



Deaf Literacy Initiative

THE ACCESSIBILITY TOOL KIT

**2019
EDITION**

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INTRODUCTION

This resource, The Accessibility Tool Kit was made possible with support from the Ontario Ministry of Training, Colleges, and Universities, (MTCU), and the support of the 14 Deaf Literacy and Basic Skills Programs across Ontario serving the Deaf and DeafBlind stream. This resource will be beneficial and provide insight to you and your organization to becoming accommodating to the Deaf and DeafBlind community.

The purpose of the Accessibility Tool Kit is to look through the accessibility lens and learn more about the diversity found within and surrounding the Deaf community.

There are different sections in the kit, which covers a range of topics starting with the frequently asked questions to a glossary of terminologies to introducing new and potentially unfamiliar concepts. The goal here is to educate, empower, and enrich your experience and interaction with member(s) of the Deaf community. Striving for each opportunity to be positive and respectful.

In 2005, the Accessibility for Ontarians with Disabilities Act (AODA) was implemented with goals of breaking down barriers for people with disabilities in the private and public sectors in Ontario. With the upcoming ratification of Accessibility Canada Act (ACA), there will be more enforcement with accessibility and accommodations nationally.

Deaf Literacy Initiative is optimistic this provision of information will enhance your awareness of our community. How and what the certain social norms and accommodations are necessary in ensuring full integration in society. Moreover, increased understanding and awareness allows for the inclusion and equitable participation of members of these Communities in all aspects of our society.

Join us in making Ontario a better place for everyone where no barriers shall exist. Use this resource, The Accessibility Tool Kit to educating yourself and your organization to becoming a barrier free environment and for others to follow.

Sincerely,

*Chris Kenopic
Executive Director*



GLOSSARY OF TERMINOLOGY

The following list of terminology are frequently used in the Deaf and Hard-of-Hearing both proper and pejorative.

Deaf (uppercase): The D is capitalized as a sociological term used in reference of individuals embracing the cultural norms, values and beliefs of a culture built upon their sign language. Respectfully, the capitalization is used to signify a sense of sociolinguistic identity.

deaf (lowercase): The lowercase version of the term is commonly used in the pathological (medical) context used to describe and identify different degrees of hearing abilities. There are different categories such as mild, moderate, severe, and profound.

Hard of hearing: Denotes an individual with mild to moderate hearing loss. Rarely do those individuals who use the term associate themselves with the Deaf culture. Often they have abilities that allows them to hear with assistive devices such as hearing aids and/or cochlear implants, in turn, do not use sign language as their native language. It can be used as a sociological or a medical term interchangeably.

DeafBlind: Individuals who have varying degrees of visual and hearing abilities – dual sensory. Deaf-Blind people can be Deaf, deaf, late deafened, or hear of hearing. Mode of communication varies accordingly. There is a movement growing amongst members of the DeafBlind community to use Pro-Tactile American Sign Language, an immersive version of ASL to add sensory information in exchange of visual information.

Deafened: A term used to describe an individual whom hearing abilities have progressively or suddenly changed later in life as an adult. Often those adults do not use sign language as their primary means of communication. They usually would opt for assistive hearing equipment to amplify hearing abilities they may have left. Due to the nature of this, it is less likely they associate themselves with the Deaf community.

Oral deaf: Individuals whose hearing abilities vary however their preferred communication mode is exclusively speech-based; speech, lipreading, and An oral deaf person use sign language if they learned how to

Hearing: This term denotes an individual who has full access of hearing and often does not know sign language unless they are linked and associated with the Deaf community.

INCORRECT AND INAPPROPRIATE

Hearing-Impaired: A generic term frequently misused to describe the Deaf and Hard of Hearing population. It is inappropriate and offensive to the Deaf and Hard of Hearing population due to the nature of the term stemming from a pathological (medical) perspective. The impaired aspect implies a handicap or something that is missing or less. Moreover, it is also a term that fails to recognize the differences between the Deaf and Hard of Hearing communities. Contrary to popular beliefs that using 'Deaf' as an inappropriate label, it actually is not at all.

Deaf Mute: This archaic term was used to describe Deaf people who are silent and without voice. This term is not accepted to describe any member of the Deaf and Hard of Hearing community.

Deaf and Dumb: This pejorative phrase has a long history being used to describe Deaf, Hard-of-hearing, Deafened, and DeafBlind as intellectually inferior and incompetent based on their hearing abilities. The term dumb was once used to describe someone who was mute and could not communicate vocally. As described with Deaf Mute, this is not accepted and is very offensive to use towards the Deaf population.



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

The accessibility for Ontarians with Disabilities Act (AODA) was passed by Ontario Public Service on June 13, 2005. The aim of AODA is to benefit all Ontarians [with disabilities] by targeting identifying, removing and preventing barriers in the private sector businesses, non-profit, and all levels of government; increasing accessibility. In essence, targeting the removal of barriers of participation in society. When accessibility and disability training are not provided by organizations they violate the act. AODA provides training and knowledge how to interact with people with various types of disabilities, to provide appropriate and reasonable accommodations, and ensure accommodations are up to standards. Training entails of basic knowledge of disabilities and how it affects the individuals with disabilities. Disabilities are not limited to just visible and/or physical however, disability can comprise in different forms such as mental health, learning, emotional, and/or mental.

There are five different areas the AODA applies to: Employment, Information and communications, Transportation, Design, and Customer Services. For instance, in customer services, to interact with an individual with visual disabilities – always identify yourself when approaching them or when it comes to an individual with mobility disability, you do not touch their equipment without permission or when it comes to dealing with a Deaf person, always ensure there is a way for the Deaf individual to communicate with you, by writing on paper, notepad, or mobile or utilizing a sign language interpreter. Another instance, a public government building downtown Toronto does not have a wheelchair ramp designed originally, in place, imposes a barrier of accessibility. By law, it is required to provide a ramp.

The goal is to develop, implement and enforce accessibility standards with goods, services, facilities, accommodations, employment, buildings, structures, and premises on or before January 1, 2025.



CIVIL RIGHTS LAWS

The Canadian Charter of Rights and Freedoms [1982]: The Charter is a bill of rights entrenched in the Constitution of Canada. The Charter protects the political and civil rights of all Canadians, and supercedes all provincial human rights codes. The Charter is explicit in its provision for sign language interpreting services during any proceeding in which Deaf Canadians are involved (see Section 14 and 15.1).

Canadian Human Rights Act [1985]: This Act extends the laws of Canada to uphold the principle that “all individuals should have an opportunity equal with other individuals to make for themselves the lives that they are able and wish to have and to have their needs accommodated...without being hindered in or prevented from doing so by discriminatory practices based on...disability.”

Ontario Human Rights Code [1990]: The Code protects Ontarians from discrimination based on disability or other characteristic (e.g. race, ancestry, family status, sexual orientation, etc.) and calls for a “climate of understanding and mutual respect for the dignity and worth of each person so that each person feels a part of the community and able to contribute fully to the development and well-being of the community and the Province”.

Ontario Human Rights Commission’s Policy and Guidelines on Disability and the Duty to Accommodate [2000]: The Ontario Human Rights Code explicitly states that everyone has the right to be free from discrimination. The Policy and Guidelines outline the details and give practical measures for workplaces, public transit, health services, restaurants, shops, and housing to provide Ontarians with disabilities equal treatment and barrier-free access.

Accessibility for Ontarians with Disabilities Act [2005]: Passed unanimously in the Ontario Legislature, to create, implement, and enforce standards of accessibility with respect to goods, services, facilities, accommodation, employment, buildings.





WHAT IS ASL?

American Sign Language (ASL): is a visual language with its own grammar and syntax, distinct from English, used by Deaf people primarily in North America. Meaning is conveyed through signs that are comprised of specific movements and shapes of the hand and arms, eyes, face, head and body posture.

Sign language is not a universal language – each country has its own sign language, and regions have dialects, much like the many languages spoken all over the world. Like any spoken language, ASL is a language with its own unique rules of grammar and syntax. Like all languages, ASL is a language that grows and evolves over time.

ASL is used predominantly in the United States and in many parts of Canada. In Canada, there are two main sign languages: American Sign Language (ASL) and Langue des Signes Québécoise (LSQ). LSQ is often found in use in Quebec and Ottawa amongst francophone users.

ASL is a language present on the hands, body and face of the signer, rather than spoken orally. ASL has its own linguistic structure; syntactic, morphologic, phonetic, and grammatical rules that constitute a language.

Because ASL is a visual language, the visual space in front of the signer is used to establish features of the language. This space can be used to set up nouns, adjectives, verbs, adverbs, objects, and reference points. Simultaneously, the signer also relies on his/her body language and facial expressions to convey complex grammar and emotions.

ASL is a complex, structured and powerful language comparable to any spoken language. Hence the proactive and outspoken native users who pride themselves on the mastery of the language, contributing to academia, literature, theater, and cultural activities that celebrate the legitimacy and validation of the American Sign Language Community.

Important to remember

Because ASL is a visual language, the visual space in front of the signer is used to establish features of the language. This space can be used to set up nouns, adjectives, verbs, adverbs, objects, and reference points. Simultaneously, the signer also relies on his/her body language and facial expressions to convey complex grammar and emotions.



UNDERSTANDING DEAF CULTURE

The Canadian Deaf Community regards signed language, ASL and LSQ, as the core of their cultural identity. These members share a common history, values, norms, traditions, mores (culturally accepted behavior), and linguistic experiences.

Deaf Culture is not a “disabled” culture, but rather refers to the linguistic, political and social aspects of the Deaf community. As with any social group, the network within the Deaf Community is inclusive in that although members may not experience direct hearing loss and be classified as such, they are closely tied to the community.

- Members of this vast network includes and is not limited to the following:
- Those who use ASL as a primary or secondary language;
- Individuals who have attended schools of the Deaf;
- Is a child of Deaf adults, also referred to as a CODA;
- Is a sibling, or a spouse/partner of a Deaf adult;

ASL interpreters.

Culturally Deaf individuals are concerned with preserving their language and way of life, and therefore Deaf Community events are always in high attendance and deeply valued by all within the extended Community. Norms within these events include lengthy and detailed conversations, large groups congregating to well-lit areas, early arrivals and often times very late departures.





AUDISM

Audism is as unacceptable as sexism, racism, ageism, and other forms of bigotry.

Many Deaf Canadians experience prejudice and discrimination because of their differences from the non-Deaf majority. Much of this discrimination arises from ignorance or thoughtlessness. Much of it is institutional, systemic, and/or attitudinal. None of it is acceptable.

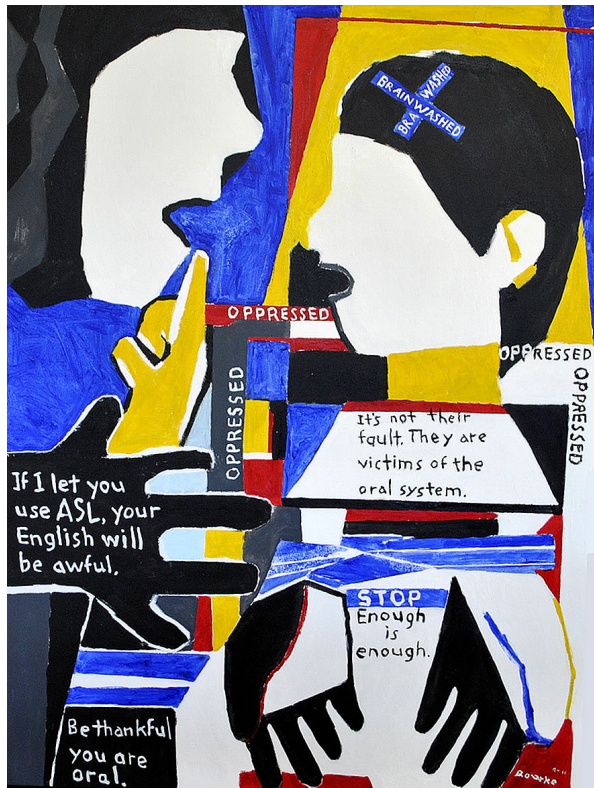
Audism can be seen in two general aspects. One is the assumption or belief that people who are deaf must be encouraged (or even forced) to become as much like non-deaf people as possible. The other is to assume control over deaf people, to disempower them, by making decisions about their language(s), their education, the services they will need, and so on, with limited or no input by the D/deaf person and the Deaf community.

The assumption that D/deaf people must become like non-Deaf people involves a repudiation of Sign language and the Deaf culture, a fixation upon “overcoming” the deafness, zealous promotion of “hearing” and speaking, and a pathological attitude towards deafness. It also implicitly includes the belief that a person who cannot hear is ipso facto inferior to those who can.

The second aspect of audism – i.e., the seizing of control over deaf people – has been summed up by Dr. Harlan Lane with the simple statement, “Hearing people have enormous control over the lives of Deaf people.” For example, non-Deaf people make the decisions about the language choice, educational options, service provision, employment, and other aspects of a deaf person’s daily life.

The Deaf, Hard-of-Hearing, Deafened and Deafblind Communities face daily barriers brought on by the unfair, unjustified and discriminatory behaviours and actions from the spoken language linguistic majority. Audism is a term used to refer to the systematic advantage system that supports the notion that those who possess hearing ability, or behave similar to those with hearing, are superior to those who do not.

The mistreatment of these Communities is based on the assumption that to speak orally, that is to have command of lip-reading and oral skills, is preferential and those who are unable to do so are inferior. People who support this assumption are referred to as Audists, in that they are perpetuating this discriminatory behaviour.



Nancy Rourke, a Deaf American artist who is known for her bold and strong colours depicting concepts and experiences as a Deaf individuals.

Example 1: A Deaf person is not hired for a service position because they communicate with ASL and not oral speech.

Example 2: A Hard-of-Hearing child is denied access to American Sign Language instruction by Teachers who believe an oral education will better prepare them

Example 3: A deaf person professes that those Deaf people who possess oral skills are more intelligent than “Deaf Mutes”.

RAMIFICATIONS OF AUDISM

When Audist behavior is accepted, tolerated, and encouraged, the Deaf, Hard-of-Hearing, Deafened and Deafblind Communities are systematically denied rights, powers and privileges. Supporting a pathological view, the belief that people with hearing loss are not normal and should rely on medical intervention, prevents skilled individuals from participating in society as equals.

To support and ensure equal opportunity for all members of society, preconceptions about Communities of people who do not use spoken language as their first language must be a thing of the past. A healthy perspective about the Deaf, Hard-of-Hearing, Deafened and Deafblind Communities and their Cultures will help build a stronger bridge between the spoken and signed language communities.



DEAF BLIND

The needs of Deafblind individuals differ from that of the Deaf, Hard-of-Hearing and Deafened Communities according to their age and type of deaf-blindness. Moreover, the Deafblind experience compounded barriers due to their vision and hearing loss, most prevalent in institutionalized settings such as education, and employment.

A large portion of the Deafblind Community communicates with American Sign Language and identifies as being an active member of the Deaf Community. Members of the Deafblind Community may also utilize Tactile Sign, a system where signs are made while individuals face each other and hold hands to feel the movement. It is because of these communication variances that Deafblind individuals vary in cultural identity and Community membership.

Deafblindness is a generic, all-inclusive term used to describe a disability where the vision and hearing abilities are affected and vary.

TWO TYPES OF DEAFBLINDNESS

Congenital Deafblindness occurs due to hereditary and genetic conditions, disease or infection contracted during pregnancy, injury or infection occurring during pregnancy. Used as a term to describe persons who are born DeafBlind where both their hearing and vision are affected. Before language and/or communication abilities have developed.

Acquired Deafblindness occurs when they experience deterioration of their sight and/or hearing at a later stage in life. DeafBlind applies to people who are born with a different level of vision, their hearing degree can change later in life; people who are born with a different level of hearing abilities, their vision abilities change later in life. Others may be born hard-of-hearing and become blind later in life or the reverse may be the case.

Usher's Syndrome is a common occurrence amongst the DeafBlind community where both hearing and vision abilities are affected later in life by Retinitis pigmentosa. It affects the layer of light-sensitive tissue at the back of the eye. The peripheral areas of vision are typically affected.





PRO-TACTILE AMERICAN SIGN LANGUAGE

Large portion of the DeafBlind community in Canada use ASL or LSQ as their first language. Pro-Tactile American Sign Language (PTASL) is a communication system that is gaining usage amongst the DeafBlind community in Canada. PTASL requires direct touch and interaction from both receiver and the speaker in an augmentative manner, using bodies, arms, legs and hands. Different sources of information are conveyed such as facial expressions, nonverbal cues, environmental and atmospheric information, and physical/proximity locations of individuals. Both the receiver and speaker bodies are intertwined in manner where conventional boundaries are dismantled, becoming close and personal due to the nature of the method. Backchanneling is one of the foundations of PTASL where the person's back would be used as a canvas with constant feedback from the

speaker delivering information in real-time. For example, if someone was nodding, the person using PTASL would use a clenched closed fist and rub against the receiver's upper back depicting of the environmental information that someone is nodding. Another example would be if one wanted to leave and go elsewhere, the speaker would reach out and grab the receiver's arm with an open palm and press against the shoulder then close the fist while retracting to imply the person is leaving – effectively saying “leaving” in ASL but in a tactile manner. PTASL can be exhausting for both parties so breaks are encouraged, more frequently than the usual breaks taken by Interpreters. Proper positioning and seating will reduce the risk of strain and/or injury for both parties. There are specialized cushioned tables available for this kind of communication mode.

Important to remember



Due to their unique sensory requirements, it is a common practice to minimize visual distraction and difficulties. For example, consider the following when selecting clothing – for persons with light skin select solid dark colours such as black or navy blue; persons with dark skin select light colours such as off white or tan. Avoid clothes heavily patterned such as polka dots, stripes, or loud contrasting colours. High necklines and long-sleeved are encouraged so the head and hands can be more prominent. Jewelry are also distracting so best avoid sparkling or shiny jewelry that might affect the ability to facilitate information. To add, being scent-free works the best for the DeafBlind individual so avoid any strong scents such as cologne/perfume, tobacco and/or cannabis smoke.



INTERVENORS

Intervenors are professionals with specialized training to facilitate visual and environmental information in the Deafblind's preferred language and communication mode. Intervenors work exclusively with Deafblind persons. They are not interpreters. They provide communication assistance during light and short exchanges not during comprehensive situations – an actual interpreter would be required for such.

The bedrock of being an intervenor is to “do with, not for”. They work with individuals who are DeafBlind, helping them learn through experience, empowering them to make informed decisions and be active participants while maintaining their autonomy as much as possible.

Three principles the Intervenor must abide by:

Continuously providing environmental information i.e. describing what is going on, description of situation and/or people arriving or leaving.

Providing safe navigation and guiding while traveling i.e. path free of obstacles or barriers

Maintaining a strong sense of professionalism i.e. abiding code of ethics and code of conduct

Constant connection through touch is mandatory to ensure the DeafBlind individual is aware the Intervenor is within immediate proximity.

Due to the specialized requirements to work as an Intervenor for the DeafBlind, code of ethics and code of conduct is to be adhered at all the time. To also understand the role and responsibilities as an Intervenor due to the intimate and personal nature of the profession, one must be mindful of the diversity of communication techniques and preferences. Not only that, to also ensure they receive appropriate training on different navigation techniques to ensure the utmost priority of safety of both the DeafBlind individual and the Intervenor.

There are additional but not limited to responsibilities an intervenor may take on to ensure the DeafBlind interacts and receives access to the environment at the fullest extent.

Reading from various source of print. i.e. TV closed captions, letters, newspaper, e-mails, magazines etc. Also writing materials such as letters, blogs, or text messages. Telecommunication needs may occur such as phone-calls, TTY calls, or Videophone calls.

There are different activities the Intervenor may execute when safety is a concern such as assisting shopping; carrying items; opening doors, elevators; crossing the road, pressing the walk button beforehand.



WHERE TO HIRE INTERVENORS



CNIB has been established over 100 years ago as a not-for-profit national organization in Canada. Their primary focus is accessibility and advocacy. They have several programs in operation ranging from making affordable assistive technology available to consumers and businesses, to education through skill training and literacy, to training and raising guide dogs, to volunteering opportunities. Their innovative approaches to utilize every resource available to empower and make a positive impact on individuals with various visual needs.

www.cnib.ca
1-800-563-2642

There is a service established exclusively for the DeafBlind by CNIB in Ontario that is funded by the Government of Ontario where intervenor services and emergency intervenor services are provided.

Contact CNIB's **Deafblind Community Services**

Beverly Morris, Manager, Deafblind Services, **London**
Phone: 519 685-8420 ext 5103
Email: beverly.morris@deafblindservices.ca

Jessica White, Manager, Deafblind Services, **Ottawa**
Phone: 613 563-4021 ext 5016
Email: jessica.white@deafblindservices.ca

Alice Burton, Manager, Deafblind Services, **Toronto**
Phone: 416 486-2500 ext 8265
Email: alice.burton@deafblindservices.ca

Tammy Taylor, Manager, Deafblind Services, **Hamilton**
Phone: 905 688-0022 ext 5333
Email: tammy.taylor@deafblindservices.ca

CNIB
DEAFBLIND
COMMUNITY
SERVICES



In 2001, **Canadian Helen Keller Centre** opened its doors to provide DeafBlind Canadians with services and training opportunities, advocacy, and volunteering opportunities. They are known for providing North America's first barrier-free residency at the Rotary Cheshire Apartments with specialized accommodations for the DeafBlind. They also provide outreach intervenor services and emergency intervenor services.

www.chkc.org
Phone: 416-730-9501
TTY: 416-730-9187
Toll-free: 1-877-748-6964



DeafBlind
ONTARIO SERVICES

Founded in 1989, **DeafBlind Ontario Services** is a not-for-profit organization that helps individuals who are deafblind increase their independence and improve their quality of life through specialized services. With residential locations and community services programs across the province, their services extend into a wide range of communities in Ontario.

www.deafblindontario.com
Phone: (905) 853-2862
TF: 1-855-340-DBOS (3267)
Email: info@deafblindontario.com



ELDRIDGE V. BRITISH COLUMBIA

In 1990, a not-for-profit agency experienced financial difficulties and could no longer provide interpreters during medical appointments. Despite the fact the agency had sought out for funding from Ministry of Health The appellants, Robin Eldridge and John & Linda Warren found the failure to provide sign language interpreters constituted discrimination based on physical disability, and therefore, violated the appellants' equality rights under section 15 paragraph 1 of the Canadian Charter of Rights and Freedoms. They alleged that with the absence of interpreters, they had difficulties communicating with the doctors, thus, with miscommunication evidencing the risk of unnecessary or improper treatment, assessment of Deaf persons as incompetent to consent to treatment and inappropriate involuntary admissions to psychiatric facilities; inaccurate labels such as mentally disabled, autistic, lacking in language skills could be diagnosed.

The supreme court unanimously upheld the appeal. It became a landmark case in British Columbia. Provision of interpreters for Deaf individuals are now mandatory within the health care system.

INTERPRETERS

HOW MANY INTERPRETERS?

When hiring Interpreters, one of the most important question to be asked is how many Interpreters should be hired? The Interpreting process itself is physically, mentally and emotionally demanding due to the amount of focus and energy invested in the facilitating process.

The standard in the industry is to have a team of two interpreters working as a team. There are several different factors that would determine the number necessary. Length is the number one determining factor. The other factors include: format of the event, size, and location. It can range from having a team of two interpreters to multiple teams of interpreters, dependent upon the situation.

Consulting with the Interpreter agency and providing with as much information as possible, would enable and ensure the appropriate number of interpreters necessary. It is important to remember to hire certified interpreters from recommended and reliable sources listed below.



INTERPRETERS

Strategies how to work with Interpreters

The quality and efficiency of the Interpreter is contingent upon the best placement for the interpreter. It has to be in the place that provides the best visual access for the Deaf and/or Hard of Hearing persons. It is also important to be aware that the placement of the Interpreter may change from time to time whenever the communication situation changes such as the placement of the speaker. Typically, the Interpreter is placed in front of the Deaf interpreter, adjacent to the person who is speaking with a clear line of sight.

Look at and speak directly to the Deaf participant(s) utilizing the Interpreting services. Speak at your natural, relaxed pace. The Interpreter is a professional, but clarification is often needed and the Interpreter might request repetition or change of speed during the conversation.

In large groups, ensure that everyone will respect the interpreting process, such as ensuring turn taking. This allows the Interpreter to ef-

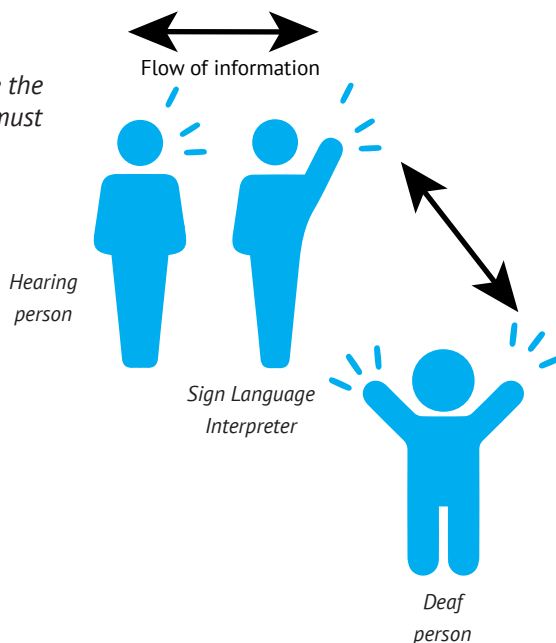
fectively relay information. Also, speaking to the Interpreter directly should be saved for breaks, as it may cause a breakdown in communication.

If a comment is made or a question asked within earshot of the Interpreter it is considered public information and will be interpreted. Relevance is disregarded and as long as the comments can be heard, they will be relayed.

Breaks are required not only for the Interpreter(s), but also for the individual relying on their services. The process is mentally and physically demanding on the Interpreter, as well as the individuals who are visually receiving the relayed information. Please respect requests for breaks and provide Interpreter(s) to breaks at appropriate times.

There are several different scenarios outlined to give a better sense of where the Interpreters are to be positioned to deliver and facilitate the highest quality and clarity of information.

Fig. 1 Where the Interpreter must stand



NOTE it is typical for the Deaf person to not have eye-contact when the hearing person is speaking because the Deaf person would need to watch the Interpreters to ensure they receive full amount of information without missing any. When it is the Deaf person's turn to communicate, the Deaf person may engage in eye-contact directly with the hearing person and/or the Interpreter whichever is their preference.



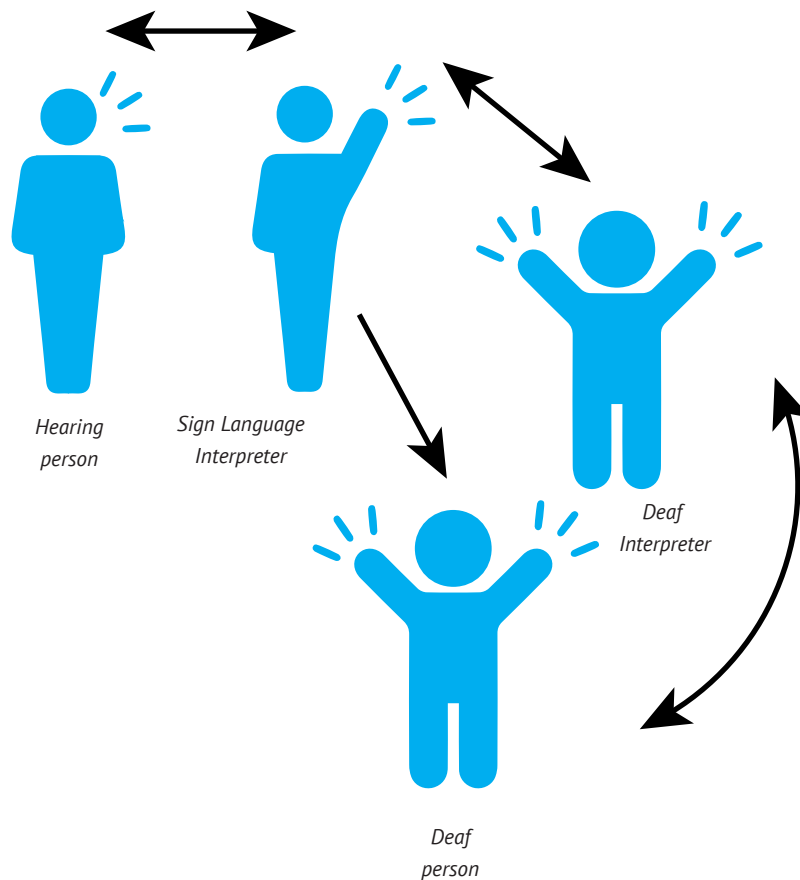
DEAF INTERPRETERS

Why use a Deaf interpreters (DI)

Deaf interpreters are Deaf individuals who demonstrates comprehensive knowledge and understanding of interpreting, Deaf community, and Deaf culture. They are native or near native-fluency in American Sign Language (ASL), alongside with other communicative tools like gesture, mime, props, drawings et cetera to enhance the communication. Deaf interpreters are bound and adheres to the guidelines and code of ethics of the Canadian Association of the Sign Language Interpreters (CASLI). The role of the Deaf interpreter is to ensure the interpretation provided is accurate and faithful to the intent of the participants in the conversation.

How the process works

DI work together with hearing interpreter(s) as a team to facilitate communication between a deaf person and a hearing person. The hearing interpreter would interpret spoken English to ASL. The DI would watch the hearing interpreter and elevate the content and strategically conveys it to the appropriate level using ASL and/or gesture and/or other communication methods to ensure the Deaf consumer understands fully. The process works vice versa.





BEST PRACTICE WHEN TO HIRE A DI

There are several scenarios to utilize a DI to optimize communication between a Deaf and a hearing person. Often found to be beneficial when a Deaf person may be exposed to various communication methods that hearing ASL interpreters are not accustomed to such as Signed Exact English, signs that may be particular to a certain region and/or age group. Sometimes there are communication issues that are caused by restrictions such as illness or injury. Or even when there are limited or minimal communication skills present.

Between the DI and Deaf consumer there are shared culture and life experiences, effectively creating an authentic camaraderie between these two parties causing the communication quality to be more genuine.

Legal proceedings such as court or litigation meetings. Sensitive and complex information may be used. Misunderstandings could result in being wrongly convicted or cause an undesirable outcome for the Deaf person

Law enforcement. Interviews or interrogation where slight misunderstanding could result in disastrous outcome – obstruction of justice or inaccurate details or information.

Deaf immigrants who have recently moved to Canada from a different country. The immigration process is delicate and requires specific and accurate information. Deaf Interpreters often have experience with an auxiliary communication system known as International Sign (IS). It is a pidgin form of sign language and can be beneficial in certain situations when the Deaf person does not know ASL but their own indigenous sign language from their country of origin.

Deaf individuals who may have **intellectual disabilities**, are **DeafBlind**, and/or have **language disorders and/or disabilities**.

Mental health settings, clear and accurate communication would assist the professionals determining correct diagnosis, interventions, and medications.

Medical/Hospital settings where vital information may be the difference between life and death. The Deaf person's ability to produce clear signs may be affected due to ailments. A Deaf person who is injured, seriously ill or dying.

Deaf children can sometimes be not concise nor articulate when sharing information so having a DI to discern nuances that may appear nonsensical to a hearing ASL interpreter. Sometimes beneficial with Deaf children who have little or no exposure to ASL or Sign Language.



The Canadian Association of Sign Language Interpreters (CASLI) formerly known as Association of Visual Language Interpreters of Canada (AVLIC) is the only national association in Canada for sign language interpreters in Canada. It is an organization where membership and affiliation are recognized as membership for valid and qualified interpreters. It is a requirement for Interpreters to be registered with CASLI. For admission, it is mandatory for interpreters to graduate from recognized Interpreters Education Programs in Canada with a diploma or degree.

CASLI offers a professional conduct process to maintain accountability and quality in the profession of interpreting. The members hold the highest standards of professional integrity, competency, and ethics. When hiring interpreters in Ontario and Canada, ensure the interpreters are CASLI members as that is the seal of quality.

CASLI expects its members to maintain high standards of professional conduct in their capacity and identity as an interpreter. Members are required to abide by the Code of Ethics and follow the Guidelines for Professional Conduct as a condition of membership in the organization:

Professional accountability:

Accepting responsibility for professional decisions and actions.

Professional competence:

Committing to provide quality professional service throughout one's practice.

Non-discrimination:

Approaching professional service with respect and cultural sensitivity.

Integrity in professional relationships:

Dealing honestly and fairly with consumers and colleagues.

Integrity in business practices:

Dealing honestly and ethically in all business practices.

Members are to understand that each of these core values and accompanying sections are to be considered when making ethical and professional decisions in their capacity and identity as an interpreter. These values are of equal weight and importance.



WHERE TO HIRE INTERPRETERS



Since 1981 Ontario Interpreting Service (OIS) program is offered by **Canadian Hearing Society** (CHS). OIS is an agency that employs certificated interpreters in the province of Ontario. The interpreters are internally screened to evaluate their skills are up to par to ensure high quality interpreters are available for the Deaf community. Interpreters who successfully complete the process are known as OIS Registered Interpreters. Additionally, OIS requires the Interpreters to also be a graduate from a recognized interpreter training program and be in good standing as a member of CASLI. They have freelance interpreters and staff interpreters. ASL and LSQ interpreters are also available. All OIS interpreters must complete background check in order to receive eligibility to work for CHS.

To request an interpreter via OIS, one would have to make a request through the OIS Centralized Schedule Centre. Requests for interpreters can be made in English, French, ASL, or LSQ. Available by phone, TTY, e-mail, fax, or Skype.

Monday to Thursday - 8:00 a.m. to 8:00 p.m. Friday - 8:00 a.m. to 5:00 p.m.

Phone: 1-866-518-0000
TTY: 1-877-215-9530
Skype: CHS Interpreting
E-mail: interpreting@chs.ca
Fax: 1-855-259-7557

In cases of a sudden, unforeseen crisis that requires immediate attention:

Emergency Interpreting Services may not be available at all times in all regions
Emergency services are offered 24 hours/day, 7 days/week, 365 days/year
Emergencies may occur in: hospital emergency rooms; after-hours medical clinics; crisis centres; shelters; Police services; court settings; and child welfare cases

Contact:

Phone: 1-866-518-0000
TTY: 1-877-215-9530
E-mail: urgent@chs.ca

SMS/Text: 416-712-6637 (charges may apply)



WHERE TO HIRE INTERPRETERS

Deaf Access Simcoe Muskoka is a charitable, non-profit organization that works alongside culturally deaf, oral deaf, deafened and hard of hearing people of all ages, their families, and the community throughout the region. We work to increase access to local recreational, educational, employment, developmental, habilitational and social opportunities through direct service provision, advocacy, support and sharing of information.



Contact Information:

Voice: (705) 728-3577
TTY: (705) 728-3599
FAX: (705) 728-7613
Email: info@deafaccess.ca

Sign Language Interpreting Associates Ottawa was established in 1997 by a group of ASL interpreters in Ottawa. They saw a gap in the availability of quality interpreting service so they decided to form SLIAO (Sign Language Interpreter Association of Ottawa) to ensure the community in Ottawa has high quality interpreters available. They have ASL and LSQ interpreters available.



To book an interpreter, SLIAO has an application form on their website. It can be found at <https://sliao.ca/book-an-interpreter/>

Contact Info:
Email: asl.interpreting@sliao.ca
Phone: 613-521-6720
Fax: 613-521-4030

Toronto Sign Language Interpreter Service (TSLIS) is an interpreting agency based in Toronto. TSLIS strives to provide qualified, trained and skilled interpreters to the Deaf community in the Greater Toronto Area.



Contact Info:

TSLIS has an online form to be completed at <https://www.tslis.ca/contact>





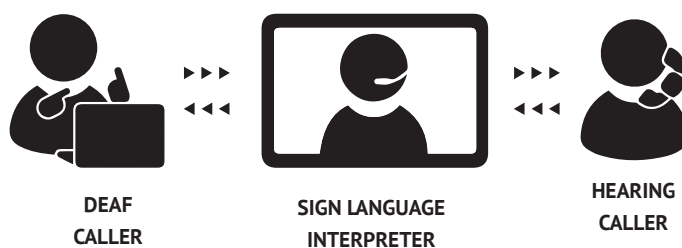
VIDEO RELAY SERVICES

VRS is a basic telecommunication service that enables Deaf or Hard of Hearing people who live in Canada to communicate with voice telephone users over video using sign language. The sign language user connects to a VRS operator using Internet-based videoconferencing. The operator then places a voice telephone call to the other party and relays the conversation from sign language to voice and vice-versa. Deaf or Hard of Hearing sign language customers register for the service and receive a 10-digit phone number for making and receiving calls on their chosen Internet device or devices; including Windows, Mac, iOS or Android. Deaf or Hard of Hearing people can be called by anyone in the world via their 10-digit number. The service is available 24 hours a day, 7 days a week.

It is a commonplace for the hearing party to immediately hang up when a Deaf person is using the VRS due to a short delay that sometimes occur when connecting. Also the VRS operator will also introduce themselves by saying “Canada Video Relay Service Interpreter #xxxx” – it has an mechanical and automated feel to the opening because it is required per policy to identify the VRS interpreter before

proceeding with the call. Also there is another common misconception that based on some people’s previous experience with a TTY relay operator that there has to be a “go ahead” prompt – with the VRS being available it allows the Deaf and the hearing parties to converse as if it was a natural conversation on the phone without any further delays. Sometimes there would be delays when there are some clarifications required by the interpreters to ensure information is being facilitated accurately.

HOW VRS WORKS



SRV Canada VRS is the provider of the Video Relay Service offered in Canada. It is overseen by the Canadian Administrator of VRS (CAV), mandated by the Canadian Radio-television and Telecommunication Commission (CRTC).

To learn more about the Video Relay Service, please visit SRV CANADA VRS, please visit <http://srvcnadavrs.ca> for further information





VIDEO REMOTE INTERPRETING

VRI is an on-demand and fee-based interpreting service utilizing video-conferencing technology via either the Internet or a cellular connection by using either a smartphone or a tablet. Enabling Deaf consumers to have the ability to communicate with hearing people in the same location when a live ASL interpreter is not available at the moment.

There are several possible situations where VRI may be beneficial such as schools, business meetings, or hospital and medical appointments. VRI is becoming very popular and there are many of these companies available throughout Canada.

Sometimes the reception and/or the connection is not stable or strong enough to fulfill the demanding speeds VRI requires to have a smooth uninterrupted session. When the connection is not strong enough, it can cause distortions, effectively creating barriers. It is of utmost importance to have a high speed connection to ensure clarity and high quality usage



WaveLink Video Remote Interpreting by Canadian Hearing Society is an on-demand service that provides communication between hearing people and Deaf or hard-of-hearing people through tablets or smartphones via offsite interpreters.

To learn more about WaveLink please visit <https://www.chs.ca/wavelink> to download the app that available in both iOS and android for your smartphones to conveniently connect to the VRI services.

SLIAO has its own VRI services: on-demand interpreting or by appointment interpreting. There are different modes to access the service via smartphones, tablets, or computers/laptops with video conferencing capabilities. Efficiently providing interpreting services anywhere, and anywhere.



To access the services, an account would have to be created and registered on SLIAO's website

To learn more about SLIAO's VRI services, please visit <https://sliao.ca/services/vri/> for further information and details.





TELECOMMUNICATIONS DEVICE FOR THE DEAF (TTY)

The TTY is an electronic device used by the Deaf and Hard of Hearing community to communicate over a telephone line. It is a device equipped with a QWERTY keyboard and has a small LCD/LED screen for text to display electronically. Text is transmitted live via a telephone line to another TTY. Voice Carry Over (VCO) is a feature on a TTY enabling these who have the ability to speak clearly and articulately but still need the text feature from the TTY.

A TTY user would call this universal phone number '7-1-1' in Canada, to connect to a TTY relay service enabling communication between a TTY user and a hearing person using a telephone. When connected to the relay operator, the relay operator would dial the desired phone number. Upon connected, the relay operator would then read text from the TTY and relay it into spoken English to the other end. There are special devices to ensure smooth communication. Due to the limitations of a TTY the conversation cannot take place simultaneously between the consumer and the relay operator so one would have to wait until a party completes their conversation then a prompt which is called a "GA" which means "Go Ahead", signaling it is now the other party's turn to speak. This method of relay service is slowly being phased out as less people now use TTY compared to VRS where individuals are given the freedom to express themselves in their native sign languages compared to written English or French which may be a hindrance to some. Some may request VCO while using the relay service and the operator would then type down what the person says to you.

A hearing person can call a TTY user using a dedicated phone number: 1-800-855-0511. Once connected with an operator, the TTY phone number is then requested. The relay operator would operate in the same manner as mentioned above.

In the last decade, a new generation of relay services has been developed utilizing a computer. It is called Internet Protocol (IP) Relay. A Deaf or Hard of Hearing person would have to create an account and then register to access the service. IP-Relay is in a chat room format and allows more flexibility with text-based conversations allowing the consumer and the operator to type at the same time however the conversation format of using the GA remains the same. Several telephone carriers in Canada have their own versions of IP-Relay including Telus, Bell, Rogers, and Cogeco. However alike TTY relay services, the popularity is slowly diminishing due to the latest version of telecommunications for the Deaf population – the VRS.



COMMUNICATION ACCESS REALTIME TRANSLATION (CART)

CART (Communication Access Realtime Translation) is a live, word-for-word transcription of speech to text. Consumers can read what is being said. CART can be used in group settings on a larger screen or at a personal appointment with a laptop. The services can be provided on-site or remotely. It is also known as realtime captioning.

The provider receives audio information then transcribes using a steno machine and computer software. Using the steno machine which are commonly used by court reporters and closed captioners. The steno-type keyboard provides a different layout than the QWERTY keyboards we use on computers, where the person would use a shorthand version enabling them to type at a much faster rate up to 260 words per minute with 98% or better accuracy.

If the captioner is off-site, there are some minimum hardware requirements necessary. A microphone to receive audio information from the speakers, a stable internet connection to enable Voice over IP (VoIP), and a laptop with the software to display the typed text.

WHERE TO GET CART SERVICES?



Neeson Court Reporting
Phone: 416.413.7755
Toll-free: 1.888.525.6666
Email: scheduling@neesonsreporting.com



Canadian Hearing Society
Phone toll free: 1-866-518-0000
TTY toll free: 1-877-215-9530
Email: translation@chs.ca





ACCOMMODATIONS AND ACCESSIBILITY

In order to create **accessibility** in the workplace, it means identifying and removing barriers to create an inclusive environment when interaction with people is maximized regardless of abilities. Also ensuring policies and services are free of barriers as well. **Accommodations** is in reference to provisions of measures and tools to create access and is required when barriers have not or cannot be removed.

It is best to identify and remove barriers voluntarily instead of waiting to answer individual accommodation requests or complaints. The Ontario Human Rights Code provides for equal rights, opportunities and freedom from discrimination. The Code recognizes the dignity and worth of every person in Ontario. It applies to the areas of employment, housing, facilities and services, contracts, and member-ships in unions, trade or professional associations.

According to the Human Rights principles, provisions of accommodation respects the individual's dignity, which encompasses self-respect and self-worth, and entails such things as privacy, confidentiality, autonomy, and integrity. It recognizes that no two communication barriers are exactly the same and, therefore, each person is entitled to an accommodation that best suits his or her individual needs. Examples of individualized accommodation include interpreting, CART, and text messaging. Implementing accessibility in new construction or major renovations would include the installation of such accommodations as visual fire alarms, and video phones (VRS) and TTYs.

Deaf people require a specialized set of equipment to notify them of audio alerts. Emergency products are specifically designed to alert the Deaf and Hard of Hearing individuals to emergencies such as fire, carbon monoxide, lock-downs. There are attachments such as bed-shakers, personal and portable shakers devices. They are often referred as Visual Notification Systems.

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Deaf Literacy Initiative is Ontario's umbrella organization for literacy in the Deaf and DeafBlind community.

Our services are accessible and culturally appropriate and include: training, research, networking, and resources.

Our vision is to be a world leader in literacy services to the Deaf and Deaf-Blind community providing professional expertise and innovations in these specialized services.

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Georgetown, Ontario L7G 3Z0

dli@deafliteracy.ca
www.deafliteracy.ca



DeafLiteracyInitiative



TheDeafLiteracy

