

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.