



Serving The Community Since 1972

Deaf-Hearing Communication Centre, Inc.

# FACT SHEET

## SCHEDULING A SIGN LANGUAGE INTERPRETER

Once you complete the paperwork establishing your organization as a customer with DHCC, you are ready to schedule an interpreter. If you are not sure that you are a current customer, please call us to check or to get the process started.

### Q: Who can request an interpreter?

A: Most organizations authorize specific individuals to request interpreters. If you are not an authorized requestor, please have one make the request.

### Q: How do I request an interpreter?

A: When you know you will need a sign language interpreter, call the DHCC Interpreter Referral Department (IRD) at 610-604-0452 with the date(s), time(s) and location of the appointment. The IRD coordinators will begin looking for interpreters as soon as they have all the necessary information.

### Q: How much notice does DHCC need in order to find an interpreter?

A: Advanced planning is helpful. Here are a few tips:

- For a regular appointment, we prefer to have 5 day's notice.
- For large conventions or conferences, we prefer two month's notice. It is helpful to provide preparation materials, including schedules, names of presenters, topics, abstracts, etc.
- For legal appointments, we prefer two weeks notice, as there is a limited pool of qualified, legal interpreters.
- DHCC attempts to accommodate all requests, even last minute requests and emergencies.

### Q: What information do I need to provide?

A: Provide as much of the following as possible:

- Your name and contact information.
- Date of assignment
- Start and end time of the appointment. If security clearance or other preparations are necessary, be sure to include this when telling us the start time.
- Name of the deaf person.
- Deaf person's main mode of communication, i.e., ASL, Signed English, etc.
- Nature of the situation.
- Details of the location, including city, street address, nearest cross street, building name, floor number and room number. If the location is difficult to find, please provide directions.
- Name and phone number of the person who will be on site at the time of the appointment.
- Names of any other people involved in the appointment, i.e., the doctor, officer, judge, etc.
- Any information available regarding the content of the appointment, i.e., schedules, agendas, order of events, copies of presentations.
- Interpreter gender preference, if any.
- Specific Interpreter preference, if any.
- An emergency contact person and/or main number of the location so we have someone to contact in case of an unforeseen event, such as a snowstorm.

**We look forward to working with you to provide communication access between you and your Deaf consumers.**

**DHCC provides other types of access, such as oral interpreters and real-time captioning. Please contact us about our other services.**