



## Indicators for a need for Deaf-Hearing Team

*Note: Use this document to identify indicators of the need to request a DI/HI team based on consumers, situations, or risk factors.*

**All interpreting situations can be evaluated on these three factors:**

- **Consumer Indicators**
- **Situation Indicators**
- **Risk Factor**
- **Cultural Experiences & Public Entertainment**

### Consumer Indicators

- Permanent or temporary condition affecting the consumer's ability to communicate
  - Knowledge and Abilities
    - Consumer does not have knowledge of or ability in the language(s) or communication protocols taking place at the event. Consumer may be from another country. Consumer may not have the typical exposure or experience to communication protocols.
  - Physical
    - Physical barrier to communication – affecting ability to express or receive signs. i.e. CP, arthritis, missing fingers, incapacitated arms/hands, vision conditions, side effects from medication or drug/alcohol use affecting motion/vision/cognitive functions, etc
  - Mental
    - Cognitive barrier to communication – affecting ability to process, understand or express thoughts and ideas. i.e. language deprivation, language learning delay, Autism spectrum, learning disability, side effects from drug use affecting ability to process communication, etc
  - Emotional or Behavioral
    - Emotional or Behavioral barrier to communication – affecting ability to recognize, interpret, control or express emotions – anxiety, Emotional disturbance, ADHD, etc
  - Age
    - Consumer is Minor or Senior Citizen

## Situation Indicators

- DI/HI Interpreting Team needed when:
  - Complex Health Information & Options Presented
    - Liability, patient self-determination
  - Legal Situation
    - Capacity to understand, assist in own defense
  - Mental Health
    - Patient's entitlement to mental health care that maximizes abilities
  - High Emotional Content
    - To themselves or family/close individual
  - Education
    - Optimal access to education opportunities

## Risk Factors

- The greater the possible consequences of skewed communication, the greater the risk, the more need for a Tandem interpreter team.
- Threats to:
  - Liberty and personal autonomy
  - Health
  - Finances
  - Employment
  - Relationships
  - Reputation

### Additional Factors to Consider:

## Cultural Experiences & Public Entertainment

- Shared Value: Access to Public events, Cultural and Artistic experiences
- Visual access
- Equivalent experience
- Optimizing audience experience
- Ensuring greatest possible linguistic and cultural understanding
  - Concerts, Plays, Public Events