

Professional, dependable and affordable...

CommunicationLink is Wisconsin's trusted resource for quality sign language interpreting solutions.

Our interpreters are dedicated to effectively, accurately and impartially interpreting what is being communicated. Nationally certified (RID) and/or state verified interpreters* are scheduled with appropriate experience in:

- American Sign Language (ASL)
- Manually Coded English
- Oral Interpreting
- Deaf/Relay Interpreting
- Deaf/Blind Interpreting

Interpreters make it possible for both hearing and Deaf individuals to participate fully and equally in discussions, and are considered a reasonable accommodation under federal laws including the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act. By having an interpreter, communication is facilitated at meetings and events such as:

- Educational programs and classes
- Meetings and counseling sessions
- Job interviews and employee trainings
- Presentations and performances
- Legal meetings
- Medical and dental appointments

** All CommunicationLink interpreters are eligible for Wisconsin's Interpreter Licensure that will go into effect in 2011.*

Requesting an Interpreter

When calling to request an interpreter, please have the following information available:

- Date, time and length of the event
- Location, including address, room number and directions
- Purpose and description of the event
- Billing information

Please note that longer events may require more than one interpreter due to the physical and mental demands of the task, or may require an interpreter with specialized credentials. When you schedule, CommunicationLink will help assess the specific needs for your meeting or event and make appropriate recommendations.

Interpreting services are billed in half-hour increments that include travel time. There is a one-hour minimum charge for all appointments (plus travel time). For additional fee information, please refer to the CommunicationLink billing policy.

Cancellations

If your plans change and you need to cancel your interpreting appointment, CommunicationLink must receive your cancellation request at least 48 business hours before the appointment or you will be billed for the entire time scheduled.

Working with an Interpreter

If you are new to working with an interpreter, here are a few tips to help you prepare so you can ensure a successful meeting or event.

Before the event:

- Meet or talk to your interpreter if possible.
- Give the interpreter copies of any materials, presentations or outlines being used.
- Schedule ten-minute breaks every hour for the interpreter.
- Discuss the best location for the interpreter and the participants. Reserve seats if necessary.
- If your event includes specialized or technical words, provide the interpreter with definitions or a handout that includes spellings of words so they can be interpreted correctly.

During the event:

- Speak and look directly at the person with whom you are communicating – NOT the interpreter.
- Speak distinctly and at a normal volume and pace.
- When using visual aids, allow additional time for Deaf individuals to see the interpreter and then look at the visual aid.
- In group situations, speak one at a time.
- Avoid walking between the interpreter and the Deaf person.
- Do not engage the interpreter in conversation during a session.
- Do not touch the interpreters while they are working since it distracts them.
- Allow a ten-minute break for each hour of interpreting during the event.



To Schedule an Interpreter:

Call: 800-542-9838, or

Email: commlink@cchdwi.org



Video Remote Interpreting Services

Video Remote Interpreting (VRI) is a service that provides on-demand and long distance sign language interpreting using video conferencing technology and a high-speed internet connection. Video remote interpreting, when appropriate, can be used successfully in a variety of settings including:

- Medical
- Educational
- Business
- Legal
- Mental health

VRI uses video conferencing equipment over high-speed broadband connections or ISDN lines carrying both video and audio messages. Equipment is paired with wired or wireless connections.

While not appropriate for every interpreting situation, VRI can provide easy, fast and economical access to qualified sign language interpreters, especially in situations with an immediate need for an interpreter, such as in emergency rooms, when in-person sign language interpreters are not available, or in rural areas where interpreting services are less accessible.

To learn more about VRI and if it is right for your interpreting needs, call CommunicationLink today at 414-604-7231 or 800-542-9838 or email commlink@cchdwi.org.



ABOUT THE Center for Communication, Hearing & Deafness

For more than 80 years, the **Center for Communication, Hearing & Deafness** (formerly the *Center for the Deaf and Hard of Hearing*) has been providing specialized services to d/Deaf and hard of hearing individuals and their families through a variety of programs including child and family services, adult aural rehabilitation, the UniversaLink assistive device showroom and more. From infants to the elderly, the Center is dedicated to helping individuals with hearing loss reach their fullest potential by eliminating communication and language barriers through personalized services, technology and education.

Call Today!

414-604-7231 (Local)

800-542-9838 (Toll Free)

414-604-7217 (TTY)

Email: commlink@cchdwi.org

Website: www.cchdwi.org

10243 W. National Ave., West Allis, WI 53227



CommunicationLink Sign Language Interpreting Service



*Enriching lives by
enhancing communication.*



CENTER for
COMMUNICATION
HEARING &
DEAFNESS

Wisconsin's Hearing & Speech Resource
www.cchdwi.org