

Deaf Access Services

Video Remote Interpreting (VRI)

How It Works



A sign language interpreter interprets the Deaf/Hard of hearing individuals' side of the conversation via a computer or tablet.



The hearing individual talks to the Deaf/Hard of Hearing individual while the interpreter signs what is being said.



Communication continues to be relayed back and forth between the Deaf/Hard of Hearing individual and the hearing person.

Getting Started

All You Need Is:



Internet or Wi-Fi Connection



Computer/Tablet with a webcam or camera



DAS VRI Agreement & Account

Available on:

- Windows Based PCs
- Mac Computers

Coming Soon:

- Microsoft Surface Pro/Surface Pro 2
- Apple IOS & Android OS

Video Remote Interpreting (VRI)

Best Practices

Perfect For



Business Meetings/
Presentations

Conferences/
1:1 meetings

Medical
Appointments

Classroom/
Education
Conferences

Legal
Appointments

Maximize Your VRI Session

What is the best environment
for a VRI session?

Quiet, private places

Where should I sit during the session?

Sit or stand beside or close to the video
screen/microphone.
Look and speak directly to the Deaf
individual

How should I start the session?

Introduce yourself and everyone in
the room to the Interpreter. Provide a
brief overview.

What if there are technical
issues during the session?

Use the chat feature to type to the
Interpreter if needed.
The Interpreter will assist to resolve
issues

How do I end the session?

End the call by clicking on the red
phone button. You may also direct
the Interpreter to end the call.

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Best Practices

VRI Basics

- Before the session begins, check that your equipment is plugged-in and on.
- When the session begins, the interpreter will greet you with their last name.
- Let the interpreter know the participant names and the purpose of the interpreting situation.
- The interpreter may determine that an additional interpreter is needed during the session. This is determined on several factors, including the number of participants, the complexity of the conversation and the length of the session.
- For the best communication, the hearing individual(s) needs to sit in front of the microphone and the Deaf/Hard of Hearing individual(s) needs to sit in front of the camera.
- To ensure you and your participants receive the best VRI experience, the interpreter may ask you to move to a different location or maybe adjust the microphone, the camera or the lighting.
- The interpreters relay your spoken English message into American Sign Language, so there may be a delay between when you say something and when the interpreter signs to the Deaf/Hard of Hearing individual. The interpreter will let you know if you need to speak at a slower pace.

Video Remote Interpreting (VRI) Pricing and Benefits

Pricing

Please contact **Petra Saunders**, Staff Interpreter, for pricing.

(716) 833-1637 ext. 108 OR psaunders@wnydas.org

Benefits

VRI ADVANTAGE

- Convenient – Interpreters are available On-Demand 24/7
- Pay only for the minutes you use.
- ADA Accommodation and HIPPA compliant
- All Interpreters are Certified
- User-friendly platform
- ASL interpreters ON-DEMAND and Spanish Interpreters ON-DEMAND
- With Advance Notification, we are now able to provide Video Interpreter Services for other foreign languages:

Arabic, Bulgarian, Cantonese, Dari, Farsi, French, German, Gujarati, Hebrew, Hindi, Japanese, Korean, Macedonian, Pashto, Portuguese, Russian, Somali, Twi, Tigrinya, Ukrainian, Urdu, Vietnamese

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Mission Statement:

Deaf Access Services connects Western New York communities of Deaf, Hard of Hearing and Hearing people using American Sign Language in the pursuit of everyday access through advocacy, education, employment and interpreting services.

Vision Statement:

To be the leading agency in connecting Western New York's Deaf, Hard of Hearing and Hearing communities.

About Us:

Deaf Adult Services (DAS) was established in 1983 by a group of committed volunteers interested in the welfare of the Deaf community. DAS was set up as an independent non-profit organization and continues to be the only agency of its kind serving a ten county radius in Western New York.

DAS changed its name to Deaf Access Services in 2014 to expand their focus to not only adults, but also children and families in WNY.

Governed by a volunteer Board of Directors and staffed by Deaf, Hard of Hearing, and Hearing individuals, DAS affords a diverse, inclusive environment in which to provide and receive services.