



Serving The Community Since 1972

Deaf-Hearing Communication Centre, Inc.

# FACT SHEET

## HOW TO GET A SIGN LANGUAGE INTERPRETER

In many situations, the law says you have the right to an interpreter. If you want an interpreter, YOU must ask for one. These are tips to help you get an interpreter for your appointments.

### PLAN:

- Plan ahead and make your appointments with enough time for the hearing person to get an interpreter — two weeks' notice is best. If there is no time to plan, call as soon as possible.

### MAKE APPOINTMENT AND ASK FOR AN INTERPRETER:

- Ask for a sign language interpreter when you make the appointment.
- Tell the hearing person to call DHCC, the Interpreter Referral Agency, for an interpreter as soon as possible.
- The phone number to call DHCC to get an interpreter is 610-604-0452 (V/TTY).
- If you know an interpreter that you like, tell the hearing person the interpreter's name and ask the hearing person to request that interpreter.

### DHCC WILL EXPLAIN COST:

- If the hearing person asks about the cost for the interpreter, tell him or her to get the information from DHCC.

### CONFIRM:

- Call the hearing person later to find out that the interpreter has been hired.

### SHOW UP:

- Keep your appointment and be on time.

### Here are other helpful hints:

### CANCEL IN ADVANCE:

- If you cannot keep your appointment, cancel right away. It is best to give at least three days notice. If you do this, the hearing person will have time to cancel with DHCC and probably will not have to pay for the interpreter. This means the hearing person will be more likely to get you an interpreter the next time you make an appointment.

### BE SURE YOU UNDERSTAND:

- Be sure you understand the interpreter. If you do not, you can ask for a different interpreter.

### EMERGENCY:

- Ask for an interpreter immediately in an emergency. ALWAYS have the phone number of DHCC with you in your wallet or purse.

### ASK FOR HELP:

- If the hearing person refuses to call for a sign language interpreter, tell that person it is a requirement under ADA law and she/he must call. If the person still refuses, call DHCC and we will try to advocate for you.