

Video Remote Interpreting (VRI) Information Sheet

What is Video Remote Interpreting (VRI)?

VRI is sign language interpretation provided remotely via video conferencing. VRI addresses unexpected communication barriers in a single location by connecting with an interpreter, connected via video conference, from a different location.

Benefits of VRI

VRI services are available on-demand. This means that you have fast and easy access to interpreters 24/7/365. According to the National Association of the Deaf (NAD), there are many benefits to using VRI services, [but also] limitations to the effectiveness of VRI in some settings including but not limited to medical, legal, and court situations. In such settings, the NAD strongly believes that VRI services should be provided only if on-site interpreter services are unavailable.

Should I use VRI?

It depends on the individual. Some Deaf individuals require an on-site interpreter, while others are comfortable with VRI. The decision is dependent on the nature of the assignment, as well as preference. VRI is not always appropriate to use -- such as in situations with high turn-taking exchanges, complex dialogue, involving individuals with visual impairment, or in high risk medical and mental health settings.

Our VRI Interpreters

- Our VRI Interpreters are certified by the Registry of Interpreters for the Deaf, Inc. (RID) and require Continuing Education Units (CEUs) to maintain their skills and certification
- RID certified interpreters adhere to a strict Code of Professional Conduct
- Our VRI Interpreters have cleared background checks
- Interpreters are screened
- Interpreters sign a non-disclosure form
- Interpreters interpret effectively, accurately and impartially both receptively and expressively, using any necessary specialized vocabulary.
- Our VRI services are ADA (Americans with Disabilities Act) and HIPAA compliant.

Why Deaf Access Services?

According to the National Association of the Deaf, too many medical providers have suddenly chosen VRI as the sole auxiliary aid option in the healthcare context, and the limitation to a sole option is completely inappropriate. The Deaf and Hard of Hearing community has become increasingly concerned about the over-reliance on this new technology that is sometimes not effective due to pixilation or lag times and may be used without their permission.

Deaf Access Services is a local non-profit agency created and supported by the Deaf community. We are familiar with the local community needs, agencies, terminologies and current events. These unique qualities allow us to work with you to fully support the linguistic and technical requirements of an effective VRI service. We receive feedback directly from the community, while also being able to locate a “best match” on-site interpreter. We offer complete coverage for all your ASL interpreting needs.

Cost

VRI	Fees
Enrollment	Easy
Cost Per Minute	\$2.49/minute
Dedicated Account Manager	Yes
Hours of Operation	24/7/365
Language	American Sign Language (ASL)
Custom Reporting Capabilities	Yes

Pricing effective 6/1/2018 and subject to change

Implementation Plan

1. Review Best Practices and contract.
2. Establish customer account on Deaf Access Services platform.
3. Review Hardware/Software Requirements & ensure you have the equipment necessary to effectively use the VRI platform.
4. Review Internet Requirements
5. Set up Workspace
6. Training with staff

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