

SIGN LANGUAGE INTERPRETATION INFORMATION SHEET

(Taken in large part from Accommodating Ideas website)

Professional sign language interpreters help communication between persons who are deaf and persons who are hearing. Sign Language Interpreters interpret what is said verbally into a manual language and then interprets what the deaf person is signing into spoken English.

Important Things to know when using sign language interpretation services:

- ❖ Sign language interpreters are available for clinical treatment services only. Requests for interpreter services must be submitted at least **three (3) days in advance** of scheduled eligible service(s).
- ❖ Professional sign language interpreters are neutral and follow a code of ethical behavior; a major tenant of that code is keeping all information confidential. Interpreters sign a confidentiality agreement.
- ❖ Interpreters will speak in the first person, **do not say: “tell her or him ...”**. As soon as person who is deaf signs, the interpreter will begin speaking/interpreting, this is called simultaneous interpreting.
- ❖ **Look and speak directly at the patient** who is receiving the communications. The interpreter will interpret automatically and as unobtrusively as possible.
- ❖ Allow time for communication to flow back and forth. **This is especially important for group counseling.** Allow people to finish full thoughts and statements. Manage communications so that one person at a time is speaking. Make sure communications are loud enough for the interpreter to hear.
- ❖ Interpreters interpret everything; sign language interpreters often interpret environmental sounds along with the spoken word. **If you do not want something to be communicated do not ask the interpreter to omit it.** Behave the same way you would with any person if you did not want them to hear you. Leave the room or communicate in a way that the interpreter cannot hear it.
- ❖ Sign language interpreters facilitate communication between a hearing and non-hearing person. **Asking them to do other things beyond this role is inappropriate and may inhibit their ability to interpret when needed.**
- ❖ When sign language services are needed for a patient during group counseling, patient education or other session with more than two people, two (2) interpreters are assigned.
- ❖ **Include a statement** that service was provided using a sign language interpreter, when documenting the service in the relevant note (e.g. progress or miscellaneous).
- ❖ Ensure there is an available parking space for the interpreter(s) to increase likelihood of on time arrival.
- ❖ Cancellation **MUST** be made at least 24 hours in advance of sign language interpretation. SAPC will be billed for the scheduled start and end time when cancellations are made 0-23 hours.

If you need to cancel for any reason, immediately e-mail SUD_Transformation@ph.lacounty.gov or call 626-299-4133.