Auxiliary Aids Plan

FOR PERSONS WITH DISABILITIES AND LIMITED ENGLISH PROFICIENCY

2025

All Ibis Healthcare staff are trained within 30 days of hire as well as annually to provide services to patients with disabilities, including Deaf or Hard-of-Harding patients and those with limited English proficiency. Certified Interpreter agencies provide a statement indicating all those providing interpreters services to the deaf or hard of hearing are certified interpreters.

Contents

Purpose:

This plan outlines the implementation of procedures governing the use of auxiliary aids for serving persons with disabilities, including individuals who are deaf or hard-of-hearing, and the use of qualified foreign language interpreters for persons with Limited English Proficiency (LEP). This plan also details how Ibis Healthcare will ensure compliance with Title VI of the Civil Rights Act (1964), the Americans with Disabilities Act (1990) and the Americans with Disabilities Act Amendments Act (2008).

Definitions:

1. ***504/ADA Coordinators or Civil Rights Officer:*** This is an individual charged with implementing the requirements of Titles I and II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act; ensuring the provision of auxiliary aids and services for customers with disabilities that require auxiliary aids and services to ensure effective access to services offered by the Department of Children and Families (see Attachment A).
2. ***Aid Essential Communication Situation:*** Any circumstance in which the importance, length, and complexity of the information being conveyed is such that the exchange of information between parties should be considered as an aid essential communication situation, meaning that the requested auxiliary aid or service is always provided.
3. ***Assistive Listening Devices and Systems (ALDS).*** Amplification systems used to improve hearing ability in large areas and in interpersonal communications systems. These systems deliver the desired signal directly to the ears or hearing aids of the listener, thus overcoming the negative effects of noise, distance and echo. Three main types are available: hardwire loop, infrared, and FM radio.
4. ***Auxiliary Aids and Services:*** Includes certified interpreters or other effective methods of making aurally delivered materials available to individuals who are deaf or hard of hearing; qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals with visual limitations; acquisition or modification of equipment or devices; and other similar services and actions. These auxiliary aids and services will enable clients to fully benefit from and participate in all Ibis Healthcare programs and services.
5. ***Blind:*** See Visual Limitations.
6. ***Captioning (Closed):*** This is a process of displaying text on a television, video screen or other visual display to provide additional or interpretive information to individuals who wish to access it. Closed captions typically show a transcription of the audio portion of a program as it occurs (either verbatim or in edited form), sometimes including non-speech elements. The term "closed" in closed captioning indicates that not all viewers see the captions—only those who choose to decode or activate them.
7. ***Captioning (Open):*** Refers to converting the spoken word to text displayed in the visual media (videos, television, etc.) so that it is seen by everyone who watches the film (i.e., it cannot be turned off).
8. ***Captioning (Real Time):*** This is the simultaneous conversion of spoken words to text, through computer-assisted transcription or court reporting, and displaying that text on a video screen. This communication service is beneficial to individuals who are deaf or hard-of-hearing that do not use sign language or for whom assistive listening devices and systems are ineffective.
9. ***Certified Interpreter:*** A person who is certified by the National Registry of Interpreters for the Deaf (RID) or other national or state interpreter assessment and certification program.

10. ***Client:*** As used in this plan, this term includes anyone applying for or participating in the services provided by Ibis Healthcare. It includes persons in any way seeking access to or receiving information from Ibis Healthcare. This may also be referred to as "customer or customers".
11. ***Companion:*** As defined in the HHS Settlement Agreement, is any individual who is deaf or hard of hearing (including a Limited English Proficient (LEP) individual who has low vision or blind, deaf or hard of hearing) and is one of the following:
    a. A person whom the customer indicates should communicate with Ibis Healthcare staff about the customer, such as a person who participates in any treatment decision, a person who plays a role in communicating the customer's needs, condition, history, or symptoms to Ibis Healthcare staff, or a person who helps the customer act on the information, advice, or instructions provided by Ibis Healthcare staff;
    b. A person legally authorized to make healthcare or legal decisions on behalf of the customer;
    c. Such other person with who staff would ordinarily and regularly communicate about the customer.
12. ***Customer or Customers:*** This is any individual who is seeking or receiving services from Ibis Healthcare. This may also be referred to as "client or clients".
13. ***Deaf:*** A term used to describe a person having a permanent hearing loss and being unable to discriminate speech sounds in verbal communication, with or without the assistance of amplification devices.
14. ***Disability:*** A condition that substantially limits a major life activity, such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, lifting, sleeping, and working.
15. ***Discrimination:*** The failure to treat persons equally because of their race, sex, color, age, religion, marital status, national origin, political beliefs, or disability.
16. ***Dual Sensory:*** A term used to describe a person having both a visual disability and a hearing disability. The term includes all ranges of loss, which would necessitate the use of auxiliary aids and services for communication.
17. ***Employee:*** This refers to all persons working for Ibis Healthcare.
18. ***Florida Relay Service (FRS):*** A service offered to all persons in the state that enables a hearing person to communicate with a person who has a hearing or speech disability and must use a TDD/TTY, through a specially trained operator called a communications assistant.
19. ***Hard of Hearing:*** A term used to describe a person having permanent hearing limitations, which is severe enough to necessitate the use of auxiliary aids or services to discriminate speech sounds in verbal communication.
20. ***Hearing Disability:*** An all-inclusive term used to describe any hearing loss. A person with a hearing disability could be either deaf or hard-of-hearing.
21. ***Interpreters for Persons who are Deaf or Hard of Hearing:***
    a. Certified Deaf Interpreter (CDI): An individual who is deaf or hard of hearing and has been certified by the Registry of Interpreters for the Deaf as an interpreter.
    b. Certified Interpreter: A qualified interpreter who is certified by the National Registry of Interpreters for the Deaf, or other national or state interpreter assessment and certification program.
    c. Intermediary Interpreter: A Certified Deaf Interpreter or Deaf Interpreter, also known as a relay or intermediary interpreter, can be used in tandem with a qualified sign language interpreter.

d. Oral Transliterates/Oral Interpreters: Individuals who have knowledge and abilities in the process of speech reading, speech production and the communication needs of speech readers.
e. Qualified Interpreter: An individual who is able to interpret competently, accurately, impartially and effectively, both receptively and expressively, using any specialized terminology necessary for effective communication with a Customer or Companion who is deaf or hard of hearing.
f. Sign Language Interpreter: A person who engages in the practice of interpreting using sign language.
g. Tactile or Close Vision Interpreter (For Individuals who are Deaf-blind): An individual who accurately facilitates communication between individuals who are deaf and blind.

22. ***Interpreters for Persons who are Limited English Proficient:*** There are two (2) types of language assistance services:
    a. Interpretation: Interpretation is an oral language assistance service. Oral language assistance service may come in the form of "in-language" communication (a demonstrably qualified staff member communicating directly in an LEP person's language) or interpreting.
    b. Translation: Translation is a written communication service. Translators convert written materials from one language into another. They must have excellent writing and analytical ability, and because the translations that they produce must be accurate, they also need good editing skills.
23. ***Limited English Proficient (LEP):*** Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English.
24. **Manual Disability:** A term used to describe a condition, which limits or prevents the use of a person's upper extremities (arms, hands).
25. **Mental Disability:** Any mental or psychological disorders such as developmentally disabled, organic brain syndrome, emotional or mental illness, and specific learning disabilities.
26. **Non-Aid Essential Communication Situation:** A situation where Ibis Healthcare is provided the flexibility in its choice of appropriate auxiliary aids or services for customers or companions to ensure effective communication.
27. **Physical Disability:** A broad term, which includes physiological disorders or conditions, cosmetic disfigurement and anatomical loss. It includes orthopedic, visual, speech, and hearing disability, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, HIV disease (symptomatic or asymptomatic), tuberculosis, drug addiction and alcoholism.
28. **Program Accessibility:** An American with Disabilities Act standard, which means a public entity's programs, services, or activities, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities. The concept of program accessibility is intended to make the contents of the program, service or activity equally available and accessible to persons with disabilities without excessive renovations of facilities. (See also: "Undue Burden".)
29. **Sensory:** This is a general term, which is used to describe vision or hearing limitations. For the purpose of this document, it also includes speech limitations.
30. **Single Point of Contact:** An individual charged with implementing the terms of the HHS Settlement Agreement for Ibis Healthcare as an agency and shall also mean the individuals charged with coordinating services to customers and companions who are deaf or hard-of-hearing according to their obligations under Section 504 and/or the ADA for each location within Ibis Healthcare.
31. ***Translator:*** An individual who is able to interpret the meaning of a text in one language (the "source text") and the production, in another language (the "target language") of an equivalent text (the "target text," or "translation") that communicates the same message.

32. ***TTY/TDD:*** TTY (Teletypewriter) or TDD (Telecommunications Device for Deaf) devices that are used with a telephone to communicate with persons who are deaf or hard of hearing or who have speech limitations by typing and reading communications.
33. ***Undue Burden:*** This term, used in conjunction with programs and services (ADA Title II), means an unreasonably excessive financial cost or administrative inconvenience in altering building or means an unreasonably excessive financial cost or administrative inconvenience in altering building or facilities in which programs, services or activities are conducted, in order to ensure equal benefits to persons with disabilities.

Required Documentation for Deaf or Hard of Hearing Clients

The Customer or Companion Communication Assessment and Auxiliary Aid and Service Record

- This must always be completed first and prior to the completion of the Waiver form
- This shall be completed at the first visit and all subsequent visits thereafter, unless there is a developed Communication Plan, then only on the first visit.

The Communication Plan

- This may be completed as part of the Assessment Form or as an addendum to the Assessment
- This shall be completed at the first visit only and updated when changes occur

The Customer or Companion Request for Free Communication Assistance or Waiver of Free Communication Assistance

- This must be completed to indicate the client's preferred auxiliary aid or service
- This must also be completed if the client/companion does not wish to receive any communication assistance
- When determining what type of auxiliary aid or service to provide client/companion with as communication assistance, client and/or companion preference is always the primary consideration
- This shall be completed at the first visit and all subsequent visits thereafter

Customer/Companion Feedback Form

- This form should always be provided to client and/or companion. He/she/they may choose to complete this form on a voluntary basis.
- It is the client and/or companion's responsibility to forward the form to DCF.

Instructions for Customer/Companion Communication Assessment and Auxiliary Aid and Service Record

The purpose of the Customer Companion Communication Assessment and Auxiliary Aid and Service Record is to facilitate the collection and coordination of auxiliary aids and services provided to Customers or Companions who are deaf or hard-of-hearing. It is recommended that the person or persons that have been designated to complete the form become familiar with its contents so we can readily identify the needs of our Customers Companions.

HEADER:

The form must be completed for each Service Date. All information must be legible. All requested information must be included on the form.

Indicate your Region/Circuit/Institution: Suncoast/13/Ibis Healthcare

Program: Mental Health

You must identify if the individual being served is a Customer or a Companion.

- A **Customer** is any individual seeking or receiving services from Ibis Healthcare
- A **Companion** is any individual who is deaf and hard-of-hearing and communicates with Ibis Healthcare on the behalf of the Customer.

Include their name, date and time of contact, and their case number or other identifier:

- Exclude social security number, date of birth, driver's license, etc.

Indicate if the individual is (Check one box only):

- **Deaf or Hard-of-Hearing:** This is a person with a low or permanent hearing loss requiring the use of auxiliary aids or services.
- **Deaf and Low Vision or Blind:** This is a person with any loss of vision. Hard-of-Hearing and Low Vision or Blind, as described above.
- **Deaf and Limited English Proficient:** This is a person who does not speak English, or has the limited ability to read, speak, write, or understand English.
- **Hard-of-Hearing and Limited English Proficient**, as described above.

Identify if it is a scheduled appointment or if it is a non-scheduled appointment:

- **Scheduled Appointment –** Must have a certified interpreter available at the time of the schedule appointment. If interpreter fails to appear, staff shall take whatever additional actions are necessary to make a certified interpreter available to the Customer or Companion as soon as possible, but in no case later than **two (2) hours** after the scheduled appointment.
- **Non-Scheduled Appointment** – **In emergency situations an** interpreter shall be made available as soon as possible, but in no case **later than two (2) hours** from the time the Customer or Companion or staff requests an interpreter, whichever is earlier. If the situation is not an emergency, staff shall offer to schedule an appointment (and provide an interpreter when necessary for effective communication) as convenient to the Customer or Companion, **at least by the next business day.**
- **No Show –** Check this box if the customer or companion failed to show for their appointment

Date/Time – Indicate the date and time of the scheduled appointment, even if they were a no show for the appointment

It is very important to include the name of the staff member completing this assessment.
Please print or ensure your handwriting is legible.

SECTION 1: COMMUNICATION ASSESSMENT:

Initial assessment:

- Check the box if this is an initial assessment.
- Initial assessments are done upon first contact with the customer or companion.

Reassessment:

- Check the box if this is a reassessment.
- In the event communication is not effective, or if the nature of the communication changes significantly after the initial assessment, staff shall conduct a reassessment to determine which appropriate auxiliary aid or service is necessary.
- This shall be accomplished, when possible, in consultation with the Customer or Companion.

Subsequent Appointment:

- Check the box if this is a subsequent appointment.

Individual Communication Ability:

- Always consult with the Customer or Companion when possible to determine which appropriate auxiliary aids and services are needed to ensure effective communication. In cases when communication is determined to be ineffective after the initial assessment, staff members should re-assess which auxiliary aid and/or service is necessary for effective communication. This should be done in consultation with the deaf or hard of hearing client/companion. Ibis Healthcare does not deny a requested auxiliary aid or service as Ibis Healthcare should make every effort to reasonably accommodate the client or companion to ensure effective communication is attained.

Nature, Length, and Importance of Anticipated Communication Situation (s):

- The assessment shall take into account the nature, length, and importance of the communication at issue and anticipated communication situations.
- This section should be completed with much detail, as this will assist in determining whether the communication is aid essential or non-aid essential.
- Consult with the customer or companion where possible to determine what type of auxiliary aid or service is needed to ensure effective communication.
- Use this information to assist in determining whether a communication plan is necessary.
- You may attach additional sheets detailing this information.

*****Complete a Communication Plan for Ongoing or Multiple Visit Services*****

- The term **Aid-Essential Communication Situation** shall mean any circumstance in which the importance, length, and complexity of the information being conveyed is such that the exchange of information between parties should be considered as **Aid-Essential**, meaning that the requested auxiliary aid or service is always provided.
- Communication situations will differ from program to program, therefore you will need to identify all situations where you will have contact with a Customer or Companion and develop the plan on how you will communicate with them.
- During follow-up visits or long term care, subsequent requests for the appropriate auxiliary aids and services by the Customer or Companion is not required because this is already captured in their communication plan.

- In each situation requiring an Auxiliary Aid **(whether Aid-Essential or Non-Aid Essential)**, you **must** identify in the plan **the name and title of the person responsible for ensuring the auxiliary aid is provided.**
- You must also provide a description of the information being communicated to the customer or companion.

******When there is any question of whether a situation is Aid-Essential or Non-Aid Essential, contact the specific Single Point of Contact for the program at which the Communication Assessment is being completed and from which the client is accessing services.*** *(see Attachment E)*

- In the next table, you will see a list of communication situations that are included in a communication plan. This list is not exhaustive and does not imply there are no other communication situations that may be **Aid-Essential** in a residential setting or during long-term visits. Also, the list does not imply that each communication situation listed is **Aid-Essential**. Some communication situations may be of a **Non-Aid Essential Communication Situation**, meaning it is the decision of the program as long as the client's request and the appropriate effective communication means are given proper consideration.

SECTION 2: AUXILIARY AID/SERVICE REQUESTED AND PROVIDED:

- Document all auxiliary aids and services requested and provided to the customer
- Indicate the date and time service was provided.
- When an interpreter is a no show, staff will check the box accordingly, and document in section 3 what additional steps were taken to secure an interpreter as required. This may require attaching an additional sheet/s to the form, documenting this process.

Alternative Auxiliary Aids or Services Provided:

- Staff may use alternative auxiliary aids or services, in the following situations, which is not an all-inclusive list of examples:
  - While waiting for the interpreter to arrive;
  - During non-scheduled appointments or emergency situations;
  - During non-aid essential communication situations;
  - During situations that may constitute a threat to the customer's or companion's medical status;
  - When requested by the customer or companion.

SECTION 3: ADDITIONAL SERVICES REQUIRED:

- When it is determined that the auxiliary aid and service provided was not effective, staff shall conduct a reassessment of the communication need to determine the appropriate alternative auxiliary aid.
- When staff have determined that the interpreter did not meet their or the customer or companion's expectations, they will document in this section and indicate what additional steps were taken by staff.

SECTION 4: REFERRAL AGENCY NOTICATION:

- Provide advance notice to referral agencies of the Customer or Companion's requested auxiliary aid or service.
- This section must be documented with a statement indicating that staff notified the referral agency of the Customer or Companion's requested auxiliary aid or service.

SECTION 5: DENIAL OF AUXILIARY AID/SERVICE:

- A denial of an auxiliary aid and service should only be done when it is a **non-aid essential** communication
- Staff must still ensure that effective communication is achieved through whatever alternative means are provided. Staff must note what specific alternative means are approved.
- Ibis Healthcare Single Point of Contact must provide a reason for denial of service. Denials can only be made by Ibis Healthcare Agency Single Points of Contact and/or Senior Management.
- Provide the name and title of person that made the denial determination, along with the time and date.

Waiver for Free Interpreter Services

- If the Customer or Companion declines DCF or DCF Contracted Client Services Provider's offer to provide free auxiliary aids and services, staff shall complete and explain the appropriate form indicating the customer or companion's preferred method of communication.
- Ibis Healthcare staff must be prepared to secure the appropriate auxiliary aid or service in Aid-Essential Communication Situations; and observe and ensure that the Customer's or Companion's preferred auxiliary aid or service is effective.

If there is any question regarding an auxiliary aid or service or if you are not familiar with a particular auxiliary aid or service requested, contact your designated Single Point of Contact.

Record Maintenance/Reporting

If the forms are completed on paper:

- Completed forms must be submitted to the Medical Records Department to ensure that they are made accessible in the client's Electronic Medical Record.
- All records for Deaf and Hard-of-Hearing services shall be maintained for the duration of the HHS Settlement Agreement and 5 years thereafter, until January 31st, 2020 as required by the HHS Settlement Agreement.

If the forms are completed and submitted electronically via the Electronic Medical Record/Avatar:

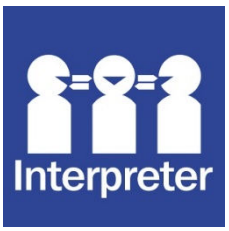
- Completed forms must be submitted and finalized
- The program Single Point of Contact must be notified that they were completed.
- The forms will automatically be accessible in the client's medical record.
- The Performance Improvement Program/Agency Single Point of Contact will review records in Avatar for compliance.

The Performance Improvement Program/Agency Single Point of Contact will also be responsible for completing the Auxiliary Aid and Service Record Monthly Report and submitting to the Department of Children and Families via the website https://fs16.formsite.com/dcfuser/form3/secure_index.html

Auxiliary Aid Information

ACCESSING CERTIFIED SIGN LANGUAGE INTERPRETERS:

- Ibis Healthcare is contracted with more than one certified interpreter service and with the preferred method of communication and auxiliary aid services.
- Requesting interpreters may be done via phone or video remote (see below)
- Services are available 24/7 at no cost to the customer/companions and the customer or companion's preference should be the primary consideration in what auxiliary aid or service they wish provided.
- Notices near the location where clients and companions enter facilities provide information about the availability of auxiliary aids and services at no cost.
- Requests for on-site services within 48 hours of the request MUST be done via telephone for in-person interpreters. All other requests may be done via telephone or internet.
- Certified Interpreter agencies provide a statement indicating all those providing interpreters services to the deaf or hard of hearing are certified interpreters.
- If a staff member is unfamiliar with an auxiliary aid or services requested by the client or companion, staff should contact his/her site single point of contact (SPOC) or agency SPOC. Refer to the intranet for the most recent staff SPOC listing.
- Accessibility at meetings, conferences, and seminars to persons with disabilities or limited English proficient or deaf or hard of hearing, including providing necessary aids and services for those individuals who are in attendance can be made available by contacting the agency in advance according to the invite.
- Instructions and resources for staff are located on the Ibis Healthcare intranet within the "Interpreter" icon:



Available Sign Language Interpreters:
Cyracom (on site in-person and video remote interpreting-VRI)
On demand available
Website: Cyracom.com
Methods to reach an interpreter:
1-800-481-3293, mobile app, and website
Ibis Healthcare Account No. [redacted]
Phone: (800) 481-3289
Customer Support: support@cyracom.com

CYRACOM
How Interpretation Should Be

Jessica Harris Interpreting (on site in-person and video remote interpreting-VRI)
No on-demand
Website: JHinterpretingservices.com
Methods to reach an interpreter: Submitting form, 727-271-0160
Address: 9113 Ridge Rd # 40 727-271-0160 Phone New Port Richey, FL 34654
Phone: 727-271-0160
Fax: 1-888-228-7575
Customer Support: JHarris@JHinterpretingservices.com

Purple (on site in-person and video remote interpreting-VRI)
On-demand available
Website: www.signlanguage.com
Methods to reach an interpreter: Submitting form, 866-669-7707, mobile app, and website
Address: 4010 West Boy Scout Road, Suite 375 Tampa, Florida 33607
Ibis Healthcare Account No. [redacted]
Phone: 813-793-4034
Customer Support: purpletampa@purple.us

LanguageLine (video remote interpreting-VRI only)
On-demand available
Website: www.languageline.com
Methods to reach an interpreter: 1-866-874-3972, mobile app, and website
Ibis Healthcare Account No. [redacted]
Customer Support: customercare@languageline.com

Jeenie (Zoom telehealth sessions only – app integration)
On-demand available
Website: jeenie.com
Methods to reach an interpreter: Mobile app and website
Login credentials required
Customer Support: support@jeenie.com

ACD (on site in-person only)
No on-demand
Website: www.acdasl.com
Click: Services > On-Site Interpreting > Book an Appointment
Address: 4846 North University Drive, #354 Lauderhill, Florida 33351
Phone: 954-578-3081
Fax: 954-241-5033

Language America (on-site in person and video remote interpreting- VRI)
No on-demand
Website: www.languageamerica.com
Methods to reach to an interpreter:
727-271-6033, email (info@languageamerica.com)

ACCESSING QUALIFIED FOREIGN LANGUAGE INTERPRETERS:

- Ibis Healthcare is contracted with CyraCom, LanguageLine, and Jeenie, providing Ibis Healthcare with qualified interpreters.
- Interpreters certification must be verified when services are provided.
- Requesting interpreters may be done via phone by contacting CyraCom and LanguageLine, via mobile app or via website (contact information below). More details and instructions are available on the Intranet.

Available Non-English Translation Services:
CyraCom
On demand available
Website: www.cyracom.com
Methods to reach an interpreter: **1-800-481-3293, mobile app, and website**
Ibis Healthcare Account No. [redacted]
If you require further assistance, please feel free to contact Client Services at: support@cyracom.com

LanguageLine
On demand available
Website: www.languageline.com
Methods to reach an interpreter: **1-866-874-3972, mobile app, and website**
Ibis Healthcare Account No. [redacted]
If you require further assistance, please feel free to contact Client Services at: customercare@languageline.com

Jeenie (Zoom telehealth sessions only – app integration)
On-demand available
Website: jeenie.com
Methods to reach an interpreter: Mobile app and website
Login credentials required – contact Cassandra Castro or Sean Hanna for setup
Customer Support: support@jeenie.com

TEXT TELEPHONE/TELECOMMUNICATION DEVICE FOR THE DEAF (TTY/TDD)

- Ibis Healthcare maintains a TTY device in the CSU. Contact this sites point of contact or the Agency Single Point of Contact to make arrangements for use. Instructions for use on located on the intranet. The TTY phone is 1-800-955-8770.

FLORIDA RELAY SERVICE

- Florida Relay (https://www.ftri.org/relay) is the communications link for people who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Limited. Through the Florida Relay, people who use specialized telephone equipment can communicate with people who use standard telephone equipment. Available 24 hrs a day 365 days a year. To call Florida Relay, dial 7-1-1, or use the following toll-free numbers:

Florida Telecommunications Relay Numbers		
TTY	1-800-955-8771	If you are using TTY equipment.
Voice	1-800-955-8770	If you are a standard (voice) user, and are trying to connect with a Relay user.
ASCII	1-800-955-1339	If you are utilizing a computer.
Voice Carry Over (VCO) Direct	1-877-955-8260	If you prefer to speak directly to the hearing person. When the hearing person speaks to you, the Relay Operator serves as your "ears" and types everything said to your TTY or VCO phone.
Speech to Speech (STS)	1-877-955-5334	If you have a speech disability and would prefer to have our specially trained Relay Operators serve as your voice and repeat your responses to the called party.
Video Assisted STS	1-877-955-5334	Video-Assisted STS supports a one-way video call between the CA and STS user. The video connection assists the CA in understanding the STS user's speech. Callers can enter contact information in the STS Profile to reduce set-up time. In order to use Video-Assisted STS, please inform the Operator after dialing the toll free number that you would like to utilize Video Assisted STS. You can make this request before or during the call. You may also add this to your customer profile if you would prefer Video-Assisted STS on all calls.
Spanish to Spanish	1-877-955-8773	If you prefer to conduct you conversations in Spanish.
Spanish to English Translation	1-844-463-9710	If your primary language is Spanish, however your caller is an English speaker. Our Relay Operators are able to translate your conversation into English.
French Creole	1-877-955-8707	If you prefer to conduct you conversations in French Creole
To obtain Telecommunications Devices for the Deaf (TDD/TTY) visit www.ftri.org		
English	1-800-676-3777	Florida Relay Customer Service
Spanish	1-800-855-2886	Florida Relay Customer Service

ASSISTIVE LISTENING DEVICES - POCKET TALKERS

- An assistive listening device (ALD) is any type of amplification device that can help you and your client communicate more effectively. ALDs can be used with or without hearing aids and can improve hearing in the presence of background noise, or listening on the phone or to television.
  - Ibis Healthcare has **Pocket Talker Assistive Listening Devices** available – used for one-on-one communications.
  - To access a pocket talker, contact the Adult Outpatient Manager, the TCM Manager, the Adult Emergency Services Manager, or the Agency Single Point of Contact (PI Director.)

CAPTIONING IN REAL TIME SERVICES (CART)

- This is also called Communication Access Real Time Translation. This is the general name of the system that court reporters, closed captioners, and others use to convert speech to text. A trained operator uses keyboard or stenography methods to transcribe spoken speech into written text. While real time speech to text serves many with hearing loss and deafness, it is also useful for people whose first language is different from the language being used, to understand speakers with different voices and accents in many group situations (at work, in education, community events), to have a "transcript', and for learning languages. CART professionals have qualifications for added expertise (speed and accuracy) as compared to court reporters and other stenographers.
    - **Finding a CART Provider and Other Information**
      The National Court Reporters Association (NCRA) is the certifying body for CART providers. NCRA's Online Sourcebook can help you find a Certified CART Provider in Florida. Search by Service at https://www.ncra.org/ncra-prolink

VIDEO RELAY SERVICES-VRS (DIFFERS FROM VIDEO REMOTE INTERPRETING SERVICES)

- Ibis Healthcare does not contract with a VRS vendor. Contact your site point of contact (SPOC) or the Agency Single Point of Contact (SPOC) to make alternative arrangements.
- VRS allows persons who are deaf or hard-of-hearing to communicate through the telephone system with hearing persons. The VRS deaf caller contacts a VRS Communications Assistance (CA.). They communicate with each other in sign language through a video telephone or similar technologies in real-time. The VRS CA then places a telephone call to the party the VRS user wishes to call (e.g. Ibis Healthcare.) The VRS CA relays the conversation back and forth between the parties -- in sign language with the VRS user, and by voice with Ibis Healthcare. No typing or text is involved.

Employee Training

- All direct service employees attend orientation training within 30 days of hire, where they receive training on providing services to clients with disabilities, including Deaf and Hard-of-Harding clients, and clients with limited English proficiency.
- All direct service employees also complete the online training by the Department of Children and Families, "Foundations of Disability Rights" upon hire or within 60 days of hire. Site specific and agency single point of contacts must complete "Serving Our Customers Who Are Deaf and Hard of Hearing Single Point of Contact (SPOC) Designee Training".
- All direct service employees will also receive additional refresher training on providing services to persons with disabilities and who are limited English proficient. This will be done annually through Ibis Healthcare's Learning Management System. Additionally,
- All direct service employees will sign a Support to the Deaf and Hard of Hearing Attestation Form upon completion of required training.

In-person Communication Etiquette

1. INTERACTING WITH PEOPLE WHO ARE DEAF

Deaf people have many different communication needs. People who were born deaf (pre-lingual deaf) may have more difficulty with speech than those who lost their hearing after they learned a language (post-lingual deaf). The way a person communicates will vary according to the environment in which he or she was raised, type of education received, level of education achieved, and many other factors. Their ability to communicate in a language will vary from not very well to very well.

Some people use American Sign Language (ASL) or other sign language; some read lips and speak as their primary means of communication; some use Signed Exact English (SEE), where every word is signed in the exact sequence it is spoken in English, and there is a vocabulary which has a one-to-one relationship to English words. People who became deaf later in life may never have learned either sign language or lip-reading. Although they may pick up some sign and try their best to read lips, their primary means of communicating may be reading or writing.

Lip-reading ability varies greatly from person to person and from situation to situation. It is greatly hindered by people who do not enunciate clearly, have mustaches shielding the lips, do not speak or directly look at the person, or that speaks with an accent affecting the way words appear on their lips. Therefore, when speaking with a person who reads lips, look directly at the person while speaking, make sure you are in good light source, and keep your hands, gum and food away from your mouth while you are speaking.
When to use Interpreters: Since communication is vital in the workplace and in service delivery, and the deaf person knows how he /she/they communicate best, supervisors and staff should follow the wishes of the person who is deaf regarding communication methods.

In casual situations and during initial contact, it is often acceptable to write notes to determine what the person needs. However, Department policy is to use nothing less than a Quality Assurance (QA) Screened interpreter for service delivery. The need for a more skilled interpreter depends not only on the complexity and importance of the information being communicated, but also on the ability of the interpreter to translate the particular sign language used by the individual, and the speed.

2. INTERACTING WITH PEOPLE WHO ARE HARD OF HEARING

Persons who are hard of hearing may or may not know how to sign, and their means of communication will depend on the degree of hearing loss, when they became hard of hearing, etc. A person who is hard of hearing may or may not wear a hearing aid.

Employees should be aware that many hard of hearing people will not admit having a hearing loss, so it is important employees be alerted to the signs of hearing loss:

- The person asks you to repeat yourself several times; and
- The person does not respond appropriately, especially if you have been talking with your back to them.

PLEASE USE THE FOLLOWING GUIDELINES WHEN INTERACTING WITH A PERSON WHO IS DEAF AND HARD OF HEARING:

- Ask the person how he /she/they prefers to communicate.

- If you are using an interpreter, the interpreter may lag a few moments behind what is being said, so pause occasionally to allow time for a complete translation.
- Talk directly to the person, not the interpreter. However, the person will look at the interpreter and may not make continuous eye contact with you during the conversation.
- Before you speak, make sure you have the attention of the person you are addressing.
- If you know any sign language, try using it. It may help you communicate and at least demonstrates your interest in communicating and willingness to try.
- Speak clearly and distinctly at a moderate pace in a normal tone of voice, unless asked to raise your voice. Do not shout or exaggerate your words.
- Look directly at the person. Most people who are hard of hearing need to watch a person's face to help them understand what is being said. Do not turn your back or walk around while talking. If you look away, the person may assume the conversation is over.
- Do not put obstacles in front of your face.
- Do not have objects in your mouth, such as gum, cigarettes, or food.
- Do not turn to another person in their presence to discuss other issues with them.
- Write notes back and forth, if feasible.
- Use facial expressions and gestures.
- Do not talk while writing, as the person cannot read your note and attempt to read your lips at the same time.
- Use a computer, if feasible, to type messages back and forth.
- Offer to provide an assistive listening device.
- If the person has a service animal, such as a dog, do not divert the animal's attention. Do not pet or speak to the animal.

3. GUIDELINES FOR COMMUNICATING WITH PEOPLE WHO USE SIGN LANGUAGE

- You may get the attention of a person who is Deaf and Hard of Hearing by positioning yourself within the line of vision, or by a gentle tap on the shoulder, or a small wave.
- Maintaining eye contact is vital whenever you are communicating with a person who has a hearing loss.
- While waiting for an interpreter to arrive, have a paper and pen ready for simple conversation. Do not attempt to address complex issues, such as DCF forms, in the absence of a certified interpreter.
- When a sign language interpreter is present, talk directly to the person with the hearing loss. It is inappropriate to say to the interpreter, "Tell her…" or "Ask him…" **Look directly at the consumer, not the interpreter.**
- Everything you say should be interpreted. It is the interpreter's job to communicate the conversation in its totality and to convey other auditory information, such as environmental sounds and side comments.
- In using questions requiring a "Yes" or "No" response, do not assume that a head nod by a consumer who has a hearing loss means affirmation or understanding. Nodding of the head often indicates that the message is being received or may be a courtesy to show that you have the attention of the receiver. Ask the interpreter to identify that the specific signs indicating "Yes" or "No" were used in situations where such confirmation of the response is crucial.
- If you know basic sign language or finger-spelling, use it for simple things. It is important to realize that the ability to interpret is much more than knowing how to sign. Having taken one or more sign language classes does not qualify a person to act in a professional interpreting role.
- If the conversation is stopped for the telephone or to answer a knock at the door, let the person know that you are responding to that interruption.

4. INTERACTING WITH PEOPLE WHO HAVE SPEECH LIMITATIONS

- If you have trouble understanding someone's speech, ask him/her/them to repeat what he/she/they have said. It is better for the person to know you do not understand than to assume that you do.
- Give the person your undivided attention.
- Do not simplify your own speech or raise your voice. Speak in a normal tone.
- Write notes back and forth or use a computer, if feasible.
- Ask for help in communicating. If the person uses a communication device, such as a manual or electronic communication board, ask the person how to use it.

5. INTERACTING WITH PEOPLE WHO HAVE A PHYSICAL DISABILITY

- Do not make assumptions about what the person can or cannot do. Always ask if the person would like assistance before you help. Your help may not be needed or wanted.
- Do not touch a person's wheelchair or grab the arm of a person walking without first asking if he/she/they would like assistance.
- Do not hang or lean on a person's wheelchair because it is part of the wheelchair user's personal space.
- Never move someone's crutches, walker, cane, or other mobility aid without permission.
- When speaking to a person in a wheelchair for more than a few minutes, try to find a seat for yourself so the two of you are at eye level.
- Speak directly to the person in a wheelchair, not to someone nearby as if the wheelchair user did not exist.
- Do not demean or patronize the wheelchair user by patting him/her/them on the head.
- Do not discourage children from asking questions about the wheelchair. Open communication helps overcome fearful or misleading attitudes.
- When a wheelchair user "transfers" out of the wheelchair to a chair, toilet, car or bed, do not move the wheelchair out of reach.
- Do not raise your voice or shout. Use normal speech. It is okay to use expressions like "running along." It is likely that the wheelchair user expresses things the same way.
- Be aware of the wheelchair user's capabilities. Some users can walk with aid and use wheelchairs because they can conserve energy and move about quickly.
- Do not classify persons who use wheelchairs as sick. Wheelchairs are used for a variety of non-contagious disabilities.
- Do not assume that using a wheelchair is in itself a tragedy. It is a means of transportation/freedom that allows the user to move about independently.

6. INTERACTING WITH PEOPLE WHO ARE BLIND OR HAVE LOW VISION

- The first thing to do when you meet a person who is blind is to identify yourself.
- When speaking, face the person directly. Speak in a normal tone. Your voice will let the person know where you are.
- Do not leave without saying that you are leaving.
- Some individuals who want assistance will tell you. You may offer assistance if it seems needed, but if your offer is declined, do not insist.

- When offering assistance, say, “Would you like to take my arm?” and allow the person to decline or accept. The movement of your arm will let the person know what to expect. Never grab or pull the person.
- When going through a doorway, let the person know whether the door opens in or out and to the right or left.
- Before going up or down stairs, let the person know that you are going up or down, and advise if there is a handrail and where it is. Ask the person if he/she/they would like assistance – they will let you know.
- When giving directions, or describing where things are in a room or in the person’s path, be as specific as possible, and use clock clues where appropriate.
- When directing the person to a chair, let the person know where the back of the chair is, and they will take it from there.
- If the person has a service animal, do not distract or divert the animal’s attention. Do not pet or speak to the animal unless the owner has given you permission.
- The person’s single greatest communication need is to have access to visual information by having information either read or provided in an accessible format (Braille, audio).

7. INTERACTING WITH PEOPLE WITH DUAL SENSORY LIMITATIONS

The means of communication with a person with dual sensory limitations will depend on the degree of hearing and vision loss. Use all of the suggestions in the above sections on referencing interaction with people who are Deaf and Hard of Hearing, blind or have low vision. The person with dual sensory impairments has unique and very challenging communications needs. Staff is to use every possible means of communication available.

8. INTERACTING WITH PEOPLE WITH LIMITED ENGLISH PROFICIENCY

Some of the people who are eligible for services cannot effectively use those services because they are not proficient in English. Language barriers prevent us from effectively providing services to this group of people. Breaking down these barriers will allow individuals with Limited English Proficiency to participate in Ibis Healthcare’s services.

The way a person with Limited English Proficiency communicates in English will vary from some to no English at all. Use the following guidelines when communicating with a person with Limited English Proficiency:

- Ask the person if he or she needs a translator.
- If you are speaking through an interpreter, remember the interpreter may lag a few moments behind what is being said, so pause occasionally to allow time for a complete translation.
- Talk directly to the person, not the interpreter. However, the person who is Limited English Proficient may look at the interpreter and may not make eye contact with you.
- If you know a little of the language, try using it. It may help you communicate and it also demonstrates your interest in communicating and willingness to try.
- Do not simplify your speech or raise your voice. Speak in a normal tone.
- Be patient and sensitive to the needs of the person who is Limited English Proficient.

The person’s single greatest communication need is to have access to the information by having the information either orally translated or provided in their language written form.

LANGUAGE IDENTIFICATION LIST

Use this Language ID List in a face to face situation to determine which language a person speaks. The Language ID Card lists the languages most frequently encountered in North America, grouped by the geographical region where they are commonly spoken.

To use the Language ID Card efficiently, locate the geographical region where you believe the speaker may be from (Pacific Islands, Europe, etc.)

Show the person the languages listed for that region. The message underneath each language says, “Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.”

English	English
Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.	

Europe

Albanian — Shqip
Tregoni me gisht gjuhën tuaj. Do të thërrasim një përkthyes. Përkthyesi ofrohet falas për ju.

Armenian — Հայերէն
Նշեք, թե որ լեզվով եք խոսում: Թարգմանիչ կկանչենք: Թարգմանչի ծառայությունները տրամադրվում են անվճար:

Basque — Euskara
Zure hizkuntza aukeratu. Jarraian interprete bati deituko diogu. Zerbitzu hau doakoa da.

Bosnian — Bosanski
Pokažite svoj jezik. Pozvat ćemo tumača. Usluge tumača su besplatne za vas.

Bulgarian — Български
Посочете вашия език. Ще бъде извикан преводач. Преводачът е осигурен безплатно за вас.

Croatian — Hrvatski
Pokažite svoj jezik. Prevoditelj će biti pozvan. Prevoditelja ćete dobiti besplatno.

Czech — Čeština
Ukažte na váš jazyk. Bude zavolán tlumočník. Tlumočení je pro vás bezplatné.

Danish — Dansk
Peg på dit sprog. En tolk vil blive tilkaldt. Tolken tilbydes uden omkostninger for dig.

Dutch — Nederlands
Wijs uw taal aan. Er zal contact worden opgenomen met een tolk. De service van de tolk is geheel gratis.

Estonian — Eesti keel
Osutage oma keelel. Vastava tõlgiga võetakse ühendust. Tõlketeenus on teie jaoks tasuta.

Finnish — Suomi
Osoita maasi kieltä. Kutsumme tulkin paikalle. Tulkin käyttö on sinulle ilmaista.

French — Français
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.

German — Deutsch
Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird angefordert. Der Dolmetscher ist für Sie kostenlos.

Greek — Ελληνικά
Δείξτε τη γλώσσα σας και θα καλέσουμε ένα διερμηνέα. Ο διερμηνέας σας παρέχεται δωρεάν.

Hungarian — Magyar
Válassza ki a nyelvet. Tolmácsot fogunk hívni. A tolmács az Ön számára díjtalan.

Europe - continued

Icelandic — Íslenska
Bentu á þitt tungumál. Það verður hringt í túlk. Túlkurinn er þér að kostnaðarlausu.

Italian — Italiano
Indicare la propia lingua. Un interprete sarà chiamato. Il servizio è gratuito.

Lithuanian — Lietuvių
Nurodykite savo kalbą. Bus pakviestas vertėjas. Vertėjas jums bus suteiktas nemokamai.

Macedonian — Македонски
Покажете на јазикот на кој зборувате. Ќе повикаме преведувач. Услугите на преведувачот се бесплатни.

Norwegian — Norsk
Pek på språket dit. En tolk vil bli tilkalt. Tolken tilbys kostnadsfritt for deg.

Polish — Polski
Proszę wskazać swój język i wezwiemy tłumacza. Usługa ta zapewniana jest bezpłatnie.

Portuguese — Português
Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.

Romanian — Română
Indicați limba pe care o vorbiți. Vi se va face legătura cu un interpret caare vă este asigurat gratuit.

Russian — Русский
Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.

Serbian — Српски
Покажите свој језик. Преводилац ће бити позван. Преводилац је за вас обезбеђен бесплатно.

Slovak — Slovenčina
Ukážte na svoj jazyk. Zavoláme tlmočníka. Tlmočenie je pre vás bezplatné.

Spanish — Español
Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.

Swedish — Svenska
Peka på ditt språk. En tolk kommer att tillkallas. Tolken erbjuds utan kostnad för dig.

Ukranian — Українська
Вкажіть вашу мову. Вам викличуть перекладача. Послуги перекладача надаються безкоштовно.

Yiddish — ייִדיש
ווייזט אָן אויף אייער שפּראַך און מען וועט רופן אַן איבערזעצער. איר דאַרפט גאָרניט באַצאָלן פאַר דער איבערזעצונג.

Pacific Islands

Fijian — Vosa Vakaviti
Dusia na nomu vosa. Ni na Vakarautaki mai e dua na dau vakadewa vosa. Na dau vakadewa vosa e sega ni saumi.

Ilocano — Ilokano
Itudo yo ti sao yo. Ag awag da ti maysa nga mangipatpatarus nga tumulong kadakayo nga awan ti bayad na.

Indonesian — Bahasa Indonesia
Tunjukkan bahasa Anda. Penerjemah akan dihubungi. Penerjemah disediakan gratis tanpa dikenakan biaya.

Malay — Bahasa Melayu
Tunjukkan bahasa anda. Jurubahasa akan dihubungi. Jurubahasa akan disediakan tanpa anda dikenakan bayaran.

Marshallese — Kajin Majól
Kelet kajin eo am. Im renaaj kúr juón am Ri-Ukok. Ri-Ukok eo enaaj jibañ eok ilo ejjelok wóneen.

Samoan — Fa'asamoa
Fa`asino lau gagana. Ole a vala`au se fa`amatala`upu. Ua saunia se fa`amatala`upu e aunoa ma se tau e te totogiina.

Tagalog — Tagalog
Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.

Tongan — Lea Faka-Tonga
Tuhu`I mai ho`o lea fakafonua. `E ui ha fakatonulea. `Oki ta`etotongi kia `a e fakatonulea.

North America, South America, and Caribbean

French — Français
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.

Haitian Creole — Kreyòl
Lonje dwèt ou sou lang ou pale a epi nap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.

Navajo — Diné k'ehjí
Nizaad biká'igíí bich'į' dah diilníih. Ata' halne'é ła' hágo bi'di'dooniil. Ata' halne'é éí doo haida yit'éego bik'é ni'diiléeł da. T'áájiik'e ná ata' hodoolnih.

Portuguese — Português
Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.

Spanish — Español
Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.

India, Pakistan, and Southwest Asia

Bengali — বাংলা
আপনার ভাষার দিকে নির্দেশ করুন। একজন দোভাষীকে ডাকা হবে। দোভাষী আপনি নিখরচায় পাবেন।

Gujarati — ગુજરાતી
તમારી ભાષાનો ઉલ્લેખ કરો. દુભાષિયાને બોલાવી શકાશે. દુભાષિયાને બોલવવામાં તમારે ખર્ચ આપવો નહિ પડે

Hindi — हिंदी
अपनी भाषा को इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।

Malayalam — മലയാളം
നിങ്ങളുടെ ഭാഷയിലേക്ക് ചൂണ്ടുക. ഒരു വ്യാഖ്യാതാവിന്റെ സേവനം ലഭ്യമാക്കും. ഈ വ്യാഖ്യാതാവിന്റെ സേവനം നിങ്ങൾക്ക് സൗജന്യമായാണ് നൽകുന്നത്.

Nepali — नेपाली
आफ्नो भाषातर्फ औंल्याउनुहोस्। एक दोभाषेलाई बोलाइनेछ। तपाईंको विना कुनै खर्चको, एकजना दोभाषे उपलब्ध गराइनेछ।

Punjabi — ਪੰਜਾਬੀ
ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਭਾਸ਼ੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਲਈ ਦੁਭਾਸ਼ੀਆ ਦੀ ਮੁਫਤ ਇੰਤਜ਼ਾਮ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।

Sinhalese — සිංහල
ඔබේ භාෂාව පෙන්වන්න. භාෂා පරිවර්තකයෙකු කැඳවෙනු ඇත. භාෂා පරිවර්තකය ඔබ වෙත නොමිලේ සැපයෙනු ඇත.

Tamil — தமிழ்
உங்கள் மொழியைச் சுட்டிக்காட்டுங்கள். மொழிபெயர்ப்பாளர் ஒருவர் அழைக்கப்படுவார். மொழிபெயர்ப்பாளருக்காக நீங்கள் செலவு செய்யத்தேவையில்லை.

Telugu — తెలుగు
మీ భాషను గుర్తించండి. మీ భాషానువాదకులను పిలువబడును. మీకు ఎటువంటి ఖర్చు లేకుండా భాషానువాదకులను సమకూర్చబడును.

Urdu — اُردو
اپنی زبان پر اشارہ کریں۔ ایک ترجمان کو بلاجائے گا۔ ترجمان کا انتظام آپ پر بغیر کسی خرچ کے کیا جائے گا۔

Africa

Acholi — Acoli
Siem thok ma iyae. Ja loko ibiro luongi. Jaloko no ochiuni ma onge chudo.

Amharic — አማርኛ
ቋንቋዎትን ያመልክቱ። አስተርጓሚ ይጠራል። አስተርጓሚው በነጻ ይቀርብልዎለታል።

Arabic — عربي
أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجانًا.

Africa - continued

Dinka — Thok monyjang
Weet ten thoungdie. Raan weetgeryic a col. Agerwelyic ku a cin aroop biyik yen.

French — Français
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.

Hausa — Hausa
Nuna zuwa ga yarenka. Za a kira tafinta. An samar maka da tafintan ne ba tare da sai an biya kudi ba.

Italian — Italiano
Indicare la propia lingua. Un interprete sarà chiamato. Il servizio è gratuito.

Nuer — Mägäcä luqäddä
Ku tïlmään luqäddäädä. Turjubään äyää looyëërï-doonää. Turjubäänkä lägugu yëëräyo wää bïlääsh.

Oromo — Oromo
Gara afaan keetti eeri. Turjumaanni ni waamama. Turjumaanni beesee takka malee siif qophaawa.

Portuguese — Português
Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.

Portuguese Creole — Crioulo Portugues
Nho pontâ pa lingu qui nho ta papiâ. No ta arranja um interprete pa nho. No ta rranja um interprete e nho ca ta pagâ nada pa el.

Somali — Af-Soomaali
Farta ku fiiqluqadaada… Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.

Swahili — Kiswahili
Onyesha lugha yako. Mkalimani ataitwa. Utapewa mkalimani bila gharama yoyote.

Tigrinya — ትግርኛ
ቋንቋኹም ኣመልክቱ። ኣተርጓሚ ክጽዋዕ ይ'ኽእል እዩ። ንኣተርጓሚ እትከፍልዎ ዝ'ኾነ ክፍሊት የለን።

Wolof — Wolof
Taannal sa lakk ngir fiou bolela ak kou degg sa lakk mou dimbeuli leu. Ndimbeul bi do ci fey dara.

Yoruba — Yorùbá
Tọ́ka sí èdè rẹ. A ó pe òg bùfọ̀ kan. Ọ̀fẹ́ ni a ó pe òg bùfọ̀ yìí fún ọ.

Middle East

Arabic — عربي

أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما
سيتم إحضار المترجم الفوري مجانًا.

Armenian — Յայերէն

Նշեք, թե որ լեզվով եք խոսում: Թարգմանիչ կկանչենք:
Թարգմանչի ծառայությունները տրամադրվում են անվճար:

Azerbaijani — Azərbaycan dili

Danışdığınız dili bildirin. Sizin üçün tərcüməçi dəvət olunacaq.Tərcümə xidməti üçün ödəniş tələb olunmur.

Dari — دری

زبان مود نظر را نشانی کنید. یک ترجمان فراخوانده خو
اهد شد. این برای شما کدام هزینه در پی نخواهد داشت.

Farsi — فارسي

زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست
خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.

Hebrew — עברית

הצבע לעבר השפה שלך, ואנחנו נתקשר למתורגמן.
שירותו של המתורגמן ניתן ללא תשלום.

Kurdish — کوردی

ئاماژە بە زمانەکەتان. وەرگێڕێک بانگ دەکرێت.
بۆ ئامادەکردنی وەرگێڕ هیچ پارەیەک لە تۆ وەرناگیردرێت.

Pashto — پښتو

خپلې ژبې ته اشاره وکړئ. یو ژباړونکی به راوبلل شي.
ستاسو له پاره د ژباړونکي انتظام په وړیا توګه کیږي.

Turkish — Türkçe

Konuştuğunuz dili gösterin. Sizin için bir çevirmen aranacaktır. Bu çevirmen size ücretsiz sağlanır.

Asia

China 請指認您的語言，以便為您提供免費的口譯服務。 请指认您的语言，以便为您提供免费的口译服务。

Cantonese	廣東話	广东话
Chaochow	潮州話	潮州话
Fukienese	福建話	福建话
Mandarin	國語	普通话
Shanghai	上海話	上海话
Taiwanese	台灣話	台湾话
Toishanese	台山話	台山话

Asia- continued

Burmese — မြန်မာ

သင့်ဘာသာစကားကို ညွှန်ပြပါ။ စကားပြန် ခေါ်ပေးပါမယ်။
သင့်အတွက် စကားပြန် အခမဲ့ ပေးပါမယ်။

Hmong — Hmoob

Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.

Indonesian — Bahasa Indonesia

Tunjukkan bahasa Anda. Penerjemah akan dihubungi. Penerjemah disediakan gratis tanpa dikenakan biaya.

Japanese — 日本語

あなたの話す言語を指してください。
無料で通訳サービスを提供します。

Karen — ကညီကျိာ်

နဲၣ်လီၤဆှၢနကျိာ်.တၢ်ကကိးပှၤကျိာ်ထံတၢ်.
တၢ်ဟ့ၣ်ပှၤကျိာ်ထံတၢ်လၢတအိၣ်ဒီးအပှ့ၤအကလံၤဘၣ်.

Khmer (Cambodian) — ខ្មែរ (កម្ពុជា)

សូមចង្អុលភាសាអ្នក។ យើងនឹងហៅអ្នកបកប្រែភាសាមកជូន។
អ្នកបកប្រែភាសានឹងជួយអ្នកដោយមិនគិតថ្លៃ។

Korean — 한국어

귀하께서 사용하는 언어를 지정하시면 해당
언어 통역 서비스를 무료로 제공해 드립니다.

Laotian — ພາສາລາວ

ຊີ້ບອກພາສາທີ່ເຈົ້າເວົ້າໄດ້. ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້.
ທ່ານບໍ່ຕ້ອງເສຍເງິນຄ່າແປໃຫ້ແກ່ນາຍແປພາສາ.

Malay — Bahasa Melayu

Tunjukkan bahasa anda. Jurubahasa akan dihubungi. Jurubahasa akan disediakan tanpa anda dikenakan bayaran.

Mien — Mien

Nuqv longc meih nyei waac fingx. Ninh mbuo porv waac mienh oix zuqc heuc daaih lorx meih. Ninh mbuo porv waac mienh tengx nyei jiauv louc yaac baeqc thenx maiv zuqc cuotv zinh nyaanh faan-liuc.

Mongolian — Монгол

Танай хэлээ заа. Орчуулагч дуудагдана.
Орчуулагчийн тусламж танд үнэгүй байх болно.

Thai — ไทย

ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาล่ามให้ท่าน
การใช้ล่ามไม่ต้องเสียค่าใช้จ่าย

Vietnamese — Tiếng Việt

Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.