

Working with Video Interpreters & Language Professionals

Adapted from Guidance produced by

The Association of Sign Language Interpreters (ASLI)

How does Video Interpreting Work?

There are several ways in which VI can be used: Video Relay Service (VRS), Video Remote Interpreting (VRI) and Conference calls.

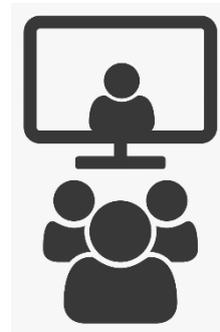
Video Relay Service (VRS) connects two parties in two separate locations. Users (deaf and hearing) can connect to our VI service using a web link from any internet enabled device. Examples for using VRS are:

- Making phone or video calls to or from a deaf person
- For personal use with friends or family
- For professional use providing access to services, business or workplace support



Video Remote Interpreting (VRI) refers to situations where all participants are in the same location, and a remote interpreter is introduced to the conversation via a web-based video link. Typical examples of where you might see this kind of interaction are:

- Staff team meetings, one to one meetings with a colleague
- Appointments at a local council or government building
- On demand for reception or public facing services
- Classroom settings: one to one support with tutor



Conference Calls with an Interpreter or Language Professional are when all parties are in different locations and meet in a video conference. Involve can facilitate video conferences with an interpreter using our own platform or one provided by the booker. We can also invite participants to the video call using their mobile or email address. Examples of this are:

- Staff meeting remotely using alternative platform
- A video medical consultation requires a consultation
- Alternative to making or receiving phone calls
- To access group training sessions



Involve Interpreter

Martin Dawes House, Europa Boulevard, Westbrook, Warrington, WA5 7WH

Company Number: 2383157

www.involveinterpreter.co.uk

Preparing your language professional

- Preparation is the key to ensuring the best communication exchange using video services. To get the best from your language professional you can provide information about the session at the time of booking including:
 - Names and roles of all participants
 - Sector type: Health, legal, education etc
 - Any background information: Previous meeting history, clear objectives etc
 - Send any relevant documents to your booker
 - Be realistic about how long the appointment will last (please remember interpreted consultations will always take longer)
 - Be prepared to brief your language professional before commencing with your meeting
 - Remember bookings over 1 hour may need 2 language professionals, so please discuss this at time of booking

Getting connected

Please ensure you have thoroughly read our customer guidance to help you get your equipment, environment and participants ready for your video call. Ensure all participants have access to this before the call to reduce delays.

We also provide a troubleshooting guide and features outline to help you use our technology.

- Ensure all your equipment is working fully and has sufficient power / battery life
- Use a private and well-lit space to make your call
- Use our guidance sheets for support
- Providers will get best results using an Internet enabled laptop or PC
- Other users can access using an internet enabled tablet or smartphone

NB: Screen share is only available on Microsoft laptops and PC's (Not yet available on MAC laptops)

Booking longer sessions

All booking over 1 hour are considered 'long sessions' and are subject to additional requirements to ensure the safety and protection of our language professionals and deaf users.

Interpreting is a mentally and emotionally taxing job and to ensure you always receive the highest quality service, we must protect our language professionals against mental and emotional fatigue which can impair accuracy and cause emotional distress.

Deaf participants may also suffer from mental or emotional fatigue during long sessions. To reduce the impact of fatigue on all participants in your video session please follow the guidance below:

- If your session expected to last up to 60 minutes you will need to:
 - Provide rest breaks of at least 10 minutes for every 45 minutes of active interpreting
 - For sessions exceeding 60 minutes, you may need to book a second language professional
- If a session run's longer than expected, please allow your language professional to inform you of the required break schedule

Please work with our language professionals to facilitate breaks for comfort, stamina and to enable them to maintain our high standard of service.

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When to use Video Interpreting

These guidelines have been developed to make best use of our service and protect deaf users and language professionals.

The most appropriate uses for Involve Video Interpreter service are:

- 1-2-1 appointments
- Meetings with up to 6 participants
- Making & receiving video calls
- Video conferences
- Providing alternative access for audio and video content
- Translation for BSL users
- For deaf parents or carers who need access to support a relative or service user

When not to use video interpreting

User care is our highest priority and we recognise some situations require a face to face interpreter. The following situations may not be appropriate for video interpreter services:

Health Emergencies

- Some mental health symptoms such as agitation, lack of eye contact, non-communication or unintelligible communication and strong medication may significantly impact a deaf person's ability to use video services.
- During operations or procedures where location, equipment and noise may hamper video communications.
- Heart attacks, strokes, head injuries, excessive blood loss may hinder a deaf patient's ability to use this service.
- Palliative / End of life care should whenever possible be carried out with a face to face interpreter

Maternity – Labour & Delivery

- Emergency maternity situations may require urgent or emergency treatment for patients who are under the influence of medication/ sedation. This may significantly impact their use of video services.

Dealing with Dilemmas

Issues may arise during a video session for any number of reasons. For most issues, our language professionals can support and advise on how this may be resolved. However, some dilemmas can result in the call being terminated.

- A caller is abusive to the interpreter
- Poor screen resolution or other technical faults
- A conflict of interest arises
- Fraud or criminal activity is suspected
- Subject matter is inappropriate or becomes inappropriate for a video call.

If for any reason a video session becomes inappropriate, your interpreter will:

- inform you as soon as possible
- Discuss the issue and help find a resolution
- Recommend you use an alternative service
- End the call

All terminated calls will be reported to:

BSL Interpreter Manager, Dionne Thomas: dmthomas@involve.vc

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