

# Video Remote Interpreting Services at MCCR

## State of Maryland Commission on Civil Rights

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**Great news!** In an effort to increase accessibility to all Marylanders, MCCR contracted with Hearing & Speech Agency (HASA) to provide Video Remote Interpreting (VRI) services to deaf and hard of hearing individuals utilizing MCCR's services.

If you are in need of VRI services during your visit at MCCR, please let a member of our staff know immediately. VRI can be used at any time and without the need to request a special appointment in advance. This eliminates the need to coordinate schedules with a costly interpreter for your appointment at MCCR when interpretation services are only needed for a brief period of time.

### WHAT IS VRI?

Video Remote Interpreting (VRI) uses video devices with cameras and screens to provide sign language and spoken language interpreting services through a remote or off-site interpreter. This enables MCCR staff to communicate with persons with whom there is a language barrier when on-site interpreters are not available. VRI is offered in multiple languages besides English.

### HOW DOES VRI WORK?

1. You request use of the VRI service at MCCR.
2. Your Civil Rights Officer logs into the VRI service via the iPad.
3. Once connected, the screen will split in two - you will see both yourself and your interpreter.
4. Your Civil Rights Officer will continue the meeting with the VRI service in view to seamlessly communicate with you.

**Best of all this service is free to you.**

**There is a catch:** VRI is only beneficial and cost-effective when an individual does not need to use it for an extended period of time. MCCR offers VRI services during the intake and some investigative processes. If you are scheduled for a fact-finding conference or a mediation, VRI will not be the most efficient way to communicate. In those instances, you and your Civil Rights Officer should discuss securing an in-person interpreter to accompany you to your appointment at MCCR.

**MCCR is committed to being the lead civil rights advocacy and enforcement agency in the State of Maryland. Your opinion matters. If you have any suggestions or recommendations on how we can improve our service to you, please let us know.**