

**Title: Sign Language Interpreter Services for Audiology Clients**

**Date first created:** July 01, 2011

**Revised:** November 2019

**Approved By:**

Interprofessional Practice  
Steering Committee

**1.0 Policy:**

The Audiology Department 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 Procedure:**

- The client or agent requesting the appointment will be responsible for arranging the interpreter services using the resource information provided by the Audiology Department
- If the client is a Hospital inpatient or Apotex resident with no family or caregiver, audiology customer service will contact the unit social worker requesting arrangement of interpreter services
- The audiology customer service staff will provide information regarding 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 upon request, as needed

**Ontario Interpreting Services Central Booking**

Canadian Hearing Society (CHS) Interpreting Services

Phone: 1-866-518-0000

TTY: 1-877-215-9530

Skype: CHS Interpreting

E-mail: [interpreting@chs.ca](mailto:interpreting@chs.ca)

Fax: 1-855-259-7557

CHS Interpreting Services Emergency Services

Phone: 1-866-518-0000

TTY: 1-877-215-9530

E-mail: [urgent@chs.ca](mailto:urgent@chs.ca)

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

**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

Pocket Talker Loaner Policy