



## Ontario Interpreting Services:

### People have a right to clear communication with each other.

The Ontario Interpreting Services (OIS) mandate is to increase accessibility by providing quality American Sign Language (ASL) – English interpreting in a variety of life settings including:

- Medical
- Employment
- Social services
- Personal business
- Government ministries & agencies
- Education related business
- Legal

Professional sign language interpreters are knowledgeable in the language and culture of both Deaf and hearing people. They provide communication in both ASL and spoken English. Sign Language interpreters are bound by their professional Code of Ethics.

Your local Ontario Interpreting Services Booking Coordinator is:

<b>Your OIS Booking Coordinator:</b>	Amanda Hogan-Heinz
<b>E-mail:</b>	<a href="mailto:oiswaterloo@chs.ca">oiswaterloo@chs.ca</a>
<b>Phone:</b>	519-744-6811 x 245      TTY: 519-744-6901

### HOW TO USE INTERPRETERS EFFECTIVELY:

- Face the person with whom you are talking; don't direct your conversation to the interpreter, whose role is only to facilitate communication. Do not say "tell him" or "tell her". The Deaf person will be watching the interpreter and glancing back and forth at you.
- Do not ask the interpreter personal questions about herself/himself. They are present to facilitate communication. If you have questions about the Deaf person or sign language, ask the deaf person directly and the interpreter will interpret your questions.
- Be relaxed; the Deaf person or the interpreter will let you know if something needs correcting or clarification
- Speak at a comfortable pace. Talk as you normally would. If your speech is fast, be aware that the interpreters may need to ask you for clarification or to repeat. In group discussions, have only one person speak at a time. Give the interpreter time to identify who is speaking.

**Rates/Fees:**

Category A: Fee-for-Service Rate: \$110 per interpreter for up to two hours of service, after that, \$55 per interpreter for every hour or part thereof.

This rate applies (but is not limited) to hospitals, businesses, banks, and insurance companies; to municipal, provincial, and federal governments; to crown corporations; and government agencies, tribunals, boards, and commissions (such as the Ontario Human Rights Commission, the Income Tax Appeal Board, the Immigration and Refugee Board of Canada, and the Ontario Municipal Board); to school boards, and to private businesses.

Category B: Fee for Service Reduced Rate: \$100 per interpreter for up to two hours of service; after that, \$50 per interpreter for every hour or part thereof.

This rate applies (but is not limited) to non-profit charitable agencies (which have charitable registration numbers, excluding hospitals).

**Travel:**

Mileage will be charge at 0.40/km.

Travel Time: Where travel to and from the interpreter place of residence and an assignment involves a total of more than two (2) hours, travel time will be charged at 50% of the agreed hourly rate. This is in addition to the mileage claimed for distance traveled.

Additional Travel Costs: Other reasonable travel costs, such as public transportation can be charged when applicable. Means, accommodation, airfare and other extraordinary charges (ie. Considerable parking costs) will be negotiated at time of booking.

**ACCESSIBILITY ISN'T JUST A RESPONSIBILITY - IT'S THE LAW.**

There are times when communication seems clear but the consequences of a miscommunication can be serious, in fact, can potentially endanger the life of an individual. Ensuring access to clear communication is an important responsibility. A number of important laws in Ontario exist to ensure that our provincial institutions and agencies take this responsibility seriously.

Organizations, businesses, government and service providers including hospitals, are charged a fee for service, regardless of who requests the interpreter, as they are responsible for the cost of making their services accessible. This principle is supported by the Ontario Human Rights Code, the 1997 Supreme Court Eldridge decision, The Canadian Charter of Rights and Freedoms and The Accessibility for Ontarians with Disabilities Act (AODA).

**Role of the Deaf Interpreter:**

- A Deaf interpreter (DI) uses American Sign Language (ASL), gesture, and/or other communication strategies to facilitate communication between a Deaf consumer, a hearing consumer and a hearing interpreter. A Deaf interpreter is a Deaf individual who has native or near-native fluency in ASL, who has interpreting experience and who has taken specialized training.