

Pearls of Wisdom from Dr. Z:

10 Steps for More Effective VRS Communication

1. Sign numbers and spell letters/names more slowly than you would in a normal conversation. (This small change makes a big difference in clarity.)
2. Before calling airlines, credit card companies or banks, it is helpful to provide the confirmation, credit card and/or account numbers **before** the video interpreter places the call. (It's also a good idea to verify the information once before the call.)
3. Verify that the video interpreter can see your name on their screen. It usually appears there, but if it does not, spell your name before the call is made.
4. Be sure there is adequate lighting in your room—not too bright, not too dark.
5. Be sure you are an appropriate distance from the camera. Use the “three little bears” test: not too far, not too close ... just right!
6. If you choose to announce the call yourself, just say something simple like, “This is (your name). Because I am deaf, I am using a sign language interpreter over the phone to make this call.” If this confuses the other party, ask the interpreter to announce the call. For people you have called through VRS before, it is still a good idea to say, “This is (your name). I am talking to you through a sign language interpreter.”
7. If you find the interpreter does not understand you very well due to a bad connection, don't waste time repeating things. It is much simpler to hang up and re-dial.
8. Plain, solid colored clothing (no plaids or patterns) helps make communication clearer and video quality better.
9. Thank the interpreter at the end of your call. Showing your appreciation helps to make them feel good about their job. After all, where would VRS be without interpreters?
10. Smile, smile, smile! This will make the interpreter's day ... and your day, too!

Need VRS? Call ZVRS at 888-888-1116 or ZVRS.tv!

(add this to your address book)



www.drzvrs.com • www.zvrs.com