nordic signs

SIGN LANGUAGE & COMMUNICATION ACCESS

GUIDE

Working with an interpreter or communication professional

For hearing clients, colleagues and organisers. The same advice applies to sign language interpreters, lipspeakers, speech-to-text reporters and other communication professionals.

Before the booking

- Send any agendas, slides, reports or names in advance. Preparation makes a real difference to accuracy.
- Tell us about the setting, who will be there and anything sensitive we should know.
- For bookings over 1.5 hours, or complex ones, plan for two interpreters.

On the day

- Speak directly to the Deaf person. Say "How are you?", not "Ask her how she is".
- Speak at your natural pace. The professional will be a few words behind, so allow a moment for a reply.
- One person speaks at a time, so nothing is missed.
- Seat the professional where the Deaf person can see both them and the speaker, with good lighting and no bright window behind.
- Build in regular breaks. This is intensive work.

Everything that's said will be interpreted.

If you don't want something interpreted, don't say it. The professional stays impartial and confidential throughout, in line with the NRCPD code of conduct.

Online bookings

- Send the link and materials in advance, and test your set-up.
- Camera at eye level, face lit from the front, plain background.
- Pin or spotlight the interpreter and the Deaf participant.

Not sure what you need?

- Ask the Deaf person what they prefer. Their preference is always the best guide.
- Choose "Not sure, please advise" on our booking form and we'll help you decide.

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