



Clear communication is based on a common language. There are times when a common language does not exist between people. In these situations, an interpreter can facilitate communication.

The Language of most Deaf Canadians is American Sign Language (ASL), not English. ASL is a visual language with its own grammar and syntax that is completely different from English. A sign language interpreter can bridge the communication gap between ASL and English.

People have a right to clear communication with each other.



Ontario Interpreter Services' mandate is to increase accessibility for Deaf individuals by providing quality American Sign Language (ASL) — English interpreting in a variety of life settings including:

- Medical
- Employment
- Social Services
- Personal Business
- Government Ministries & Agencies
- Education Related Business
- Legal



Sign Language interpreters can be used in individual discussions, group meetings or for conferences.

Professional sign language interpreters are knowledgeable in the language and culture of both Deaf and hearing people. They provide communication in both ASL and spoken English. Sign language interpreters are bound by their professional Code of Ethics.

Interpreter's Responsibilities

The Interpreter will:

- Interpret the intent and spirit of everything that is signed and spoken
- Keep all information confidential
- Provide interpretation only. The interpreter will not give advice or their personal opinion on anything that is discussed.
- Accept only those assignments for which they are qualified.
- Arrive 15 minutes before the appointment so they can become familiar with the people and the situation.
- Consult with the consumers about the set-up of the room, etc.

As a consumer of OIS, you can play a role in making your discussion or meeting a success.

Consumer's Responsibilities

Consumers should:

- Arrive on time. The sign language interpreter will only wait a limited time, and then they will leave.
Waiting Time:
30 minutes for meetings up to 2 hours in length
1 hour for assignments more than 2 hours in length
- Give the sign language interpreter any materials that are available such as outlines, agendas, presentations or technical vocabulary. This information should be given before the appointment begins.
- Speak or sign at a normal pace.
- If chairing the meeting, make sure that only one person speaks or signs at a time.

How to Book a Sign Language Interpreter

- Call The Canadian Hearing Society (CHS) office nearest you, and ask for an Ontario Interpreter Services staff person.
- Give the OIS staff person the following information:
 - Name and telephone number of the consumers.
 - Date, time and location of appointment.
 - Name and phone number of contact person for the interpreter.
 - The purpose of the appointment.
 - The number of people who will be present.
 - Special circumstances such as video recording, media coverage, etc.
- Call 2 - 4 weeks before your appointment. OIS needs as much notice as possible to book a sign language interpreter for you.
- Contact your local CHS office for information on emergency requests.
- Any assignment that is longer than two hours, or is complex, requires two sign language interpreters.

Cancellations

If you change or cancel your appointment, call OIS as soon as possible.

Cancellations need to be made two business days before the appointment to avoid being charged a fee for service.



Ontario Interpreter Services can help hearing, hard of hearing, deafened, and Deaf individuals gain full access to services and people in the community.



ONTARIO
ASSOCIATION
OF THE DEAF



THE
CANADIAN
HEARING
SOCIETY

Ontario Interpreter Services

Provincial Office
271 Spadina Road, Toronto, Ontario M5R 2V3

TTY: (416) 928-2510

Voice: (416) 964-9595

Fax: (416) 928-2506

Website: www.chs.ca

E-mail: info@chs.ca

For booking, contact:

Ontario Interpreter Services is located in the following CHS offices across Ontario:

- ◆ Belleville ◆ Chatham ◆ Hamilton
- ◆ Kingston ◆ London ◆ Ottawa
- ◆ Peel ◆ Peterborough ◆ Sarnia
- ◆ Sault Ste. Marie ◆ Sudbury
- ◆ Thunder Bay ◆ Toronto ◆ Waterloo
- ◆ Windsor ◆ York



to

 Ontario
Interpreter
Services

*Clear Communication through
Sign Language Interpreters*

