When the call is completed, just hang up as usual. Your call time is automatically recorded 8. To call a deaf client, please dial 0121 285 2733 You will be connected to an interpreter who will attempt to contact the client via video. If the call is not answered, the deaf client will receive a



### InterpretersLive! Provided by Sign Solutions

On-demand services are available between 8am - 8pm, 7 days a week You can pre-book a BSL Interpreter or other communication support between 9am -5pm, Mon- Fri

For Out of Hours or Emergency email: interpreterslive@signsolutions.uk.com or call 0121 447 9620

We welcome all customer comments and feedback. If you have any queries or concerns about the InterpretersLive! service, please email: interpreterslive@signsolutions.uk.com

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