



COMMUNICATION TIPS

FOR WORKING WITH AN INTERPRETER VIA VIDEO

- Before starting a meeting, test the audio and video connections.
- Once connected, turn the video screen towards the Deaf person so they can clearly see the Interpreter and do the appropriate sound checks.
- Lighting is important. It is difficult to see someone who is standing in front of bright lights.
- Ensure you have the Deaf person's attention before you speak; tapping them on the shoulder is appropriate if the person is near you, or you can wave your hand if they are at a distance.
- Look at and speak directly to the Deaf and/or hard of hearing person with whom you are meeting. They will glance back and forth between the Interpreter and you. Your facial expression and body language are important communication cues.
- Keep a pen and paper or a phone (text) close, as this may come in handy during your conversation. Written messages should be succinct.
- Use visual aids for referencing or adding information, when available (i.e. forms, brochures etc.)
- Be patient and inclusive; when in doubt, ask how you can improve communication.
- Speak at a natural pace. Be aware the Interpreter may wait to receive a complete thought before they begin to interpret. They will advise if you need to slow your speaking pace.
- As with every conversation, taking turns is important as the interpreter can only receive one message at a time.



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