How It Works

A sign language interpreter interprets the Deaf/Hard of hearing individuals’ side of the conversation via a computer or tablet.

The hearing individual talks to the Deaf/Hard of Hearing individual while the interpreter signs what is being said.

Communication continues to be relayed back and forth between the Deaf/Hard of Hearing individual and the hearing person.

Getting Started

All You Need Is:

Internet or Wi-Fi Connection

Computer/Tablet with a webcam or camera

DAS VRI Agreement & Account

Available on:
- Windows Based PCs
- Mac Computers

Coming Soon:
- Microsoft Surface Pro/Surface Pro 2
- Apple IOS & Android OS
Video Remote Interpreting (VRI)

Best Practices

Perfect For

- Business Meetings/Presentations
- Conferences/1:1 meetings
- Medical Appointments
- Classroom/Education Conferences
- Legal Appointments

Maximize Your VRI Session

- What is the best environment for a VRI session? Quiet, private places
- Where should I sit during the session? Sit or stand beside or close to the video screen/microphone. Look and speak directly to the Deaf individual
- How should I start the session? Introduce yourself and everyone in the room to the Interpreter. Provide a brief overview.
- What if there are technical issues during the session? Use the chat feature to type to the Interpreter if needed. The Interpreter will assist to resolve issues.
- How do I end the session? End the call by clicking on the red phone button. You may also direct the Interpreter to end the call.

Deaf Access Services 2495 Main Street, Suite 446 Buffalo NY 716-833-1637
Video Remote Interpreting (VRI)
Best Practices

**VRI Basics**

- Before the session begins, check that your equipment is plugged-in and on.
- When the session begins, the interpreter will greet you with their last name.
- Let the interpreter know the participant names and the purpose of the interpreting situation.
- The interpreter may determine that an additional interpreter is needed during the session. This is determined on several factors, including the number of participants, the complexity of the conversation and the length of the session.
- For the best communication, the hearing individual(s) needs to sit in front of the microphone and the Deaf/Hard of Hearing individual(s) needs to sit in front of the camera.
- To ensure you and your participants receive the best VRI experience, the interpreter may ask you to move to a different location or maybe adjust the microphone, the camera or the lighting.
- The interpreters relay your spoken English message into American Sign Language, so there may be a delay between when you say something and when the interpreter signs to the Deaf/Hard of Hearing individual. The interpreter will let you know if you need to speak at a slower pace.
Video Remote Interpreting (VRI)
Pricing and Benefits

**Pricing**

Please contact Petra Saunders, Staff Interpreter, for pricing.
(716) 833-1637 ext. 108 OR psaunders@wnydas.org

**Benefits**

**VRI ADVANTAGE**

- Convenient – Interpreters are available On-Demand 24/7
- Pay only for the minutes you use.
- ADA Accommodation and HIPPA compliant
- All Interpreters are Certified
- User-friendly platform
- ASL interpreters ON-DEMAND and Spanish Interpreters ON-DEMAND
- With Advance Notification, we are now able to provide Video Interpreter Services for other foreign languages:
  - Arabic, Bulgarian, Cantonese, Dari, Farsi, French, German, Gujarati, Hebrew, Hindi, Japanese, Korean, Macedonian, Pashto, Portuguese, Russian, Somali, Twi, Tigrinya, Ukrainian, Urdu, Vietnamese
Mission Statement:

Deaf Access Services connects Western New York communities of Deaf, Hard of Hearing and Hearing people using American Sign Language in the pursuit of everyday access through advocacy, education, employment and interpreting services.

Vision Statement:

To be the leading agency in connecting Western New York’s Deaf, Hard of Hearing and Hearing communities.

About Us:

Deaf Adult Services (DAS) was established in 1983 by a group of committed volunteers interested in the welfare of the Deaf community. DAS was set up as an independent non-profit organization and continues to be the only agency of its kind serving a ten county radius in Western New York.

DAS changed its name to Deaf Access Services in 2014 to expand their focus to not only adults, but also children and families in WNY.

Governed by a volunteer Board of Directors and staffed by Deaf, Hard of Hearing, and Hearing individuals, DAS affords a diverse, inclusive environment in which to provide and receive services.