

Sign Language Interpreter Services for Audiology Clients

Title: Sign Language Interpreter Services for Audiology Clients

Date first created: July 01, 2011

Revised: Nov 28, 2014

Approved By: Accessibility Committee

1.0 Policy Statement:

Audiology will fund provision of sign language interpreter services to signing clients booking appointments in the department. The department will provide resource information to the client, family member, or agent who is responsible for arranging interpreter services.

2.0 Background:

Sign Language interpreters will be provided to clients who are unable to communicate orally, using sign language and spoken language to provide clear two-way communication between deaf and hearing people at scheduled Baycrest appointments.

3.0 Procedure:

- The client or agent requesting the appointment will be responsible for arranging the interpreter services.
- If the client has no family or caregiver, the audiology customer service staff will contact the unit social worker requesting arrangement of interpreter services.
- The audiology customer service staff will provide information re. interpreter services (see below) to the requesting agent.
- In the absence of an interpreter for the audiology appointment, the appointment will be cancelled, or postponed until an interpreter is present.
- Audiology will make sign language resource information available to other Baycrest departments and programs as needed.

Agency	Ontario Interpreting Services Central Booking
Telephone	1 855 656 3748
TTY	1 877 843 0368
Skype	callois.chs
e-mail	requests@oischs.ca
FAX	1 855 656 3750
Fees	\$120 per interpreter for up to 2 hours of service \$60 per interpreter for every hour or part thereof, beyond the two hours Mileage: 41c/Km
Video remote services	\$3.00 per minute per interpreter, \$15.00 minimum charge

4.0 Cross Reference Policies/Documents

Accessibility Policy

Loaner FM Policy

Loaner Pocketalker Policy