



CONTACT US TODAY TO LEARN
HOW YOU CAN HELP
OR HOW WE CAN HELP YOU!

**FOR SIGN LANGUAGE
SERVICES CONTACT CIL**

During business hours
352-378-7474 OR
877-629-8840 OR
email kathy@cilncf.org

Interpreting Fax
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Emergency After-Business Hours
352-598-2755



Center FOR
Independent Living
OF NORTH CENTRAL FLORIDA

**EMPOWERING INDIVIDUALS
WITH DISABILITIES**

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SERVING 16 COUNTIES IN NORTH CENTRAL FLORIDA
STAFFED & GOVERNED BY A MAJORITY OF PERSONS
LIVING WITH DISABILITIES



**EMPOWERING
INDIVIDUALS
WITH DISABILITIES**



Role of the Interpreter

An interpreter is one who interprets between sign language and English. The interpreter is a communication facilitator, making sure that communication is easily accessible for both the Deaf and hearing populations.

The interpreter is not meant to be a participant.

To avoid miscommunication, the interpreter should be a professional qualified or certified interpreter. The interpreter maintains confidentiality and complies with the RID Code of Professional Conduct.

Do not use family members to interpret. Family members or minors may not be impartial. The patient may want to keep some information private.



Working with the Deaf

English is considered a second language for many people who are deaf. Many Deaf communicate through Sign Language. Some individuals who are deaf use American Sign Language while others prefer signed English. Since English is not the first language of most individuals who are deaf, writing back and forth may not provide effective communication.

Using an Interpreter

- Direct all communication to the person who is deaf (do not use “tell him”).
- Face the person who is deaf and do not turn away while speaking.
- Only one person should speak at a time.
- When asking a question, allow time for a response. Be aware that the interpreter will be one or two sentences behind the speaker.

ADA Requirements for Effective Communication

The Americans with Disabilities Act (ADA) is a Civil Rights Law which protects individuals with disabilities.

The ADA requires entities to provide effective communication to people who are deaf or hard of hearing.

People who are deaf may not be excluded, denied services, or be treated differently.

You may not charge the person who is deaf for the interpreter, just as you cannot charge the person with a mobility disability to build a ramp for your facility.

The entity must provide aid to ensure effective communication.

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