

# WHAT TO EXPECT:

When it is time to exchange critical or complex information, face-to-face conversations are the best way to ensure mutual understanding. These types of interactions are even more important when communicating with the Deaf or hard of hearing.



DeafLink offers on-site services with highly qualified, experienced American Sign Language (ASL) interpreters. Whatever setting you may be in, if there is a need for effective communication, DeafLink will meet you where you are with prompt, professional and courteous service - 24/7. Since 1990, we have been the premier nonprofit ASL agency in the communities we serve. **So, what can you expect?**

## Prompt & Professional

We guarantee prompt, professional and courteous ASL interpreting any time, any place: 24/7.

## Experienced & Qualified

We train and evaluate all of our ASL Interpreters and have state and nationally certified Interpreters on staff.

## Cultural Understanding

As an organization that does more than just interpreting, we bring clarity and understanding about the cultural nuances of those we serve.

## Strictly Confidential

We adhere to HIPAA rules, comply with confidentiality agreements, and follow established procedures for confidential records

## Best Fit Interpreters

We select the best interpreter to suit your professional needs based on industry expertise and experience.

# WHAT SHOULD I KNOW?

- Providing effective communication is required by law via the Americans with Disabilities Act.
- Businesses are responsible for paying for interpreting services, not the customer or patient.
- Always look and speak with the person who is Deaf and NOT the interpreter. An interpreter's role is only to facilitate the conversation through communication.
- Relax! Be yourself using ordinary speech and language styles. Speak in your normal tone, volume and pace. The interpreter will tell you if you need to slow down.
- Don't say "Tell him/her/them" or "Explain to him/her/them."
- If possible, provide the interpreter a copy of a speech/presentation in advance.
- Avoid having side conversations with the interpreter. They are facilitators of communication and not active participants in the conversation.
- If you don't know, ASK! It is always better than making an assumption.