

In regards to whether calls can be guaranteed confidential, from part B 19, I believe they can and are held confidential in home call centers. I work for CodaVRS which is a partnership of Lifelinks, one of the procedures of our call center is we must have an office with a locked door, provide proof with pictures, and we are monitored from time to time from Lifelinks management to verify that we are alone when calls are processed and that we are indeed in a locked private office. In addition, I would like to state that I think calls are more confidential in home call centers, than larger call centers, as my understanding, in large call centers, there are multiple interpreters who can walk by cubicles and see what is going on during calls and interpreters are more likely to talk about other callers when they are in the company of others, where as the home call centers, there is no one else around to talk about certain callers, and confidentiality is much more secure in a home call center. In addition, as interpreters, we all understand the nature of confidentiality and we all understand and are trained the importance of keeping calls confidential. A more controlled environment at home.

I feel that VRS CA working from home have the ability to handle emergency calls. When an emergency calls come into CodaVRS (a division of Lifelinks) we are instructed to press a button on our screen, as soon as the call comes in. At that point, the modl is notified that this is an emergency call and immediately monitors the call. If the CA is unable to continue to handle the call, another interpreter can be immediately put into place.

In our particular home call center, we are supervised by management at Lifelinks. I think this allows for the appropriate supervision as you are asking that is already a successful solution which is in place.