

I am a sign language interpreter who has been interpreting for a video relay provider. I believe that more public awareness of this service needs to be made in some fashion. Not only to the public, but also to businesses. Interpreters operate under the Code of Ethics of the Registry of Interpreters for the Deaf, Inc. which requires all information pertaining to an interpreting assignment be kept confidential. Some businesses refuse to talk to the Deaf consumer through the relay service because of confidentiality issues. Those businesses ask that the consumer call back on their TTY/TDD line; however, many Deaf consumers have trouble with discussing business through TTY/TDD because of their lack of understanding of the written English language which causes confusion. Something needs to be done to explain this issue to these businesses and require that they accept calls made through the video relay service.