

Using Video Interpreting in the Workplace



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National Network of ADA Centers



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Discussion Topics: An Overview

- Interpreting Methods: In-person versus Video Interpreting
- Definitions of Video Relay Services & Video Remote Interpreting
- Network Security
- Costs
- Federal, State Regulations and Guidelines
- Making Decisions to Use VRS and/or VRI
- Examples of How VRS & VRI Can Be Used in the Workplace
- What Snap!VRS Provides
- Questions & Open Discussion



Interpreting Methods

Definitions & Requirements

	Community-based Interpreting (CBI)	Video-based Interpreting
Defined	CBI involves an <i>interpreter traveling to a physical location</i> to provide interpreting services face-to-face with one or many individuals who are deaf or hard of hearing.	Video-based interpreting involves an <i>interpreter connecting to one or more individuals who are deaf from a remote location through a video phone.</i>
Requirements	If an interpreting assignment lasts longer than ~25 minutes, two interpreters are typically brought in to allow proper rest periods for each interpreter.	Longer video calls are handled by a team of video interpreters (VIs) within a service center.



Interpreting Methods

Advantages

	Community-based Interpreting (CBI)	Video-based Interpreting
Advantages	<ul style="list-style-type: none">✓ The interpreter(s) can educate themselves on the discussion topic prior to beginning the assignment, as well as the people involved in the discussion.✓ Often, you can schedule the same interpreter for multiple sessions.	<ul style="list-style-type: none">✓ Real-time access to interpreters often without any scheduling required.✓ VRS is free to the company and employee (paid for through the Telecommunications Relay Fund).✓ In VRI, you only pay for what you use (typical billing is in 5 - 15 minute intervals)



Interpreting Methods

Disadvantages

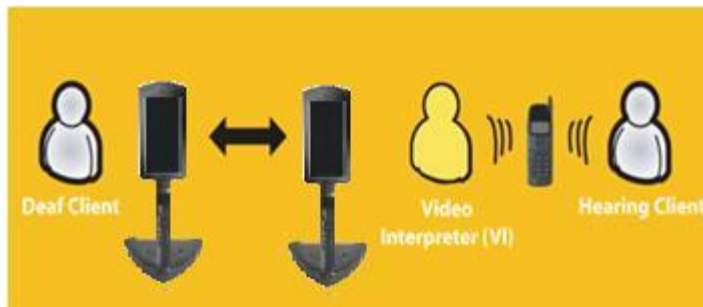
	Community-based Interpreting (CBI)	Video-based Interpreting
Disadvantages	<ul style="list-style-type: none">✓ Cost can be a major factor in CBI. Interpreters are paid portal-to-portal (meaning including travel time) at an hourly rate as high as ~\$100/hour (typically with a two hour minimum assignment).✓ Advance scheduling of interpreters is usually required (often 2 weeks prior).	<ul style="list-style-type: none">✓ The interpreter typically has no indication of the topic prior to a video interpreting session being initiated.✓ You never know which interpreter you are going to get. Calls are handled in a queue on a first-come, first-serve basis.



Video Relay Services & Video Remote Interpreting

Determining Which to use is a Matter of Geography

Video Relay Services (VRS)



VRS involves two individuals (one deaf and one hearing) in discussion when they are **geographically separated**, and would therefore require a (video) phone call to communicate.

Video Remote Interpreting (VRI)

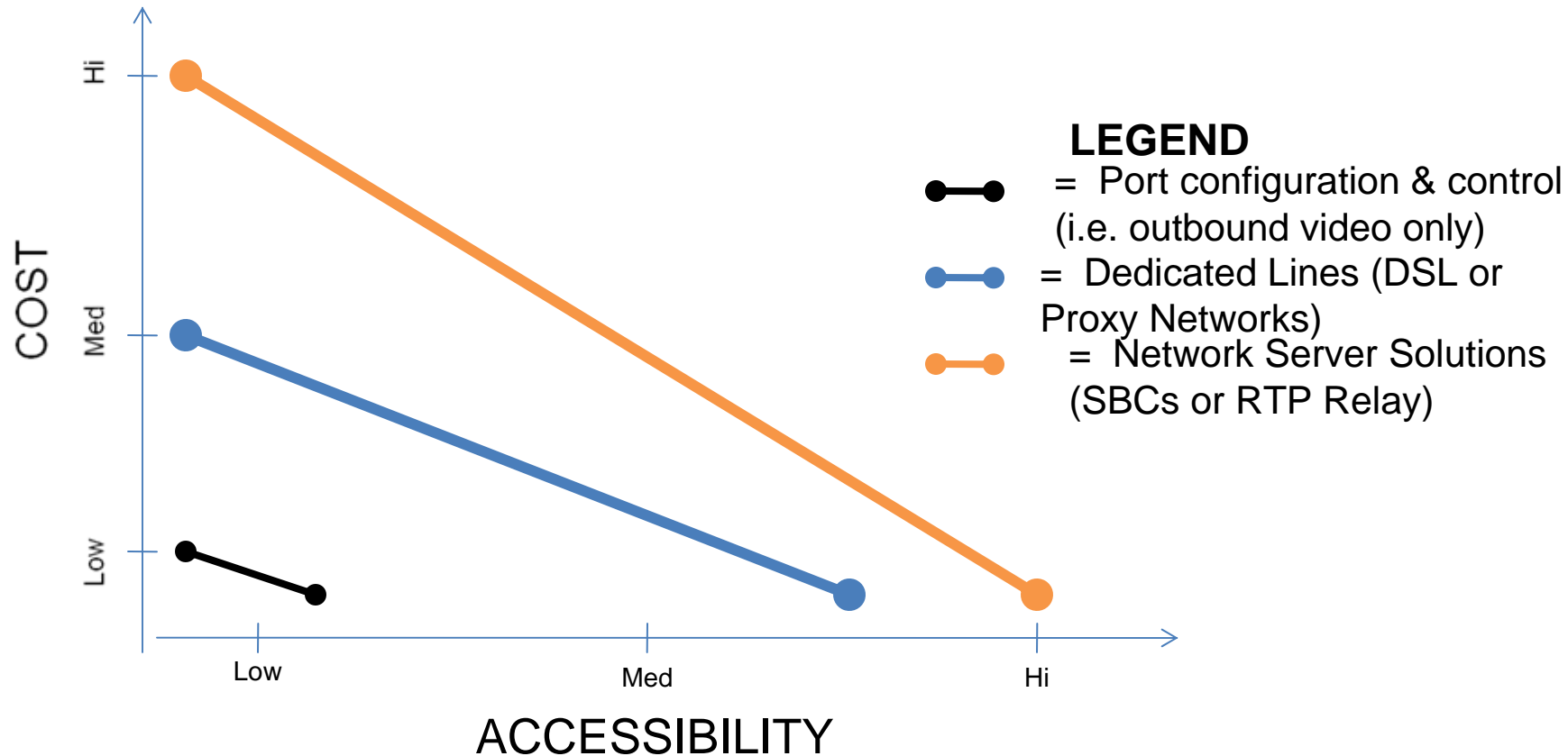


VRI involves two individuals (one deaf and one hearing) who are **physically located in the same location** and require an ASL interpreter to effectively communicate.



Network Security

Creating Accessibility While Maintaining Network Security & Managing Costs
– A Range of network security setups exist form simple to complex



Costs

What Do the Employer & Employee Pay For?

Categories	VRS	VRI
Interpreting Services	<i>VRS is paid for by the Telecommunications Relay Services fund.</i> VRS can be used for short or long calls, as much as is required 24 hours per day, 365 days per year.	<i>VRI is paid for by the employer.</i> Typically, the employer hires a VRI interpreting firm and schedules an interpreter a few days prior. The cost can range from \$1.50 - \$3.00 per minute (usually there is a fifteen minute minimum).
Broadband	The employer provides the broadband required for video communication (ranges from 250 - 512 kps).	The employer provides the broadband required for video communication (ranges from 250 - 512 kps).



Costs

What Do the Employer & Employee Pay For?

Categories	VRS	VRI
Video Equipment	Typically, VRS video equipment is provided by the VRS provider (often free of charge).	Video equipment is purchased from a retail store or from a VRS provider.
Installations	Varies by contract. Many VRS providers will provide free installation, unless extraordinary costs are involved.	Few VRI providers offer installation services.
Training	Many VRS providers will provide free training, unless extraordinary costs (i.e. travel) are involved.	Some VRI providers will provide training on use of equipment.



Costs

What Do the Employer & Employee Pay For?

Categories	VRS	VRI
Network Configuration (if applicable)	Complex network configurations may require consulting arrangements with VRS providers	Very few VRI providers have network experience to support complex configurations
Engineering Services (if applicable)	A few VRS providers offer engineering consulting services for development of SBCs or other required network server solutions.	Very few VRI providers have engineering experience to support creation of SBCs or other required servers.



Key Federal Regulations for VRS

What is the Law?

- **Confidentiality.** Interpreters are prohibited from disclosing the content of any relayed calls regardless of content and from keeping any information relating to the call beyond the duration of the call.
- **Non-Preferential treatment.** VRS providers must handle calls in the order in which they are received. They cannot selectively answer calls from certain consumers or certain locations.
- **Call Content.** Interpreters are prohibited from intentionally altering a relayed conversation and must relay *all* of the conversation unless the relay user specifically requests summarization. All calls must be conducted in real time.



Key Federal Regulations for VRS

What is the Law?

- **Competence.** A “qualified interpreter” is able to interpret effectively, accurately and impartially, both receptively and expressively, using any necessary specialized vocabulary.
- **24/7 Operation.** Call centers must operate 24 hours a day, 7 days a week. VRS providers must have redundancy features in their networks and call centers functionally equivalent to the equipment in normal telecommunications offices, including uninterruptible power.



Key Federal Regulations for VRS

What is the Law?

- **911.** For emergency calls (for example, calling the fire or police department), a VRS CA may not be able to automatically direct the call to the appropriate emergency service provider or know the caller's location. Emergency calls should be placed by dialing 911 directly on a TTY using the regular telephone network.
- **Telecommunications.** VRS may not be used to interpret for people in the same room, which should be handled through the use of an in-person interpreter or through video remote interpreting (VRI). VRS is intended to allow persons who are deaf and hard of hearing to have access to communications services that are functionally equivalent to the services available to hearing individuals using a telephone.



Making Decisions to use VRS/VRI

What are the Benefits?

- How many deaf employees does your company have?
- What are their interpreting needs?
- Do your deaf employees communicate with internal colleagues or external vendors, customers, or agents?
- Would they prefer to communicate using ASL (versus text/email) if available?
- Would access to video interpreting increase their productivity and job satisfaction?
- Is there a burden placed on your staff to schedule on-site interpreters? Is it cost prohibitive?
- Is access to and the lead-time to find on-site interpreters a problem for you? Are on-site interpreters in short supply?
- Would video interpreting solutions provide greater inclusion in the workplace for your deaf and hard of hearing employees?



Workplace Case Studies

How are VRS/VRI Being Used in Corporations Today?

Category	Name	Job Function(s)
Fortune 500	Computer Sciences Corporations (CSC)	“Deaf & hard of hearing employees in MD, VA and DC received Ojo videophones following cooperative network trials between CSC and Snap!VRS. Once deployment is completed, CSC plans to expand to other regions.”
Small Business	Hire Disability Solutions (HDS)	Training and placement of deaf and hard of hearing customer service agents into inbound customer care functions.
State/ Government	DOL CAP Program	Centralized assistive technology purchase program for 68 federal agencies.
Non-profit	Meadowlink	Deaf and hard of hearing staff join business development function.



Computer Sciences Corporation

What Factors Made CSC a Successful Implementation?

CSC recognizes:

- While voice systems such as the telephone revolutionized both public and private communications it presented a barrier to hearing impaired individuals.
- In the workplace the telephone becomes useless for the hearing impaired;
- While there are alternatives communication methods that CSC provides, this technology solution gives the hearing impaired employees the opportunity to participate in many more activities.

Computer Sciences Corporation

What Factors Made CSC a Successful Implementation?

CSC believes:

- Breaking down barriers means finding ways to support employees who may have a disability;
- While cost may be a concern it is important to explore all avenues in finding a solution;
- Most employees need some type of tool to be successful, whether a PC, blackberry, etc.;
- All employees should, where feasible, be provided with the tools necessary that allows them to reach their full potential.

Computer Sciences Corporation

What Factors Made CSC a Successful Implementation?

CSC knows:

- Our program to promote and provide Video Phones benefits the company as much as the employee;
- Non-hearing impaired employees will feel more comfortable communicating with the hearing impaired employee as the program progresses;
- The real success is when the Video Phone becomes just another tool in the workplace.

CSC and Snap!VRS engineers partnered to ensure:

- The network configuration provided security from intrusion;
- The end users have the tools necessary to effectively use the equipment.



What Does SNAP!VRS Provide

Superior Form Factor

- Convenient stand-alone desktop appliance does not require a PC or television.
- Easier network integration and installation enabled by use of SIP protocol.
- Greater portability for use within the office; travel with Ojo.
- Ergonomic and stylish design creates visual appeal.



Ojo™ Video Phone



**accessaphone™
Total
Conversation**

What Does SNAP!VRS Provide

“Higher Quality Call Experience”

Confidential
Interpreting Services



- Interpreters are ***bound by Agreement*** to ensure customer privacy and confidentiality of video communications.
- Nationally certified interpreters; receive world-class training.
- Positive work environment enables customers to benefit from cheerful interpreters; employer of choice for interpreters.
- Customers receive a fast speed to answer when placing VRS calls.



What Does SNAP!VRS Provide

New Advance Features

- Ojo built-in video mail enables customers to never miss a call.
- High quality video format (SIP) creates a true-to-life call experience.
- 10-digit & IP-address dialing feature.
- 1-way Voice-Carry-Over (VCO); audio pass-through for hearing caller.
- accessaphone Total Conversation (ATC) - integrated text with audio/video (pending).



What Does SNAP!VRS Provide

Engineering Services

- On-site live demonstration of the solutions for the lead customer contact, potential end-users, and network engineers.
- Demo units shipped to network engineers prior to testing.
- Network testing performed in cooperation with corporate network engineers designed to identify a compatible, secure, and reliable networking solution.
- Network consulting and server development, configuration and installation support services for Session Border Controllers (SBCs), RTP Relay, or other network solutions.

What Does SNAP!VRS Provide

Installation Support

- 10-digit phone number offering and phone provisioning handled through Snap!VRS data centers.
- On-site installation services, including one-time install and service call.
- Annual on-site maintenance program offered as an option to enterprises.
- Remote technical and customer support offered through video, email, or text.



What Does SNAP!VRS Provide

Training & Education

- Formalized orientation & functionality training, including “train-the-trainer”, available on-site or remotely via Snap!VRS technical team.
- ASL videos and text-based tutorials available online for both end-users and HR and IT professionals.
- Diversity training for hearing individuals & managers.
- On-going training of new employees.



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Open Discussion & Questions



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THANK YOU!



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CEU Credit (.1)

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To earn .1 CEU credit, you must meet the following requirements:

- Participate in the 1.5 hour webinar on June 25, 2009.
- **DEADLINE July 1, 2009**, submit **Participant List** and **CEU Form** to the DBTAC: Southeast ADA Center by fax (404) 541-9002.

NOTES:

- The Participant List must still be submitted to verify attendance, even if you are the only participant.
- If more than one participant, on the day of the webinar, provide the Participant List as a sign-in for participants and distribute the CEU form to each participant that is seeking CEU credit.
- Participant List and CEU Form available at:
sedbtac.org/eventscalendar.php?eventid=503



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