



## ECCOE Interpreting Services

To book an interpreter/IV use one of the following options

Candy Badger, Scheduling Coordinator

- [candy.badger@eccoe.ca](mailto:candy.badger@eccoe.ca)
- Phone: 204.926.3271
- (Deaf) CVRS
- Use: [www.eccoe.ca](http://www.eccoe.ca) 'Book now' tab

## EMERGENCY AFTER HOURS SERVICES

(t) 204.475.6332 CVRS: 204.475.6332

(e) [emergency@eccoe.ca](mailto:emergency@eccoe.ca)

- Monday- Friday: 4 pm – 6:15 am
- Saturdays and Sundays: 24 hours

Information needed when requesting interpretation Services:

- **Start and end time** for each date
- **Location name and address** of where the interpretation will take place (room or suite # if applicable at the location)
- **Contact person's** name, phone number and e-mail address
- **Invoicing information** – an e-mail address, physical address, contact name and contact phone #

Services Include:

- ASL/ENG Interpretation, Deaf Interpreters
- In-house interpretation by appointment
- IV for Persons who are Deaf-Blind
- Liaise with ASL/ENG Interpreter Education Programs from across Canada
- Information on Interpretation including education professional associations and qualifications

*Providing interpreter/intervenor services, which comply with the Code of Ethics as set out by the Association of Visual Language Interpreters of Canada.*

*Working co-operatively with the community at large to ensure that services are designed, developed and delivered in a comprehensive, rational, efficient, and effective manner.*



**Executive Director:**  
**Bonnie Heath**  
[bonnie.heath@eccoe.ca](mailto:bonnie.heath@eccoe.ca)



E-Quality Communication  
Centre of Excellence

(ECCOE)

200-1 Forks Market Road

Winnipeg, MB R3C4L9

(204) 926.3271

PURPOSE

*To promote and provide professional, independent high calibre interpreting/intervenor services which meet the needs of all Manitobans*



Role of the interpreter cont...

*Hearing Person → Interpreter  
→ Deaf Interpreter → Deaf  
Person*

- uses signs that are particular to a region or age group
- has minimal or limited communication skills
- has communication issues caused by illness or injury
- uses non-standard ASL or gestures
- can more successfully communicate through someone who has a shared culture and life experience

**A Deaf interpreter is used** in court, where a person could be wrongly accused by the police when interviewing victims, witnesses or suspects who are Deaf.

- In mental health settings where clear and accurate communication assists professionals in determining correct medication or other interventions.

By CFS workers to ensure children are thoroughly protected.

**Deaf Individuals who may benefit with a Deaf Interpreter are:**

- Deaf immigrants
- Deaf people who have been socially isolated (i.e. people from rural areas)
- Deaf people with learning and language uniqueness.
- Deaf children who have had little or no exposure to English and/or ASL.

**A Deaf interpreter** and a hearing interpreter work as a team. The hearing interpreter interprets from spoken English to ASL. The Deaf interpreter interprets the message using an appropriate level of ASL, sign and gesture to convey the message to the Deaf consumer.

## Role of the Interpreter

An interpreter facilitates communication between people who do not share a common language. Sign Language Interpreters are knowledgeable in the languages and cultures of Deaf, Deaf-Blind and non-deaf individuals.

Interpreters employed by ECCOE are members of the Canadian Association of Sign Language Interpreters of Canada (CASLI) and the local chapter of Manitoba Association of Visual Language Interpreters (MAVLI) and adhere to a strict code of ethics and guidelines that requires:

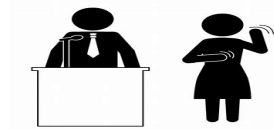
- Professional accountability
- Professional competence
- Non-discrimination
- Integrity in professional relationships
- Integrity in business practices

These values are the basis for CASLI's Code of Ethics and Guidelines for Professional Conduct

## Role of the Deaf Interpreter

Deaf interpreters are Deaf individuals who are fluent in American Sign Language (ASL) and have interpreting experience. They work together with an interpreter to facilitate communication between a Deaf person and a non-deaf person. A Deaf interpreter may be needed if a Deaf individual:

## When working with an ASL Interpreter and/or a DI



Speak at a natural pace directly to the Deaf person. Use first person with the Deaf person such as “you”, “we”, etc. It is not necessary to say “tell him” or “tell her”.

Allow the interpreter to sit/stand beside the speaker. The Deaf person needs to see both the speaker and the interpreter. The Deaf person will be able to advise of the seating or standing arrangement that works best for him or her.

It is best to ensure that only one person speaks/signs at a time and not to talk/sign over each other. Interpreters remain neutral at all times.

Interpreters cannot offer advice or personal opinions. All information that is interpreted is kept strictly confidential by the interpreter.

Where possible any background information or preparation materials should be given to the interpreter prior to the assignment (past meeting minutes, agenda, PowerPoint presentation, key points of the speech, etc.). Interpreters will greatly benefit reviewing the materials and having an opportunity to ask questions for clarification before the assignment begins.

The interpreter is bound by a code of ethics which states that everything heard or signed must be interpreted. This would include any private conversations or phone calls done in the presence of the Deaf individual.