

January, 2015

Dear Colleagues:

Southlake Regional Health Centre, in partnership with the Canadian Hearing Society, is pleased to provide you with an electronic copy of the Toolkit for Deaf, Deafened and Hard of Hearing Southlake Patients. The toolkit was developed to provide Southlake patients and staff with processes to improve communication access and to enhance patient safety and satisfaction for people who are culturally Deaf, oral deaf, deafened or hard of hearing.

What is in the kit?

- Instruction sheet (to be stapled to front of manila envelope containing kit)
- *Patient Assistance Required card*: These cards are located at Southlake entrances and registration desks. Patients can identify their preferred method of communication and request a toolkit using the card.
- *Four stickers with the Universal Symbol of Access (blue ear)*: One sticker is intended to go on the patient's ID bracelet with their permission to identify them as culturally Deaf, oral deaf, deafened or hard of hearing, and the other stickers are for staff to put on the patient's chart, kardex, and at the 'call bell system' at the unit clerk desk to indicate that calls for assistance must be answered in person.
- *Signs*: 'I am Deaf' / 'I have hearing loss' to post at the head of the patient's bed
- *Pictograms for Communication*: These visual communication tools work to offer simple visuals to communicate
- *Pain Scale pictogram/General Scale pictogram*: These visual communication tools work to help patients communicate with staff
- *Hearing devices information*: This is for patients to notify staff they use hearing devices (hearing aids/cochlear implants)
- *Information on storage of hearing devices*: This information provides staff with details on the safekeeping and storage of devices.
- *Plastic container*: The container is used to store hearing devices.
- *Sheets of lined paper and a pencil/pen*: This is to assist staff and patients in written communication.
- *Beingwell* article
- Southlake Patient Testimonial
- Toolkit Satisfaction Survey
- *Supplied by the Canadian Hearing Society*:
 - The Canadian Hearing Society's Ontario Interpreting Services (OIS) and Emergency Interpreting Service brochure "Communication Tips", and information on how to contact a qualified American Sign Language or Langue des signes quebécois Interpreter for scheduled medical appointments and emergencies is also included.

Role of Community Resources Department

Southlake's Community Resources Department volunteers print and assemble the toolkit contents. The volunteers use an instruction sheet to fill the toolkits with the pre-printed materials and then staple the instruction sheet to the front. These instructions guide unit staff on how to best use the toolkit with patients and how to replace it. When a toolkit is provided to a patient, a representative from the unit makes a call to the Community Resources Department to have it replaced.

Process for getting the kit to the patient:

Hospitals create many patient resources that sit on shelves or in file drawers and never get to the patient. We wanted a process in place that helped to ensure that the toolkit would be given to Southlake patients. For us, the best way to do that was to have our patients ask for it themselves.

At Southlake entrances and registration desks, the Patient Assistance Required card allows patients to identify their preferred method of communication to staff. The card also informs the patient that they can request a toolkit from Southlake staff at any time. Morning huddles, email and committee presentations were used to educate staff about the use of the toolkit and how they could play a vital advocacy role for our patients.

How can you use this toolkit?

You have the permission of both Southlake and the Canadian Hearing Society to amend, duplicate, and utilize the toolkit at your facility with acknowledgement. For example: "Originally produced by Southlake Regional Health Centre and the Canadian Hearing Society" or "Adapted from the patient toolkit of Southlake Regional Health Centre and the Canadian Hearing Society." Please include the Canadian Hearing Society logo. You can contact the Canadian Hearing Society to work with you on customizing the toolkit at your facility and with your community.

Access to the Canadian Hearing Society:

The Canadian Hearing Society is a charitable agency and the leader in providing services, products, and information to remove barriers to communication, advance hearing health, and promote equity for people who are culturally Deaf, oral deaf, deafened and hard of hearing. With regional offices all over Ontario, the agency provides accessibility consulting, interpreting services, and can help your hospital become more accessible and to provide solutions for interpreting services. To contact the Canadian Hearing Society office nearest you, please visit www.chs.ca.

Also included in this package:

- A Southlake patient's testimonial on the value of the toolkit during her stay in hospital
- A copy of an article in our hospital magazine *beingwell*

It is our hope that you will find this starter toolkit useful and may lead to a similar service at your organization. The feedback we have received from our culturally Deaf, oral deaf, deafened and hard of hearing community and our staff has been overwhelmingly positive.

Sincerely,



Sandra Smith
VP, Our People
& Chief Human Resources Officer
Southlake Regional Health Centre



Stephanus Greeff
Interim President and CEO
Canadian Hearing Society

Instruction Sheet for “Toolkit for Deaf, Deafened and Hard of Hearing Southlake Patients”

TO THE SOUTHLAKE HEALTHCARE PROVIDER:

- Please provide this package to your patients who are deaf, deafened or hard of hearing.
- Please tape the **I am Deaf** or **I have hearing loss** sign from inside the package at the head of the patient's bed if the patients consents to it.
- Please take four (4) Hearing Loss stickers from the package and put one on the spine of the patient's chart, one on the patient's Kardex, and one on the patient's hospital ID band, with their permission. For the fourth sticker, write the patient's name and room # on it and put it beside the Nurse Call system by the Unit Clerk.
- **Please call the Community Resources Office extension 2104 to have this kit replaced by a new one.**

TO COMMUNITY RESOURCES VOLUNTEER:

Please put the contents in a large manila envelope and staple this note to the outside of the envelope.

CONTENTS:

1. Sign – 'I am Deaf'
2. Sign – 'I have hearing loss'
3. Pictograms for Communication (only)
4. Pain Scale pictogram and General Scale pictogram
5. Note for instructions on storage of hearing devices
6. Four stickers with the Hearing Loss Symbol
7. Patient assistance required card – ordered through Southlake
8. Polar XL plastic cup for hearing devices
9. 3 Sheets of lined paper and a pencil or pen
Information Supplied by Canadian Hearing Society
 - Ontario Interpreting Service, Working Effectively with an Interpreter and Communication Tips
10. Toolkit Satisfaction Survey



SOUTHLAKE
REGIONAL HEALTH CENTRE

ASSISTANCE REQUIRED



- ☐ **I am culturally deaf/oral deaf**
- ☐ **I am deafened/hard of hearing**
- ☐ **I use hearing aids/cochlear implants**



TO COMMUNICATE:

- ☐ I need a sign language interpreter
(staff to call "0" to book interpreter)
- ☐ In the waiting room, please notify me
of my turn in person
- ☐ Face me when you speak to me
- ☐ Remove your face mask if possible
- ☐ Answer my call bell in person
- ☐ Use writing if necessary

Please provide me with a kit for Patients with Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



Hearing Loss



I am Deaf

(culturally deaf)



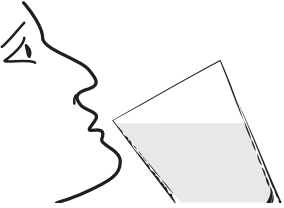


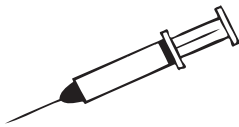
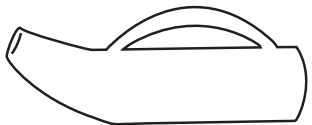
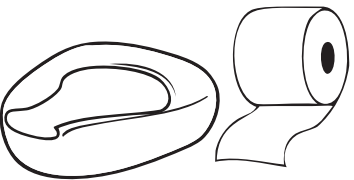
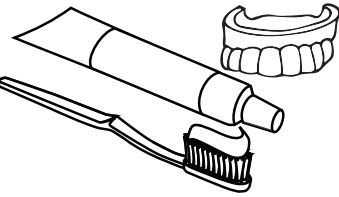
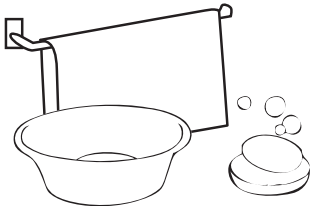
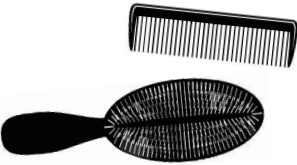
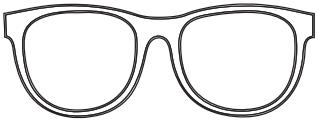
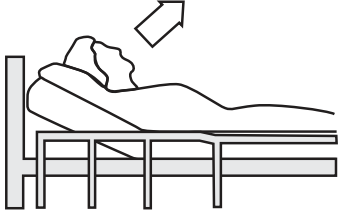
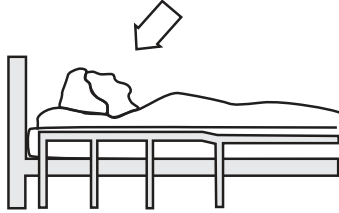
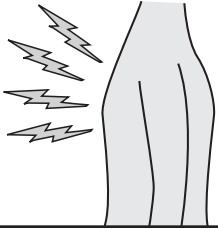

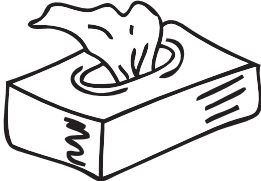
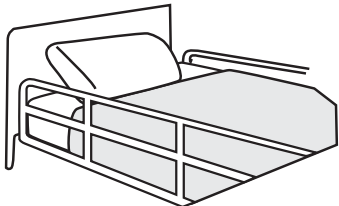
Please:

- **Get my attention and face me before speaking**
 - **Remove mask**
 - **Answer call bell in person**
- **For short conversations write in basic English**
- **For more detailed discussion contact Sign Language Interpreter**

Thank you

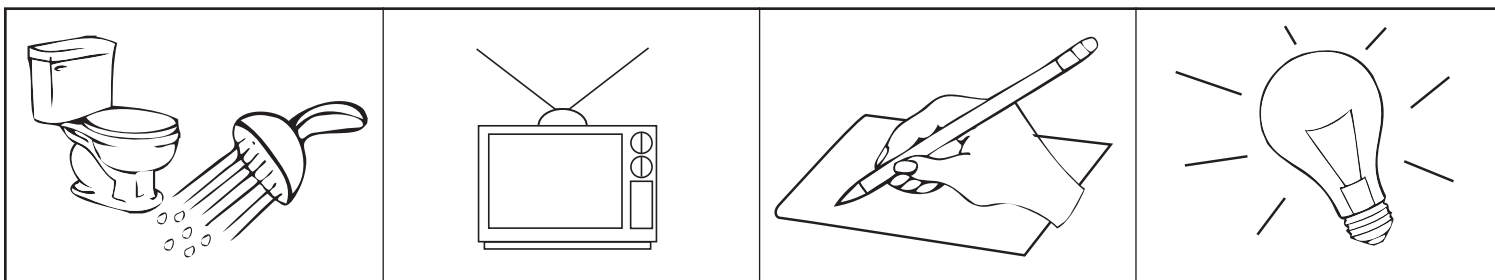


Hearing Kit Patient Communication Card – English

			
drink	eat	medications	injection
			
urinal	bedpan	brush teeth	wash face/body
			
brush/comb	glasses	raise bed	lower bed
			
pain	telephone	tissue	bed/sleep



Hearing Kit Patient Communication Card – English

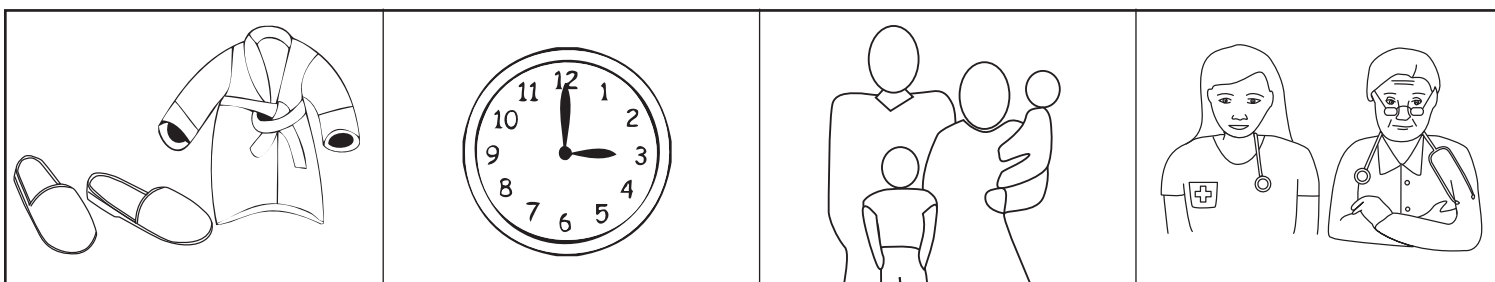


toilet/shower

television

writing

light on/off

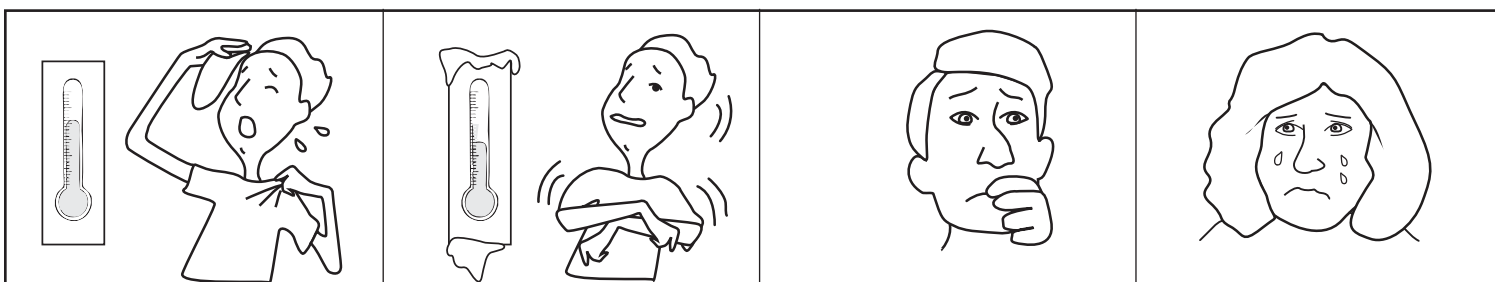


slippers/housecoat

what time is it?

call family

call doctor/nurse



hot

cold

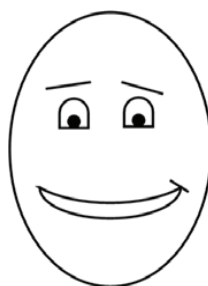
worried

sad



Pain Scale

0 1 2 3 4 5 6 7 8 9 10

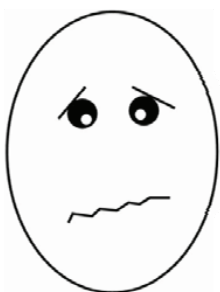


General Rating Scale on Reverse



General Rating Scale

1 2 3 4 5 6 7 8 9 10



Pain Scale on Reverse



Patients with Hearing Devices

Please use the information below to communicate with hospital staff about your devices and communication needs:

Check and/or circle all that apply:

I use:

- ☐ **1 or 2 hearing aids** **Right Left Both Ears**
- ☐ **1 or 2 cochlear implants** **Right Left Both Ears**
(highly sensitive to magnetic fields)

I can understand:

- ☐ **Sign language**
- ☐ **Speech Reading**
- ☐ **Cued speech**
- ☐ **Other** _____

Other communication needs:

**To wake me, blink the light or tap my arm/foot gently.
Without my hearing aid(s) or cochlear implant(s),
I lose understanding.**



I have hearing loss

(I am oral deaf, deafened or hard of hearing)



Please:

- **Get my attention and face me before speaking**
 - **Remove mask**
 - **Speak clearly**
 - **Answer call bell in person**
- **Write for clarification**

Thank You



Storage for Hearing Devices

Note to Patient:

- **If you choose to remove your Hearing Aids or Cochlear Implants, please do not wrap hearing devices in a tissue as they can become lost or discarded by mistake.**
- **Place devices inside provided container or bubble bag for safe storage as damage to device is reduced if dropped.**
- **On blank label, write your name and room number.**
- **Attach completed label onto container/bubble bag along with universal symbol for access sticker.**

- ***Prior to surgery/X-Ray/MRI, fill out label, attach access symbol sticker and secure elastic band of hearing device bag around wrist, clothing item or chart for safekeeping.***
- **Let staff know beforehand when you want to put the device(s) back on.**
- ***For bedside storage, place labeled hearing device container/bag containing device on top of or inside drawer of bedside table.***

Southlake Patient Testimonial: Pat Stulov

"Based on what I went through, from emergency visits to pre-op, and then to in-patient...this toolkit gave me my independence as a patient. It put my mind at ease knowing hospital staff members were very dedicated and knew how to communicate with me as a hard-of-hearing patient.

This toolkit is a vital package for those who are admitted or even at the time of visit to the emergency department. It shows staff how to meet the patients' expectations and how to address their needs.

Having the universal symbol of access sticker on my patient ID wristband made me feel at ease when being brought from one test to another, or when meds were administered. Nurses made sure that the meds/test were matched with my name on my wristband, and at the same time were reminded by the sticker that I have hearing loss. It speaks out when I cannot.

The 'I have hearing loss' sign was above my bed. Staff members looked at it when they walked in. The container was made available to me at the time of my surgery for my hearing aid. It was then given to me when I was moved to my room after the recovery process. I'm glad it was protected and stored safely. Everything was in place and organized.

I would strongly urge this toolkit to be made available to all hospitals across Ontario to help ensure that when a deaf/hard-of-hearing patient walks through the doors, everyone knows what to do and how to address their needs. After all, communication plays a vital part in our lives."



Working in partnership with the Canadian Hearing Society, Southlake has created a toolkit to help deaf and hard of hearing patients and their health care providers overcome communication barriers. The hospital's diversity, inclusivity and accessibility committee championed the initiative. Here, committee members (from left) Mary Ryan and Judy King of Southlake and Diane Gregoris and Linda Jones of the Canadian Hearing Society review the toolkit. Jim Craigmyle photograph

Southlake launches toolkit to better serve deaf and hard of hearing patients

by Barb MacDonald

A trip to your local emergency room can be accompanied with a sense of worry or dread. For many of us, these concerns subside when we come face-to-face with a doctor or nurse and better understand the diagnosis.

But what if you cannot hear what your doctor is saying? What if you misunderstand the nurse's detailed instructions for taking your medications? What if you do not understand why someone is checking your vital signs? For patients in the deaf, deafened and hard of hearing community, understanding a medical diagnosis and treatment plan hinges on how clearly the information is delivered and received.

In the fall of 2013, Southlake Regional Health Centre became the first and only hospital in York Region and the Central Local Health Integration Network to introduce a fully developed toolkit for its deaf and hard of hearing patients. Created in partnership with the Canadian Hearing Society (CHS), the simple, easy to use kit is designed to help patients and health care providers overcome communication barriers.

As chair of Southlake's diversity, inclusivity and accessibility committee (DIA), Mary Ryan felt there was more that could be done to ensure care was accessible for members of the community, particularly those confronted

with communication barriers when trying to access care.

In 2007, Ms Ryan and her team began working with CHS to develop a hospital accessibility plan to identify potential barriers and improvements that would best meet the needs of patients from the deaf and hard of hearing community.

"We have a responsibility to ensure that all patients can access the care they require when they need it," Ms Ryan says. "Identifying and overcoming any potential barriers that can prevent access to care is an important part of creating an accessible environment for all."

Deaf and hard of hearing volunteers were



invited to visit a number of Southlake's clinics and emergency department to assist in identifying potential communication barriers.

Diane Gregoris, CHS board member and DIA committee member, says it was important to include volunteers with varying degrees of hearing loss in order to better understand the challenges these individuals face when in conversation with health care providers. Feedback from the volunteers helped the committee devise a policy on sign language interpretation, acquiring assistive listening and alerting devices and shaping the final version of the toolkit.

"We should never assume what communication mode is preferred by a patient with hearing loss," Ms Gregoris says. "It is important that health care providers be able to recognize the unique needs of each patient simply by first asking which communication method they wish to use. This way the patient can remain an active participant in their care."

For example, a culturally deaf patient may prefer to sign as it may be their first language whereas oral deaf, deafened or hard of hearing patients may choose spoken language. These

individuals can have varying degrees of hearing loss, may or may not have lip reading skills or could rely on hearing devices such as hearing aids and cochlear implants.

The newly created toolkit includes a number of printed signs that can be used when a patient who is deaf, oral deaf, deafened or hard of hearing is visiting or admitted to Southlake. These signs suggest communication tips to obtain the patient's attention, advise staff to remove masks before speaking and to visit the patient's bedside when the call bell is signalled. Also included in the toolkit is a container for storage of hearing devices when not in use, such as during a procedure or when the patient is sleeping. This helps to prevent mishaps such as the accidental disposal of devices that are stored in a tissue or on a food tray.

To ensure patients better understand their treatment plan and what can be expected during their time at Southlake, the kit offers tools to facilitate conversations between patients and health care professionals. Pictograms are especially helpful if patients are on heavy medications or are too ill to focus on comprehension.

Patient access cards for requesting communication assistance have also been developed and are available in the emergency department, welcome centres and at many outpatient clinics or patient entry points. The cards, which include the universal symbols of access, prompt patients to share information about their hearing loss, their preferred mode of communication and give patients the opportunity to request a toolkit from the staff. The cards also provide deaf patients with the opportunity to request the support of a sign language interpreter, which can be crucial for detailed medical discussions and obtaining patient consent. Patients can request a certified American Sign Language (ASL) interpreter at any time by contacting Ontario Interpreting Services or utilizing the Vicki™ real-time video remote interpreting service available at Southlake.

The toolkits give patients the power to advocate for their individual needs. Every conversation between health care professional and patient has the potential to be clear and more meaningful. And when you're sick and in need of medical care, those are the only conversations to be had.



Toolkit Satisfaction Survey

We value your feedback and want to be sure this kit met your needs during your recent hospital stay. Please take a few minutes to fill out this survey.
Please ***return completed surveys to your nurse. Thank you.***

1. How did the toolkit assist you?

- ☐ Helped my communication with staff
- ☐ Helped keep my hearing aid(s) safe
- ☐ Helped staff recognize my hearing loss

Other comments: _____

2. Please select the most appropriate statement below as it applies to you: (*Circle one*)

I needed to ask for the kit ***OR*** The kit was given to me without asking for it

3. What other items would you like to see added to the toolkit?

Southlake Staff – Please send this survey to the Community Resources Dept mailbox # 54.



Working Effectively with an Interpreter

Frequently Asked Questions



The communication between two people who use different languages is typically facilitated through the use of an interpreter. An interpreter enables the accurate transmission of information, preventing potentially costly or dangerous errors or misunderstandings.



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SOCIÉTÉ CANADIENNE DE L'OUÏE**

Working Effectively with an Interpreter

Frequently Asked Questions

The following are the most frequently asked questions about working with an interpreter:

Do I need to speak/sign slowly?

- Speak/sign at your natural pace.
- The interpreter will let you know if you need to repeat something or slow down.
- It is important to take turns in a conversation to allow the interpreter to process the information, understand it, and put it in the appropriate grammatical structure of the language into which they are interpreting.
- In meetings, we recommend someone keep a speakers list to ensure effective turn taking.

Where do I look? Who should I speak to?

- The hearing person should look at and speak directly to the Deaf person and listen to the interpreter.
- The Deaf person will glance back and forth between the person speaking and the interpreter.

Where should I stand or sit?

- The best position for the interpreter is to stand/sit next to the hearing person, opposite the Deaf person. This allows the Deaf person to clearly see both the interpreter and the person they are meeting with.



What seating arrangements are best in group situations?

- Semi-circle seating arrangements are best for discussion formats. This enables the Deaf person to see what is happening around the group (e.g. who is speaking).
- For conferences or performances, the interpreter should be on stage and a seating area near the front should be reserved for Deaf participants.
- Reserved seating should offer clear sightlines to the interpreter(s).
- For a large stage, a solid, dark coloured backdrop is recommended.

What preparation material does an interpreter need?

- The interpreter needs to become familiar with the information that will be discussed in order to prepare how best to interpret the information into each language.
- The assignment coordinator (or interpreter) will ask for information about the assignment and request materials to review several days/weeks in advance.
- The more people involved in the assignment and/or the more complex the material, the more information the interpreter will require.
- Materials requested can include agendas, speeches, topics and names, technical vocabulary, handouts, PowerPoint slides and background information.

- Meeting with the interpreter 15 to 30 minutes before the assignment begins is highly recommended. This brief meeting is an opportunity to clarify information and to ensure that the visual and auditory set-up of the room is adequate.

Can I trust an interpreter will keep information confidential?

- Yes, the interpreters employed by the Canadian Hearing Society follow the Association of Visual Language Interpreters of Canada's (AVLIC) Code of Ethics and Guidelines for Professional Conduct. Interpreters must remain impartial and keep the content of all assignments and preparation materials in strict confidence. AVLIC's Code of Ethics and Guidelines for Professional Conduct can be found online at [**www.avlic.ca**](http://www.avlic.ca).

Do I need visual aids?

- Handouts or overheads can be a tremendous help to both the interpreter and to the participants of a meeting/presentation.
- Visual aids enable people to see the English/French that is associated with the ASL/LSQ interpretation, while acting as a convenient reference for issues being discussed.
- It is important to remember that it is not possible to simultaneously follow the ASL/LSQ interpretation and look at visual references. Pausing periodically allows Deaf participants the opportunity to look between the interpreter and the visual reference, as well as allowing participants time to absorb the material.



Other considerations:

- Adequate lighting is important for all participants to see each other and interpreter(s) clearly.
- Lighting should not be too dim or too bright to prevent eye strain for both interpreters and Deaf consumers.
- Visual distractions in the background or foreground are not recommended. They make it difficult for the person who is signing and interpreters as they must work harder to concentrate.
- If slides or movies with or without captions are to be shown, ensure the interpreter is sufficiently lit.
- Meeting venues should be physically comfortable, with adjustable chairs with good back rest (without arms).
- If water or other refreshments are provided to people at the meeting/event, please consider the interpreter when arranging quantities.

Working Effectively with an Interpreter

Frequently Asked Questions

Why are two interpreters often required?

The interpreting process is very demanding. Two languages with very different grammar, nuances, and cultural inferences are being interpreted. Numerous factors can affect an interpreter's ability to concentrate and give a clear interpretation, including:

- familiarity (or lack of) with the topic being discussed
- meeting dynamics (e.g. the number of people, type of meeting)
- environmental conditions (e.g. background noise, inadequate lighting, people speaking at the same time)
- length and intensity of the assignment

Research indicates that after about 20 minutes, the mental process and quality of the interpretation decreases. This is true of any language interpreter. Therefore if an assignment is over two hours in length, or under two hours, but deemed to be extremely complicated, two or more interpreters are assigned.

- One interpreter will actively interpret for 15-20 minutes while the other provides support, monitoring the clarity of the interpretation and watching that no information is missed. The interpreters will switch, continuing this pattern until a break occurs.
- Interpreters and Deaf participants require periodic breaks in order to maintain focus. Breaks re-energize interpreters and help them maintain a high standard of interpretation. It is important to discuss the break plan with the interpreter(s) and Deaf participants.

What is a professional Deaf interpreter (DI)?

Professional Deaf interpreters are fluent in ASL or LSQ (native language users) as well as non-standard forms of ASL or LSQ. Deaf interpreters are invaluable in that they are members of the same cultural community as your Deaf patient/client/consumer.

Deaf and non-Deaf interpreters (hearing interpreters) work together as a professional team to facilitate the communication process, an example:

The DI interprets between the Deaf participant and the Non-Deaf (hearing) interpreter, who then interprets to the hearing participant. The following are situations where the expertise of Deaf interpreters may be required:

1. Those involving Deaf children.
2. When the Deaf person uses a non-standard form of ASL.
3. If the Deaf person is extremely ill or has physical restrictions or cognitive limitations.
4. For mental health assessments and/or treatment.
5. In court and other legal settings.



How to contact us:

Ontario Interpreting Services
Canadian Hearing Society

Provincial Office
271 Spadina Road, Toronto, ON, M5R 2V3
Email: oisinfo@chs.ca
Website: chs.ca

Mission

Founded in 1940, the Canadian Hearing Society is the leading provider of services, products, and information that remove barriers to communication, advance hearing health, and promote equity for people who are culturally Deaf, oral deaf, deafened and hard of hearing.

Vision

A society where all people are respected, have full access to communication, and are able to participate without social, economic, or emotional barriers.

OIS was founded in association with
the Ontario Association of the Deaf



Communication Tips

Ensuring clear two-way communication with people who are culturally Deaf, oral deaf, deafened, or hard of hearing



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General tips on supporting effective communication with people who are deaf or have hearing loss

- **Ask the person** if your surroundings are suitable and if you can be seen or heard clearly.
- **Choose a well-lit area** to make speechreading easier.
- **Get the person's attention** before you speak. A shoulder tap is appropriate if the person is near you, or wave your hand if s/he is at a distance.
- **Remove visual distractions** for someone who is deaf (e.g., don't stand in front of a bright window), and audio distractions for someone who is hard of hearing (e.g., stand away from office equipment including photocopiers, computers, etc.).
- **Maintain eye contact.** Don't look down or sideways.
- **Speak clearly and naturally,** and at a moderate pace – don't shout.
- **Keep your hands away from your face** and do not chew gum or cover your mouth with your hand or any other object.
- **Be patient** and be prepared to write things down if you are not being understood or if you don't understand.
- **Be animated:** body language helps to project the meaning of what you're saying. Use facial expressions/gestures when appropriate.
- **Rephrase** when you are not understood.
- **Talk to the person,** not about him/her.
- When in doubt, **ask how** to improve communication.

Working with a signed language – spoken language interpreter

- **Speak at a natural pace** but be aware that the interpreter may wait to see/hear a complete thought before beginning to interpret.
- **Take turns in a conversation** in order to allow the interpreter to process the information, understand it, and put it in the appropriate grammatical structure of the language into which they are translating.
- **Look at and speak directly to the person** with whom you are meeting and listen to the interpreter. The deaf person will glance back and forth between the person speaking and the interpreter.





How to book an interpreter and communication access realtime translation (CART)

OIS Emergency Interpreting Service

Service is offered 24 hours/ day, 7 days a week, 365 days a year

Phone: **1.866.256.5142**

TTY: **1.866.831.4657**

SMS/Text: **905.971.0564**

E-mail: **ois@answerplus.ca**

Emergency interpreting services may not be available at all times in all regions.

OIS Day Service

Phone: **1.855.656.3748**

TTY: **1.877.843.0368**

Fax: **1.855.656.3750**

E-mail: **requests@oischs.ca**

Skype: **callois.chs**

Communication Access Realtime Translation

Word-for-word transcription of speech to on-screen text is an important communication tool for people who are Deaf or hard of hearing. It's also a solution for people who speak English as a second language, and improves understanding for all.

CART@CHS.ca

Emergency Situations

To determine a person's language choice and preferred communication support, ask questions (in writing) such as:

- Are you deaf? Do you have hearing loss?
- What is the best way to communicate with you?
- Do you prefer paper and pen to write back and forth?
- Would you like a communication device?
- Do you wear hearing aids or a cochlear implant?
- Would you like a signed language – spoken language interpreter?





MISSION

The Canadian Hearing Society is the leading provider of services, products, and information that:

- remove barriers to communication
- advance hearing health
- promote equity for people who are culturally Deaf, oral deaf, deafened, and hard of hearing

VISION

A society where all people are respected; have full access to communication; and are able to participate without social, economic, or emotional barriers.

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For more information, please contact us:

Phone: 416.928.2535

Toll-free Phone: 1.877.347.3427

Toll-free TTY: 1.877.216.7310

E-mail: info@chs.ca
chs.ca



facebook.com/chssco



[@CHSCanada](https://twitter.com/CHSCanada)



youtube.com/CHSCanadaTV



linkedin.com/company/chs



Ontario Interpreting Services

The Canadian Hearing Society operates the Ontario Interpreting Services (OIS) Scheduling Centre in Ottawa, providing high quality interpreting services in a variety of settings including:

- medical
- mental health
- social services
- employment
- educational
- government services
- legal
- personal matters
- 24 hour emergency service

OIS Scheduling Centre

Monday to Thursday 8:00 a.m. to 8:00 p.m.

Friday 8:00 a.m. to 5:00 p.m.

Reach us in English, ASL, French or LSQ via

Phone: 1.855.656.3748

Skype: callois.chs

Email: requests@oischs.ca

TTY: 1.877.843.0368

Fax: 1.855.656.3750

Other Services

Contact the OIS Scheduling Centre for:

- Conference Accessibility Coordination
- Video Remote Interpreting (VRI)
- Communication Access Real-time Translation (CART)

*Emergency Interpreting Service

For medical, mental health, police and child welfare emergencies only. *Emergency Interpreting Service is available 24 hours a day/7 days a week.

May not be available in all communities.

Phone: 1.866.256.5142

TTY: 1.866.831.4657

Email: ois@answerplus.ca

SMS/Text: 905.971.0564**

**Charges may apply



CHS | SCO

CANADIAN HEARING SOCIETY
SOCIÉTÉ CANADIENNE DE L'OUÏE



Requesting a sign language interpreter

In order to serve you better, it is very important you provide all of this information. When you contact OIS, be prepared to tell us:

- ☐ Your name, email address or phone number
- ☐ Date and time of appointment and length
- ☐ Language required (ASL-English or LSQ-French)
- ☐ Communication accommodation required (Deaf Interpreter – DI)
- ☐ Name(s) of preferred interpreter(s), if any
- ☐ Type of appointment (medical, meeting, mental health, lawyer, school meeting, interview, etc.)
- ☐ Location of appointment – be specific
- ☐ Full name, email address and/or phone number of a contact person at the appointment location/service provider
- ☐ Names and role of Deaf attendees (e.g. Sara Jones – counsellor)
- ☐ Names and role of hearing attendees (e.g. Dr. Smith – family doctor)
- ☐ Any identified health, safety, or security considerations
- ☐ Any preparation materials you have available (e.g. agendas, web links, etc)

OIS Interpreters follow a code of ethics and guidelines for professional conduct and ensure the confidentiality of your appointment.

Thank you for using CHS OIS

All revenue generated by OIS is returned to the program to support the delivery of services for which funding is not available.



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SOCIÉTÉ CANADIENNE DE L'OUÏE



Service d'interprétation de l'Ontario

La Société canadienne de l'ouïe dirige le centre de planification du Service d'interprétation de l'Ontario (SIO) à Ottawa, qui fournit des services d'interprétation de haute qualité dans divers domaines, y compris :

- médical
- santé mentale
- services sociaux
- emploi
- éducatif
- services gouvernementaux
- juridique
- affaires personnelles
- service d'urgence de 24 heures

Centre de planification du SIO

Du lundi au jeudi 8 h - 20 h

Vendredi 8 h - 17 h

Rejoignez-nous en anglais, ASL, français ou LSQ par :

Téléphone : 1.855.656.3748

Skype : appelsio.sco

Courriel : demandes@siosco.ca

ATS : 1.888.697.3609

Télécopie : 1.855.656.3750

Autres services

Contactez le centre de planification du SIO pour :

- Coordination d'accessibilité aux conférences
- Visio-interprétation (VRI)
- Traduction en temps réel des communications (CART)

* Service d'interprétation d'urgence

Exclusivement pour les situations d'urgence médicale et de santé mentale, d'urgence policière et de protection de l'enfance. * Service d'interprétation d'urgence 24 heures par jour, 7 jours par semaine. **Peut ne pas être disponible dans toutes les villes.**

Téléphone : 1.866.253.7076

ATS : 1.866.522.1334

Courriel : sio@answerplus.ca

SMS/Texte : 905.971.0564**

** Des frais de service peuvent s'appliquer



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SOCIÉTÉ CANADIENNE DE L'OUÏE



Demander l'intervention d'un interprète en langue des signes

Afin de pouvoir mieux vous servir, lorsque vous contactez le SIO, soyez prêt(e) à nous communiquer :

- ☐ Votre nom, adresse courriel ou numéro de téléphone
- ☐ La date, l'heure et la durée du rendez-vous
- ☐ Langue de l'intervention (ASL-anglais ou LSQ-français)
- ☐ Votre besoin d'aide à la communication (interprète sourd(e))
- ☐ Le(s) nom(s) de (des) l'interprète(s) que vous préférez, s'il y en a
- ☐ Le type de rendez-vous (médical, réunion, santé mentale, avocat, réunion scolaire, entrevue, etc.)
- ☐ Le lieu du rendez-vous – soyez précis
- ☐ Le nom et le prénom, l'adresse courriel et/ou le numéro de téléphone d'un contact au lieu du rendez-vous/fournisseur de services
- ☐ Les noms et le rôle des participants sourds (p. ex. Sara Jones – conseillère)
- ☐ Les noms et le rôle des participants entendants (p. ex. D^r Smith – médecin)
- ☐ Toute question de santé ou de sécurité à signaler
- ☐ Tout matériel de préparation à votre disposition (p. ex. agendas, liens Web, etc.)

Les interprètes du SIO se conforment au code de déontologie et des directives de conduite professionnelle et assurent la confidentialité de votre rendez-vous.

Merci d'avoir utilisé le SIO du SCO

Tous les bénéfices générés par le SIO sont réinvestis dans le programme afin de soutenir la prestation des services qui ne bénéficient pas de financements.



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