

Working with Deaf Survivors

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Deaf Culture 101



Components of Deaf Culture

- Collectivism
- Social Customs
- Behavioral Norms
- Language

Audism

The notion that one is superior based on one's ability to hear or to behave in the manner of one who hears, or that life without hearing is futile and miserable, or an attitude based on pathological thinking which results in a negative stigma toward anyone who does not hear.



Examples of Audism

- Forcing a Deaf person to lip read or write instead of getting an interpreter
- Refusing to call an interpreter because it is not in your agency's budget
- Assuming Deaf people can't do things
- Not honoring the cultural and linguistic identity of a Deaf person or mislabeling/ misidentifying Deaf people
- Jumping in to help a Deaf person communicate

Examples of Audism (2)

- Using hearing children to interpret for Deaf parents
- Making phone calls or decisions for a Deaf person without asking
- Assuming someone is less intelligent or credible because they do not hear or voice
- Relying on a phone as the primary way for people to contact you
- Not having shelters accessible for a Deaf person
- Not having visual indicators of auditory signals, such as smoke detectors

Language Needs

- American Sign Language (ASL)
- Black American Sign Language (BASL)
- Deaf + Limited English Proficiency (LEP)
- Hard of Hearing/Lip reading/Cued Speech
- ProTactile ASL
- Sign Languages other than ASL

Domestic Violence in the Deaf Community

Question

How many times does it take a Deaf survivor to leave an abusive relationship?

Please put your answer in the chat box.

Understanding the Needs of Deaf Survivors

- Deaf and hard of hearing individuals are 150% more likely to be victims of assault, abuse, and bullying in their lifetimes.
- Domestic violence impacts one out of every two (2) Deaf women and one out of every six (6) Deaf men.

[No More Together We Can End Domestic Violence and Sexual Assault](https://nomore.org/)

<https://nomore.org/>

Unique Challenges Faced by Deaf Survivors

- Confidentiality issues in the Deaf community
- Many hearing providers are not accessible
- Lack of access to information

Deaf Power and Control Wheel



Abuse Tactics

- Uses ASL to make you afraid with gestures, facial expressions, or exaggerated signs, then uses Deaf culture to justify the behavior
- Calls you “hearing-mind” because you aren’t fluent enough in ASL or don’t socialize or identify with the Deaf community
- Takes advantage of the lack of accessible services for Deaf survivors
- Tells people private things (example: "My wife is lousy in bed."), and says it is okay to share private information because it is part of Deaf Culture

Abuse Tactics (2)

- Your partner is hearing and doesn't allow your children to use ASL to talk with you
- Excludes you from important conversations
- Ruins your chances for a job by spreading rumors about you in the small Deaf community

Language Access

Impact of Language Access

- 37 million Americans are Deaf or hard of hearing (D/HOH)



Legal Requirements

- Titles II and III of the Americans with Disabilities Act (ADA)
- This is the floor. We reach for the ceiling.

Effective Communication

ADA requires that:

Title II and III entities (state and local governments, businesses and nonprofit organizations that serve the public) communicate effectively with people who have communication disabilities, such as being Deaf and Deaf/Blind.

Goal = Ensure that communication with people with these disabilities is **equally effective as** communication with people without disabilities.

Effective Communication (2)

- Communicate with
- Receive information from
- Convey information to

All **three** prongs!

Exigent Circumstances

The following is PROHIBITED, EXCEPT where there is immediate danger of serious physical harm of life threatening situation to any person:

- Using children to interpret
- Using family members to interpret
- A bilingual employee regardless of level of bilingual competency (e.g., situations which require specialized vocabulary or will be certified court/legal documents)

Consequences of Lack of Language Access

For the survivor:

- Risk
- Perpetrators are rewarded
- Lack of community trust
- Re-victimization

For the agency:

- Challenges to quality of service and to fulfilling organizational mission
- Lack of compliance

Average Wait Time to Secure ASL Interpreters

	Less Than 1 Hour	More Than 4 Hours
During Business Hours	29%	26%
After Business Hours	19%	45%

Language Access and Victimization

- Opportunities for healing occur at all points of contact: services that are accessible and culturally responsive contribute to the healing process.
- Integrate knowledge about trauma into policies, procedures, practices, and settings, including those pertaining language access.

True/False (1)

A person who is Deaf is coming to the Police Department to fill out a complaint and be interviewed regarding a mugging that she just experienced. She tells the officer on site at the incident through an exchange of notes that she needs an ASL interpreter for her police interview. The Police officer tells her that they might have captioning, but the interpreter whom they always use is on vacation. Since writing seemed to be working just fine, and they had another alternative, the police officer tells her they won't be getting an interpreter.

This interaction represents equitable access under the circumstances.



True/False (2)

Police respond to a domestic violence call. They are told by the 911 dispatch that the victim is reporting that a gun is involved, and that children are in the house. The police arrive within two minutes, find the victim and her sister outside on the lawn, both crying. The victim is Deaf; the sister is not. The officers immediately ask the sister to interpret for them, while they try to get information about the whereabouts of the children, the gun, and the victim's husband.

This interaction represents equitable access under the circumstances.



Types of Interpreters

American Sign Language Interpreters

- Most commonly the appropriate communication accommodation for deaf people
- Trained and certified professionals with extensive knowledge of cross-cultural communication and interpretation processes
- Appropriate certification and qualification needs to be considered for nature of assignment
- Follows professional code of ethics
- Impartial roles of communication facilitator offering messages equivalence between deaf and hearing people; interpreters are not for deaf people but both parties
- Matches consumers' preferred mode of communication

Tactile Interpreting

- Tactile Interpreting is a way of communication for those who are Blind and Deaf or Hard of Hearing. The tactile Interpreter will put a hand below the other person's hand and make tactile signs on the person's hand so that they can feel and understand what's being said.
- Tactile ASL basically means you listen to standard ASL tactilely, instead of visually.

Pro Tactile Interpreting

Pro tactile is an emerging language in its own right, based on ASL but rapidly evolving away from it. PT is signing in a more tactile way on purpose.

Examples:

ASL: You may talk about a car screeching to a halt, but this is all done in air space in front of you.

PT: In PT, the “car” moves on the other person’s lap or forearm and you simulate screeching and halting movements by applying different levels of pressure on the person’s body.

ASL: You may say you have three kids using the 3-handshape and point to each finger and stating each kid’s name and age.

PT: You use the other person’s three fingers, tapping on each one in turn when sharing your kid’s names and ages.

Certified Deaf Interpreter

- A Certified Deaf Interpreter is a specialist who provides cultural and linguistic expertise. As a native signer with a lifetime experience as a Deaf individual, the CDI is also trained to ensure that communication is effective.
- Is a valuable asset to any situation that requires complicated and sometimes emotional communication situations.
- Often works as a unit with an ASL interpreter.

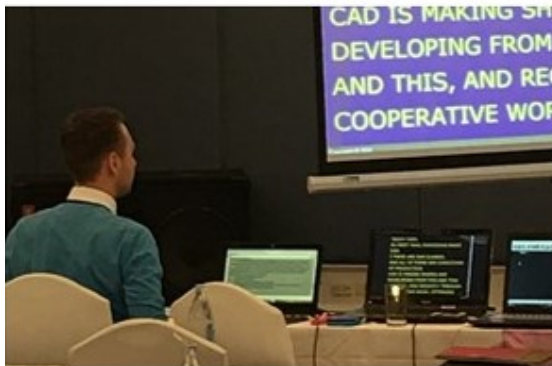
Benefits of Using a CDI

- Relaxed interpretation
- Deaf immigrants
- Clarity

Other Language Access Tools

NOTE: None of the items listed below replace the need for a qualified ASL interpreter.

- TTY / Relay
- Video Phone/ Video Relay Services
- C Print
- CART services



Securing Interpreters

A Roadmap

- Budget for interpreters
- Develop a relationship with interpreter agencies
- Create a process for requesting services
- Identify qualified interpreters
- Certification

Budgeting – Events and Meetings

Line Item:

Cost Estimate:

Sign language
interpreting services

\$55 - \$65/ hour (average)

2 person teams or larger

Minimum hourly job requirements

Portal rate (varies)

CART/ speech to text
services

\$65 - \$75/ hour

2 person teams

Screen \$150/day per room

Internet for each event room

Budgeting – Services

For your agencies, consider:

- History of provision of services (the last 2-3 years) - hours, clients/consumers
- If no history, estimate 50 hours of service for the year
- If some history, increase number of provision by 10%
- Analysis of local population of LEP/Deaf and hard of hearing who have used or may use services
- Subsequent years increase number of provision by 10% based on actual provision in current year
- Consistent tracking of services

Engaging Interpreting Agencies

- Interpreting agencies are there to assist in your work
- Building relationships takes time
- Work in partnership
- Questions to ask interpreting agencies
- Skills and qualifications

Now You Need an Interpreter...

What you will need:

- In a 1-1, one-hour counseling, or 1-1 session, one interpreter
- In a support group or meetings with multiple participants and facilitator, a team of 2 interpreters are highly recommended.

Information to provide:

- Length, type and intensity of assignment
- Location of service or meeting to take place
- Number of Deaf/LEP and hearing parties involved
- Special needs of Deaf/LEP person (e.g., blind? cognitively challenged? immigrant?)
- Number of interpreters needed

Where to Find Interpreters

- State offices for the deaf and hard of hearing
- Independent living centers
- State vocational rehabilitation offices
- Universities and colleges (usually in special needs/disability student offices/centers)
- State associations of the deaf
- Registry of Interpreters for the Deaf database

Interpreter Certifications

Certifying Bodies:

Registry of Interpreters for the Deaf (RID)

National Association of the Deaf (NAD)

National Conference of State Courts (NCSC)

State licensure

Interpreter Specialization Certifications:

Legal Interpreting Certification

Mental Health Interpreting Certification

Medical Interpreting Certification

Additional Resources

Vera Institute of Justice: www.vera.org

- **Designing Accessible Events for People with Disabilities and Deaf Individuals including:**
 - Meeting Tip Sheet
 - Sign Language Interpreters Tip Sheet
 - Budgeting Tip Sheet

All available at <https://www.vera.org/publications/designing-accessible-events-for-people-with-disabilities-and-deaf-individuals>

- **Culture, Language, and Access Key Considerations for Serving Deaf Survivors of Domestic and Sexual Violence**

Working with Interpreters

Working with Interpreters: Strategies

- Prepare your interpreters – names, jargon, abbreviations
 - If working with Deaf person → be next to the interpreter
 - Look at the Deaf person, not the interpreter
 - Direct your questions and statements to the Deaf person
 - Do not use phrases such as “ask her” or “tell her”
 - Speak in first person, rather than third person
 - Speak naturally, at a reasonable pace
 - Pause at reasonable intervals
-

Working with Interpreters: Strategies (2)

- Check in occasionally for questions
- Consider the interpreter as a cultural mediator (ONLY for Deaf/deaf communities, not LEP).
- Place yourself or the interpreter against a neutral background
- Ask the Deaf person where he wants everyone seated
- Do not talk while the Deaf person is reading a document
- If possible, use the same interpreter for an ongoing service
- Do not have side conversations with the interpreter
- Create ground rules or common agreements regarding communication if needed

Team Interpreting

Team interpreting is the utilization of two or more interpreters who support each other to meet the needs of a particular communication situation.

The interpreter team is actively engaged in the process. It may be providing direct interpretation services, actively working between the two languages or functioning in supporting role. This support is necessary to enhance the team's performance and assure accurate communication takes place and may include:

- monitoring the overall setting
- assuring appropriate and timely transitions
- supporting/cueing other team members as needed

RID Standard Practice Paper: Team Interpreting

Working with Interpreters: Trauma Considerations

Be mindful that:

- The linguistic community (including Deaf) is a small community
- Not all interpreters are trained in or thoroughly knowledgeable about DV/SA and trauma informed practices.
- Some interpreters are themselves victims or perpetrators.

Working with Interpreters: Trauma Considerations (2)

- You may need more time.
- Interpreters have privilege of power.
- Victims may specify a gender preference for an interpreter. You should consider time, resources, and any exigency.

Final Thoughts

Wrap Up and Final Thoughts

- Interpreting is a profession, which requires training, certification, adherence to ethics, and a role to facilitate communication between two parties using different languages.
- Providing language access in a timely and responsive matter requires preparation and pro-activeness, including developing and maintaining relationships with interpreting agencies.
- There are different types of interpretation - budgeting and planning will help identify what kind of interpretation is needed.

Wrap Up and Final Thoughts (2)

- Some situations are simply more critical than others in providing language access – err on the side of providing meaningful, effective, and equitable access.
- Communication is always a two-way street. Information without engagement is not meaningful, effective, or equitable.
- Compliance is a continuum. The laws are the floor. Reach for the ceiling and everyone benefits.

Questions?



Thank you!

Don't forget about our next End Abuse of People with Disabilities webinar, ***Creating and Maintaining a Safety Net for Survivors with Disabilities***, on May 15, 2018 from 2-3:30 pm ET. [Register here](#).

Please take a moment to complete our brief [survey](#).

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