



ASL Services, Inc.  
3700 Commerce Blvd Suite 108  
Kissimmee, FL 34741

Phone: 407-518-7900  
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### *Assistance for Deaf and Hard of Hearing Persons Using a Sign Language Interpreter*

*ASL Services Inc, in its continuing effort to provide information and support to the communities and interpreters, has listed standard practices in the Sign Language interpreting process in order to assist you in your communication needs. This information should prove helpful to both the hearing and Deaf/Hard of Hearing (D/HH) who may be using an interpreter for the first time. If you have any questions or if we can be of further assistance, please feel free to call us at any time. ASL Services Inc. 1-888-SIGN ASL*

The federal law, Americans with Disabilities Act (ADA) requires that all locations and events, both private and public, have the obligation to adapt the environment to provide reasonable accommodations as well as provide resources (such as interpreters, note takers, additional time for tests, etc) so that the location and presentations are completely accessible.

**If you have any questions about your rights under ADA, please contact  
Federal information on ADA: 1-800-514-0301  
In Puerto Rico: OPPI (787) 725 2333 or (787) 721-4299**

**At no time accept the use of any unqualified persons to interpret for you, (including the use of a family member or friend), as this is illegal under both Federal Public Law 504 and ADA**

Note: If your interpreter is not qualified to meet your needs, please contact the counselor, department, and/or agency responsible for providing your interpreting services and request a change of interpreters.

- When using an interpreter, you should make every effort to make as much eye contact as is reasonably possible with the hearing person, always directing your comments and questions to that person, and not the interpreter.
- A professional Sign Language interpreter is provided to you to facilitate communication between you and the hearing person(s). This means the interpreter is not there to answer personal questions or give advice.
- The interpreter is not there to hold information for you. If you fall asleep, miss something, it is your responsibility to ask your instructor to repeat.
- On occasion, some miscommunication may occur, either because of the Deaf person or the interpreter. The correct way to handle this is by explaining that there is a need to make sure communication is clear and repeat the message in a different way in order to facilitate communication process. It is not appropriate to assign blame without sufficient cause.
- Deaf/HH consumers must immediately notify all appropriate parties including interpreters on any change in scheduling. This includes coming in later than 30 minutes, absent, change of room, scheduled program, etc.
- The interpreter will interpret everything you say to the hearing person and everything the hearing person says to you, the Deaf/HH person. Therefore, any communication you do not want interpreted should not be done in the presence of the interpreter. Everything that is interpreted is kept strictly confidential by the interpreter and will not be discussed with any unrelated parties.
- **If at any time anything is not clear or interferes with your understanding or communication, please let the hearing person know immediately. This includes but not limited to:**
  - Insufficient or inappropriate lighting, including during videos, or presentations that the lights are generally turned off; you may request to have some lights left on.
  - Placement of the interpreter to stand or sit where you can see the presenter
  - Variation of placements needed due to circumstances (i.e. group in a circle or around table)
  - Someone standing or walking between you and the interpreter
  - Terminology or information that isn't clear, ask hearing presenter to please repeat or explain in a different way.
  - The presenter is talking too fast for the interpreter to sign clear enough for you
  - Too many persons speaking at the same time, ask that only one speak at time.
  - The hearing person is asking the interpreter instead of asking, talking or looking at you, explain that it is important for the hearing person to deal with you, not the interpreter.
  - Ask presenter to hold a few seconds for interpreting to be done in order for you to answer and participate in class
  - Questions about interpreting profession can be answered by interpreters only when not on assignment; questions about the Deaf community should be directed to you the D/HH person, with assistance from the interpreter if you, the D/HH client deem appropriate.



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**If you plan to reenroll for the next semester, or plan to return for training or conference, please let your interpreter or our central office know. We can assure you that ASL Services has the interpreters available for you. In Post secondary classes, the Federal Government has provided funds to pay for the services you need, including interpreters, tutoring, note takers, etc.**

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