



ENGLISH SCRIPT FOR CALI UNFOLDING SCENARIO 11: VRS CALL CENTER SETTING

This is an interpreting assignment in a VRS Call Center setting. In this scenario, the Deaf interpreter is supporting hearing interpreters during their shifts at a VRS call center. The Deaf interpreter teams with hearing interpreters to interpret a variety of calls for different consumers. One specific call involves a 48 year old Deaf female consumer with cerebral palsy (CP) whose language use is atypical and challenging to comprehend.

In the following video clip, you will see a Deaf consumer who has similar characteristics as the Deaf woman in this scenario. She is being interviewed by another Deaf interpreter. This will help you to visualize the type of Deaf consumer for whom the Deaf-hearing interpreting team will interpret.

CLIP OF DEAF CONSUMER

Next, are a series of decision points associated with this assignment. As with any interpreting assignment, different issues or demands arise that require the interpreter to make decisions using sound judgement and discretion associated with an ethical framework. There will be a total of six such decision points in this scenario.

You will see a slide that alerts you that a decision point will follow. Watch the explanation of what happens. Then, there will be a pause for you to videotape and upload your two-minute response. There are two parts to your response—what you would do and why. When you discuss the why, include information about the ethical principle or value that guides your decision. For example, maybe your decision is guided by an ethical principle involving respect for consumers, or respect for a colleague, or confidentiality, or message accuracy and accessibility, or informing the consumers when some adjustment to the communication process needs to change, or some other ethical value. Be sure to discuss what principle or value is guiding your decision.

So again, you will videotape and upload your two-minute response in ASL. Be sure to include the two parts—what you would do and why. And remember, part of the why includes information about what ethical principle or value influenced your decision.



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Next you will see a slide indicating the first decision point, followed by a pause. After the pause, the next decision point will be introduced. This process will be repeated for all six decision points. Let's begin.

Slide for Decision Point 1.

The Deaf woman currently lives at home with her aging parents but will soon be moving into a supervised apartment setting. She indicates that she wants to make several calls. The Deaf interpreter has been asked to support a hearing interpreter who is concerned she is not sufficiently understanding the Deaf consumer. The hearing interpreter tells the Deaf interpreter this is her first experience working with a Deaf interpreter and asks what to do.

What could/should the Deaf interpreter do and why?

Pause and Respond Slide.

Slide for Decision Point 2.

The first call the Deaf caller makes is to a furniture rental store. She is moving into her own apartment and is looking for the prices to rent living room and bedroom furniture. The sales person at the furniture store becomes frustrated by how long the interpreting process is taking hangs up before the call is complete. The Deaf caller becomes upset and asks that the call be made again. The call is placed a second time and when the sales person answers and learns it is a VRS call, hangs up again. A third attempt is made and fails.

What could/should the Deaf interpreter do and why?

Pause and Respond Slide.

Slide for Decision Point 3.

The second call the Deaf caller makes is to her mother at work. She tells her mom about the problems she had with the furniture rental store and the fact that she still doesn't know how much the rental for the two rooms of furniture will cost. She asks her mom to call the store for her, but the mother tells her it is her responsibility and part of the independent living plan they agreed upon with her when she decided she wanted to move out. This makes the Deaf caller mad and she refuses to speak any further with



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her mother ...but she also makes no move to stop the call. There are long stretches of silence on both ends of the call.

What could/should the Deaf interpreter do and why?

Pause and Respond Slide.

Slide for Decision Point 4.

The third call she makes is to her cousin where she explains about the difficulty with the furniture rental store and that her mom refuses to help her out. She characterizes her mother as being hostile and very angry with her—which is consistent with the Deaf interpreter’s perspective of what actually happened. The cousin feels bad for the Deaf caller and agrees to call the furniture rental store and get the prices she needs. The Deaf caller tells the Deaf interpreter to provide her cousin with the name of the store and the phone number as she closed her computer with the website containing the information.

What could/should the Deaf interpreter do and why?

Pause and Respond Slide.

Slide for Decision Point 5.

After the call is over there is a bit of a lull and the Deaf interpreter and hearing interpreter take a moment to reflect on what transpired. The hearing interpreter asks the Deaf interpreter if he conveyed the mother’s affect accurately when interpreting her remarks. The hearing interpreter indicates that the mother was not angry or hostile from her perspective. She is concerned the Deaf interpreter misinterpreted the affect the hearing interpreter conveyed and that may have contributed to why the Deaf caller told her cousin her mom was hostile and very angry. The Deaf interpreter perceives the hearing interpreter as struggling with non-manual markers and wonders if that was what caused the potential misunderstanding.

What could/should the Deaf interpreter do and why?

Pause and Respond Slide.

Slide for Decision Point 6.



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Another call comes in that requires the assistance of a Deaf interpreter and so the Deaf interpreter has to leave before the discussion with the hearing interpreter is complete. However, there is still more the Deaf interpreter wants to discuss related to the interpreting process—the challenges with the Deaf caller’s language use, the hearing interpreter’s use of non-manual markers that are not consistent with ASL, and strategies for working with a Deaf interpreter.

What could/should the Deaf interpreter do and why?

Pause and Respond Slide.

Closing Slide.