

As a VRS interpreter who worked for two and a half years in a large call center for a large VRS company and who now works from home for a small VRS company, I cannot stress to you enough the absolute, vital importance of permitting this practice to continue. Please allow me to point out a few of the most important differences in these two situations.

In the large call center, all day and every day I would witness several interpreters hanging around outside a call station watching/listening in on calls ? this is happening completely unbeknownst to the callers ? they believe only the one interpreter is having access to their information, yet that is rarely the case. This practice of watching/listening in on calls is rampant in these big call centers, and it is unprofessional to say the least, and grossly unethical, at best. At in-home call centers, this can/will never happen as there is only one interpreter per room, and the room is locked.

As a consumer, when I receive a call from an interpreter in one of these large call centers, during the time that my call is quiet, through the phone I can hear the interpreter processing a call in the next station over from the interpreter processing my call ? just yesterday while I was on a call I received from a large call center, as my call was quiet as I was waiting for the Deaf caller to respond to my question, I heard the interpreter in the next station recite an entire credit card number ? if I was a thief, this would have been an incredibly easy way for me to reek havoc. Again, I stress, with an in-home call center, the potential for this kind of destruction can/will never happen as there is only one interpreter per room, and the room is locked.

In the large call centers, the amount of gossip that goes on about phone calls is mind blowing ? there is constant and blatant disclosure of callers' personal information by interpreters sitting around during breaks talking about their calls ? this disgusting and complete lack of respect for privacy, professionalism, and ethics for our profession and our clients is just one more reason I could no longer work in one of these call centers, hence the reason I switched to a work-from-home VRS company. Again, I stress, with an at-home call center, this could never happen as it is just one person in a locked room.

In a large call center, we were required to log off for 15 minutes each night so the cleaning crew could come in ? obviously, that created a lot of down time and loss of revenue - that being the case, we were eventually told to just continue working and not to worry about the cleaners as they were told to ignore our conversations ? obviously, caller privacy and confidentiality were completely disregarded in lieu of making a profit for the company. Again, one more reason for an at-home call center, as this would never be an issue.

Many times scheduled interpreters could not make it into work due to weather or traffic situations ? this is never a problem with at-home call centers, which allows for for more consistent staffing.

Many interpreters are not geographically located in an area that makes it possible for them to go to a call center ? with an at-home call center, interpreters can provide services no matter where they live, thus opening up the field for more highly-qualified interpreters to provide services.

The large VRS companies with large call centers have reduced their standards to the absolute lowest minimum possible simply for the purpose of getting ?warm bodies? in the seats. If callers actually knew that most of the interpreters processing their calls in these large call centers for these large companies did not have national certification, had never even taken a single sign language class, and had never been educated as to the ethical standards of our profession, I believe they would be appalled to know the truth as to who these people are processing their calls ? but, the callers don't know this information. With the small ?white label? company for whom I work, they not only require national certification, but five years of experience, as well, exactly as it should be.

With an at-home call center, since I have personally invested money to set it up, I am much more vested in the success of my center ? compare this to the large call centers run by the large companies as they try to entice interpreters with all kinds of bonuses and incentives, yet these interpreters have no true investment in their center and, therefore, no true incentive to see the center remain successful, other than for their own job security.

?White label? companies are exactly what this service needs ? these are small companies that truly care about the communities they serve, and they are in this business for just that reason. All companies start small and need time to learn and grow. ?White label' companies are simply requesting you grant them the right and the time to let them prove to you that they can and will provide the quality of service VRS so desperately lacks and needs. As an at-home, nationally certified interpreter with dual national certification and ten years of interpreting under my belt, I can tell you with absolute certainty that ?White label? companies such as CallVRS provide companies with a high quality, professional and ethical choice for VRS service. As someone who values my own integrity, as well as the integrity of the Deaf communities for whom I serve, I would never again work in the grossly unprofessional and unethical environment that is fostered in a large, traditional call center.

