



DEAF  
SERVICES  
UNLIMITED



# Tips for Using a Video Remote Interpreter

## TECHNOLOGY CONSIDERATIONS

- Deaf parties need to be visible on the screen from the top of their head to their waistline
- Multiple Deaf parties may need to login separately so all are visible on the screen
- Overhead lighting needs to be considered to eliminate over exposure or shadowing on video
- Avoid positioning in front of a window
- Your DSU Coordinator will work with you to determine the an optimal setup for your meeting. Depending on your unique environment and/or room size, specific camera/audio devices may be recommended

## WHAT TO EXPECT

- When using an external speaker/microphone, place it in the middle of the group or closest to the primary speaker/presenter
- Please provide agendas, handouts, attendee lists, and any other meeting materials to DSU in advance
- Provide a list of industry/office specific acronyms as well as commonly used names.
- VRI communications are not recorded and such communications are considered confidential

## GENERAL PROTOCOLS FOR VIDEO COMMUNICATIONS

- State your name prior to your comments
- Raise your hand to indicate turn taking
- Speak at a measured volume and consistent pace
- Avoid background conversation and multiple people speaking at once

## FOR THE PRESENTER/SPEAKER

- Speak clearly and at a comfortable listening pace
- Repeat any questions that are asked by others in the group (unless it is a one-on-one conversation)
- Keep environmental noises to a minimum (microphones are very sensitive to papers rustling, fans, etc)
- Avoid saying "here and here" when making references that are visual; try saying "in the upper right hand corner of the sheet" or "the space right below the heading". Interpreters on video are not able to see spatial references
- The Deaf person will need to look at the interpreter/computer screen when you are speaking. This may feel awkward that their eye gaze is not toward you. The Deaf party will look at you once they have viewed the interpreted message

## THE INTERPRETING EXCHANGE

- The interpreter will use sign language to interpret all that is being communicated in the discussion, including any side conversations or environmental noises that are audible
- The interpreter will not censor information that is shared
- The interpreter is not a participant of the discussion but rather is a facilitator speaking in first person to keep the conversation flowing directly between you and the Deaf participant